

Western Kentucky University
College of Health and Human Services
Master of Healthcare Administration

Instructor Information

Dr. Patricia Minors
Office Location: 408-D STH (Science & Technology Hall)
Office Hours: Monday and Wednesday 1:45 - 5:30pm
Thursday 1:45 - 4:30
Other hours by appointment
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Class Schedule

Thursday, 5:00pm to 7:45pm, STH 413

Disability Policy:

Students with disabilities who require accommodations (academic adjustments and/or auxiliary aids or services) for this course must contact the Office for Student Disability Services (OFSDS), Room 445, Potter Hall. The OFSDS telephone number is (270)745-5004. You must have a letter of accommodation from the OFSDS prior to requesting an accommodation from the professor.

Course Description

Critical knowledge of health care quality and required accountability within the health care industry. Topics will include quality assurance, risk management, utilization management, JCAHO and NCQA standards, Six Sigma, and continuous quality improvement.

Course Objectives

By the end of the course, the student should be able to:

1. Analyze theoretical foundations that apply to quality and accountability requirements in the healthcare industry.
2. Define the common terminology related to quality and process improvement.
3. Interpret Joint Commission on Accreditation of Health Care Organizations (JCAHO) and National Committee on Quality Assurance (NCQA) standards and directives pertinent to quality and process improvement.
4. Evaluate the effectiveness of a quality/process improvement program.
5. Analyze, interpret, and evaluate current processes and procedures as well as future trends associated with quality and accountability in the health care environment.

Course Pre-requisites

PH 520 Vital and Medical Statistics, equivalent course, or appropriate background.

Methodology

A combination of instructional teaching and learning modes will be used including lecture, student presentations, student papers, research, class projects, and interactive participation. Web-based enhancement of learning materials may be included.

Course Expectations and Attendance

Class participation and attendance. Student attendance and overall grade achievement are highly correlated. Furthermore, student attendance in class is necessary in order to participate in discussions. Student attendance may be recorded each class period. Attendance will be reflected in the student's credit for participation for that class period. Students who are marked absent for four classes or more will have their grades adjusted downward accordingly. For example, five absences = reduction of one half letter grade; six absences = one letter grade, etc.. Any student missing nine or more classes will be given an "F" for the course.

Note: coming to class late (after class roll is taken) is the same as an absence. Leaving the class early is treated the same as being late. If you have an emergency, the proper thing to do is to notify me in the most suitable manner. This statement should not be construed to mean that if you notify me that this forewarned absence will be regarded as an "excused absence." and it does not count. Unique situations are evaluated on their merits. If you send an email after class has begun, it makes no difference. If you are not there, then you are somewhere else and therefore absent from the class.

Students must be aware that simply being in class does not earn credit for participation. Participation is based on meaningful contribution through discussion. Participation implies that you must come to class prepared. In other words, you must read or complete assigned material before class as you may be called upon to provide input. There are no exceptions for being unprepared and for not reading the material before class rather than after class.

Course Requirements

In addition to attendance and participation, each student's progress and grasp of the course objectives will be measured by the following:

Examinations. Examinations will be administered during the designated class meeting and the time allotted to each examination is the entire class period. Each examination weighted by the formula that follows. While the examinations are not necessarily comprehensive, students must have a mastery of prior material because the different concepts and components in healthcare build upon each other and from interdependence. The final examination is comprehensive. The need for make-up exams should be avoided.

Presentations. Students will be asked to present material resulting from the research into student papers and journal articles. Each presentation must be professional in manner and reflect thorough preparation. Presentations that lack professionalism, that is reflecting poor preparation, practice, and/or delivery will be marked downward accordingly. *Presentations must not be read from note cards, PowerPoint, or a prepared speech.* Spend the time to practice what you plan to say.

Written assignments. Any written assignments will conform to specific specifications. Details for format, citations, and appearance are available in a separate handout. All papers will conform to the most recent edition of the APA style guide. Deviations from the specified format will not be accepted. There will be no late assignments. Work that is submitted late will not be accepted.

Academic Integrity

Please be aware that plagiarism will not be tolerated under any circumstances and applies all work prepared for this class such as exams, in-class assignments, homework, and papers.

- Please review the handout entitled "Academic Integrity" for description covering different forms of cheating, especially for papers and other written materials.

