Course Objectives/Course Outline
Spokane Community College

Course Title: **Quality Improvement**
Prefix and Course Number: **HIM 211**

Course Learning Outcomes:
By the end of this course, a student should be able to:

- Apply policies and procedures to ensure the accuracy of health data
- Collect, organize, and present data for quality management, utilization management, risk management, and other related studies
- Abstract and report data for facility-wide quality management and performance improvement programs
- Analyze clinical data to identify trends that demonstrate quality, safety, and effectiveness of healthcare
- Apply the fundamentals of team leadership
- Participate in and work in teams and committees
- Conduct orientation and training programs
- Use tools and techniques to monitor, report, and improve processes

Course Outline:

I.   **Data Analysis and Management**
    A. Analyze abstracted data and identify how it helps improve healthcare quality
    B. Describe the various types of graphs and charts
    C. Show data findings in a graphical display
    D. Summarize data findings
    E. Calculate a performance measure

II.   **Coding**
    A. Explain prospective review, concurrent review, and retrospective review and how it affects healthcare quality

III.   **Compliance**
    A. Use core measure audit guidelines to audit charts
    B. Describe medical necessity
    C. Explain accreditation standards and accreditation groups
    D. Explain medical necessity and how it can improve healthcare quality
    E. Indicate how utilization review plays a part in medical necessity
    F. Design a survey form to help determine areas of improvement for a current process
    G. Describe the function of case management in evaluating medical necessity

IV.   **Quality**
    A. Describe the correlation between accuracy and validity of data
    B. Perform a core measures audit and summarize the findings
    C. Describe the national patient safety goals
    D. Create a mission and vision statement V.9: Identify different types of healthcare quality measurements
    E. Describe the steps in the PDCA cycle
    F. Define quantitative tool and qualitative tools
    G. Describe what information is gathered and measured for core measures
    H. Identify how data findings can help improve healthcare quality
    I. Discuss how data is used to help improve healthcare quality
    J. Use qualitative and quantitative tools to identify areas for performance improvement

    K. Identify and describe the various performance improvement tools

    L. Explain how to design a data collection system

    M. Demonstrate how to complete a core measure audit

V. Legal

    A. Identify and explain reportable events and incident reports

    B. Explain how chart audits can determine possible risk management issues and how the risks can be eliminated

VI. Knowledge Statement

    A. Indicate how to determine severity of illness and intensity of services

    B. Explain how the conditions of participation affect healthcare quality

    C. Describe pay-for-performance

    D. Summarize the HMO requirements for healthcare quality

    E. Analyze data to determine areas for improvement in healthcare quality

    F. Discuss brainstorming methods to help identify areas of improvement

    G. Describe overuse, underuse, misuse of services

    H. Summarize how government regulations affect healthcare quality

    I. Identify who the stakeholder in healthcare quality 27a: Describe Joint Commission requirements

    J. State how the terms measures, metrics, and performance contribute to healthcare quality

    K. Explain the lean and six sigma principles and how they help improve healthcare quality

    L. Describe the purpose of a Gantt chart

    M. Describe the performance improvement team and the required components of a project

    N. Describe how behavior change and monitoring performance can improve healthcare quality

    O. Identify the groups responsible for healthcare quality

    P. Describe quality indicators and performance measures

    Q. Discuss the functions of case management and identify how case management affects healthcare quality

    R. Explain utilization management functions