

MGT 518 Quality and Safety in Healthcare, 4 credits

Term: Winter 2014

Instructor: Jim Scott, MD (jimscott46@gmail.com)
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Course meets online: January 6 – March 21

Face-to-Face Dates: Friday, January 10 4pm-9pm Location: CHH 12181
Friday, March 7 4pm-9pm Location: CHH 12181

Curriculum Map: This course may be used toward elective credits in the MS degree.
There are no prerequisites for this course.
May be taken by non-degree students and students in other programs.

Required Materials:

Nelson, E.C., Batalden, P.B., Godfrey, M.M, & Lazar, J.S. (2011) *Value by design: Developing clinical microsystems to achieve organizational excellence*. Jossey-Bass.
ISBN-10: **0470385340** | ISBN-13: **978-0470385340**

Watcher, R. (2012) *Understanding Patient Safety, 2nd Ed.* McGraw-Hill Professional.
ISBN-10: **0071765786** | ISBN-13: 978-**0071765787**

Course Description

This course addresses the key challenge facing health care today – improving quality (safety, patient experience, reliable delivery of appropriate care) at the same time reducing per capita cost of care. That is, how can we improve the value that people receive from our system of care? We focus on the basic unit of the delivery system – the microsystem – where patients actually experience care and most providers work every day, as well as the critical interactions of those microsystems in care integration. The course will closely follow the “Value by Design” book developed at Dartmouth in their innovative approach to system improvement, widely adopted in the US and abroad.

Course objectives:

- Explain the role of microsystems in health care delivery, including key process mapping and design, measurement, and methods for improvement
- Apply learning to assess a specific microsystem and develop recommendations for improvement
- Investigate and research the key interactions of microsystems necessary for an integrated, patient centered care system