BMI 537/637: Healthcare Quality Syllabus
Spring 2016 Online Course (3.0 credits)

PREREQUISITES: The student needs to be able to use basic spreadsheet or statistical software. Those using Mac computers either must either have R, emulate Excel for Windows, have access to a PC for a single class, or have another Statistical Process Control chart program. Please contact the instructor if you have questions.

NOTE: This syllabus and class schedule are subject to changes by the instructor. Changes will be made with as much advance notice as possible.

COURSE DESCRIPTION
This course covers the issues of measuring, analyzing, managing and improving the quality of health care. A general overview of the health care system in the United States and beyond is followed by the quality challenges and issues in the system. Quality improvement techniques are taught in detail and students are expected to be able to apply these techniques in practical settings. Current national efforts in performance measures, financial incentives, and quality are discussed. The final section of the class deals with analyzing performance data to understand the potential improvement areas.

COURSE OBJECTIVES
The students will:
- Understand quality improvement methodology (a full PDSA/PDCA cycle).
- Perform and critique quality analysis ('quality analytics')
- Be able to discuss key aspects of quality performance, especially electronic Clinical Quality Measures, in healthcare.
- Explore and critique initiatives to improve the quality of healthcare, such as value-based purchasing, care coordination, and care management.
- Implement team-based and quality improvement techniques within the context of their daily activities.

MAJOR COURSE TOPICS

Week 1 - Overview of Healthcare Systems and Quality
Week 2 - Variations in Healthcare Quality and Safety
Week 3 - Analytics and Big Data
Week 4 - Tools of Quality Improvement
Week 5 - Specifics of Measurement
Week 6 - Statistical Tools of Quality Improvement
Week 7 - Leadership and Change Management
Week 8 - Enacting Change/Technology
Week 9 - Patient Safety/Medical Errors
Week 10 - Quality Improvement Landscape and Paying for Quality
Week 11 - Work Week

INSTRUCTORS and CONTACT INFORMATION
Primary Course Instructor: David A. Dorr, MD, MS
Office: MDY160
Phone: 418-2387
Fax: 494-4551; dorrd@ohsu.edu
Office hours: Please make appointments by phone or email.
Additional course instructors: Christopher Tessier, MD; email: tessier@ohsu.edu
Steven Kassakian, MD; email: kassakia@ohsu.edu

TEACHING ASSISTANT – Please contact the teaching assistant first.
Carolyn Petersen
petecaro@ohsu.edu

REQUIRED TEXTBOOK

RELEVANT LITERATURE AND RESOURCES
- Distance Learning Components - Slides and readings will be available on the Sakai system. Forums will be active and monitored. For private questions or questions for which you want/need a more immediate answer, please email/call the instructor.
- Additional course material will be available on Sakai with weekly course materials.

EVALUATION / GRADING SCALE
Course evaluation will included graded student forums, individual course assignments, individual research paper, and a group project.

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<thead>
<tr>
<th>Component</th>
<th>Percentage</th>
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<tr>
<td>Forums</td>
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<tr>
<td>Individual Course Assignments</td>
<td>20%</td>
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<tr>
<td>Individual Research Paper</td>
<td>30%</td>
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<tr>
<td>Group Project</td>
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Major Due Dates (all at 11:59pm Pacific Time):
Team Paper Proposal: April 19th
Individual paper: May 11th
Team Paper Due: June 7th

Letter grades will be given for this course based on the following percentages and based on earned points:

93 - 100%  A
90 - 92.9%  A-
87 - 89.9%  B+
83 - 86.9%  B
80 - 82.9%  B-
77 - 79.9%  C+
73 - 76.9%  C
70 - 72.9%  C-
<70% = Failing

ACADEMIC HONESTY
Course participants are expected to maintain academic honesty in their course work. Participants should refrain from seeking past published solutions to any assignments. Literature and resources (including Internet
resources) employed in fulfilling assignments must be cited. See
http://www.ohsu.edu/xd/education/library/research-assistance/plagiarism.cfm?WT_rank=1# for information on
code of conduct for OHSU and
http://www.ohsu.edu/xd/education/teaching-and-learning-center/for-students/index.cfm for more information
on citing sources and recognizing plagiarism.