I. Academic Integrity and Honesty

Please be aware that plagiarism will not be tolerated under any circumstances. The penalty for plagiarism will be a zero for the assignment. As graduate students in this program, you should be aware of the

guidelines for using research materials. If you have any questions as to what constitutes plagiarism, ask me!. Furthermore, cheating on exams and/or assignments will not be tolerated, and the penalty is an automatic “F” for the course. This works both ways, which means your copying someone else’s work OR allowing someone else to copy your work. Do not put yourself in this unfortunate situation—risking a poor grade does not begin to compare with getting an “F” for the entire course. Be advised that I will not hesitate to enforce this policy if necessary. This applies to all assignments including homework! Keep your eyes on your own paper, and do your own work!

II. Course Participation and Attendance

Student attendance and overall grade achievement are highly correlated. Furthermore, student attendance in class is necessary in order to participate in discussions. Student absences will be recorded each class period and will reflect on the student’s credit for participation for that class period. Students arriving late will be marked absent. “Late” counts the same as “absent”. Students missing two classes are tempting fate. Students missing three or more classes will be dropped one full letter grade. There are NO exceptions to this policy.

Students must be aware that simply being in class does not earn credit for participation. Participation is based on meaningful contribution through discussion. Participation implies that you must come to class prepared. In other words, you must read or complete assigned material prior to class as you may be called upon to provide input.

III. Course Requirements

In addition to attendance and participation, each student’s progress and grasp of the course objectives will be measured by the following

- A. Examinations. Examinations will be administered during the designated class meeting and the time allotted to each examination is the entire class period. There will be three examinations plus a final exam. Each examination is equally weighted. While the examinations are not necessarily comprehensive, students must have a mastery of prior material because the different concepts and components in healthcare build upon each other and from an interdependence. The final examination is comprehensive.
- B. Presentations. Students will present material resulting from the research, article reviews, projects, or assignments. Each presentation will be professional in manner and reflect thorough preparation. Presentations lacking professionalism—reflecting poor preparation, practice, and/or delivery—will be marked down accordingly. Presentations that are read from note cards, prepared scripts, or PowerPoint presentations are unacceptable.
- C. Written assignments. Any written assignments will conform to specific specifications. Details for format, citations, and appearance are available in a separate handout. All papers will conform to the most recent edition of the APA style guide. Deviations from the specified format will not be accepted.
- D. Make-up examinations will be administered on a case by case basis. There will be no late assignments. Work that is submitted late will not be accepted.

IV. Basis for evaluation and grading

Three examinations	400
Final examination	200
Other assignments including, but not limited to:	300
Papers or projects with presentations	
Homework	

In-class exercises	
Class participation	<u>100</u>
	1000

V. Textbooks

- Lighter, Donald E. and Fair, Douglas C.
Principles and Methods of Quality Management in Health Care (PMQM)
 Gaithersburg, MD: Aspen Publishers, Inc., 2000.
- The Memory Jogger (MJ)
GOAL/QPC

VI. Schedule

Source	Material covered	Pages	Time Span	Test date
PMQM	Chapters 1, 2	1 – 36		
PMQM	Chapters 8	259 – 279		
MJ	Introduction	<i>iv</i> – 2		
MJ	Affinity Diagram	12 – 17		
MJ	Brainstorming	19 – 22		
MJ	Nominal Group Technique	91 - 94		
MJ	Team Guidelines	150 – 155	Weeks 1 – 4	Feb 5, 2004
PMQM	Chapter 3	37 – 84		
PMQM	Chapter 9	281 – 319		
MJ	Cause & Effect	23 – 30		
MJ	Check sheets	31 – 35		
MJ	Flow Chart	56 – 62		
MJ	Gantt Chart	9		
MJ	Pareto Chart	95 – 104		
MJ	Prioritization matrix	105 – 114		
MJ	Tree Diagram	156 – 164		
Handout	Quality function deployment	Special	Weeks 5 – 8	March 4, 2004
PMQM	Chapters 4, 5, 6, 7	86 – 257		
MJ	Control Charts	36 – 51		
MJ	Data Points	52 – 55		
MJ	Histogram	66 – 75		
MJ	Process Capability	132 – 136		
MJ	Run Charts	141 – 144		
MJ	Scatter Diagram	145 – 149	Weeks 9 – 12	April 15, 2004
PMQM	Chapters 10, 11, 12	321 – 433		
MJ	Story Board Case Study	115 – 131	Weeks 13 – 16	May 6, 2004

HCA 543: Healthcare Quality and Accountability
Course Syllabus Spring Semester 2004