



### **Course Description**

#### **HSA1380 | Health Care Quality Management | 3.00 credits**

This course examines various efforts being introduced to improve the quality and efficiency of the health care system. Topics covered range from issues of medical error reduction, quality improvements in medical records, and utilization review, models for continuous quality improvement in physician-patient relations.

### **Course Competencies:**

**Competency 1:** The student will demonstrate knowledge of performance improvement by:

1. Defining performance improvement
2. Explain the national policy, regulatory, and advocacy pressures to improve patient safety and quality of care
3. Analyzing how performance improvement activities relate to work teams and committees

**Competency 2:** The student will demonstrate knowledge of quality improvement tools by:

1. Identifying quality improvement tools and techniques to monitor, report, and improve processes in problem solving
2. Describe the role of accountability and how it is used to guide costs, quality, and outcomes
3. Explain strategies designed to increase the use of evidence-based patient safety interventions

**Competency 3:** The student will demonstrate knowledge of risk management by:

1. Analyzing potential risk management issues
2. Analyze the relationship between patient safety organizational culture and communication that influences patient outcomes
3. Identify organizational structures and processes designed to improve quality and patient safety

### **Learning Outcomes:**

- Solve problems using critical and creative thinking and scientific reasoning
- Formulate strategies to locate, evaluate, and apply information