In an effort to uphold the principles and practice of academic honesty, faculty members at OHSU may use
originality checking systems such as Turnitin to compare a student’s submitted work against multiple sources.

To protect student privacy in this process, it will be necessary to remove all personal information, i.e. student
name, email address, student u-number, or any other personal information, from documents BEFORE submission.

STUDENT ACCESS
OHSU is committed to providing equal access to qualified students who experience a disability in compliance
with Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA) of 1990, and the
ADA Amendments Act (ADA-AA) of 2008. If you have a disability or think you may have a disability (physical,
sensory, chronic health, psychological or learning) please contact the Office for Student Access at (503) 494-
0082 or studentaccess@ohsu.edu to discuss eligibility for academic accommodations. Information is also
available at www.ohsu.edu/student-access. Because accommodations may take time to implement and cannot
be applied retroactively, it is important to have this discussion as soon as possible. All information regarding a
student’s disability is kept in accordance with relevant state and federal laws.

GRADING POLICY
Graduate Studies in the OHSU School of Medicine is committed to providing grades to students in a timely
manner. Course instructors will provide students with information in writing at the beginning of each course
that describes the grading policies and procedures including but not limited to evaluation criteria, expected time
needed to grade individual student examinations and type of feedback they will provide.

Class grades are due to the Registrar by the Friday following the week of finals. However, on those occasions
when a grade has not been submitted by the deadline, the following procedure shall be followed:

1) The Department² /Program Coordinator² will immediately contact the Instructor requesting the missing
   grade, with a copy to the Program Director and Registrar.
2) If the grade is still overdue by the end of next week, the Department² /Program Coordinator² will email
   the Department Chair directly, with a copy to the Instructor and Program Director requesting resolution
   of the missing grade.
3) If, after an additional week the grade is still outstanding, the student or Department¹ /Program
   Coordinator² may petition the Office of Graduate students for final resolution.

1 For courses that are run by a specific department.
2 For the conjoined courses (course number is preceded by CON_ that are run by Graduate Studies.

USE OF SAKAI
This course will have an online component, which can be accessed through Sakai, OHSU’s online course
management system. For any technical questions or if you need help logging in, please contact the Sakai Help
Desk.
Sakai Help Desk is available:
Mon – Fri, 8 am – 9 pm
Weekends, 12 pm – 5 pm
Contact Information:
(Toll-free) 877-972-5249
(Web) http://atech.ohsu.edu/help
(Email) sakai@ohsu.edu

COPYRIGHT INFORMATION
Every reasonable effort has been made to protect the copyright requirements of materials used in this course. Class participants are warned not to copy, audio, or videotape in violation of copyright laws. Journal articles will be kept on reserve at the library or online for student access. Copyright law does allow for making one personal copy of each article from the original article. This limit also applies to electronic sources.

To comply with the fair use doctrine of the US copyright law, Sakai course sites close three weeks after grades are posted with the Registrar. Please be sure to download all course material you wish to keep before this time as you will have no further access to your courses.

DMICE COMMUNICATION POLICY

1. If the syllabus directs the student to contact the TA before contacting the instructor, the student should do so. Otherwise, the student should contact the instructor and allow 2 business days (not including weekends) for a response.

2. If the student does not receive a response from the instructor within 2 business days, s/he should contact the TA (if there is one). When contacting the TA s/he should cc the instructor and Diane Doctor at doctord@ohsu.edu.

3. If a student does not receive a response from the TA within 1 business day (not including weekends), s/he should contact Diane Doctor at doctord@ohsu.edu and cc the instructor and the TA.

4. If Diane does not reply within 1 business day (not including weekends), the student should contact Andrea Ilg at ilgan@ohsu.edu.

5. Students having difficulties with Sakai should contact the Sakai Help Desk at sakai@ohsu.edu or at (877) 972-5249. Sakai help is available M-F from 8am to 9 pm and weekends from Noon to 5pm. Do not contact the instructor.