

MGT 518 Winter 2015 Quality and Patient Safety

Course Number: MGT 518

Course Title: Quality and Patient Safety

Number of Credits: 4

Term: Winter 2015

Dates: This course begins on Monday, January 5, and ends on Sunday, March 15, 2015. There are two Friday face-to-face sessions from 9:00-2:00 on January 10 and March 14

Location of face-to-face sessions: 3200 CDRC. [CDRC is building 27 on the campus map](#). (This link is to the Sakai site for this course.)

Instructors:

Jim Huntzicker, PhD
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Course Overview: In this course students will gain under a hands-on understanding of quality and process improvement methodologies that are relevant to healthcare and will apply that understanding to quality/process/performance improvement projects in their workplaces.

Texts:

The Improvement Guide: A Practical Approach to Enhancing Organizational Performance

Gerald J. Langley, Ronald D. Moen, Kevin M. Nolan, Thomas W. Nolan, Clifford Norman, Lloyd Provost

Publisher: Jossey-Bass; 2nd edition (April 20, 2009)

ISBN-10: 0470192410

ISBN-13: 978-0470192412

Measuring Quality Improvement in Healthcare: A Guide to Statistical Process Control Applications

Raymond Carey, Robert Lloyd

Publisher: American Society for Quality

ISBN: 0-527-76293-8

Structure of the Course and Grading Policy: The course will consist of the elements listed below. Detailed instructions for each week can be found in Sakai Course Materials.

- Two face-to-face sessions: January 10 and March 14
- Weekly modules
 - Reading/viewing assignments
 - Forum discussion

- Weekly (but not every week) written assignments
- Project
 - PowerPoint presentation
 - Reflection paper

Forum Discussions:

The purpose of the forums is to deepen your learning by understanding how the other members of your forum group see the particular issues for this week. Each of you will see these issues through the context of your own experience, and sharing your views with each other will significantly enhance your learning. For the forums you will post into the small group to which you have been assigned.

Forums consist of an initial posting, which is your personal answer to the weekly forum question, plus subsequent discussion. In all instances you can best make your point with concise (i.e., not long!), thoughtful statements.

- **Initial posting.** Please address the forum question in a **one paragraph posting** to your Forum Group.
 - The first person posting should initiate the thread.
 - Subsequent initial postings by group members **should be in the same thread** and should be entered using the **Reply to Initial Message** button.
 - **Initial postings due Wednesday end of day.**
- **Discussion.** This discussion is intended to deepen your understanding as to how the material relates to your own individual situation and those of the other members of your group. **To get full credit for the forum, you should post a total of at least two subsequent comments relating to the posting of others in your group.** To reply to a specific comment, use the **Reply** button on the comment to which you are replying. If you are responding to the thread in general, use the **Reply to Initial Message** button. **The discussion to be completed by end-of-day Sunday.**
- **Grading Rubric:**
 - 3 points for a substantial initial posting (one paragraph please)
 - Up to 5 points total. **To get the full 5 points, you should post a total of at least two subsequent comments relating to the posting of others in your group.**

Written Assignments and Project: The written deliverables are listed below. These are to be submitted through **Sakai Submissions**.

- Improvement project charter
- Baseline data for improvement project
- First draft of project PDSA Form through PLAN
- Final draft of project PDSA Form through PLAN
- Run chart or similar graphical portrayal of data with interpretation.
- Completely filled-out [PDSA Form](#)
- PowerPoint presentation of project outcomes
- Reflection paper on project

Grading Policy: Your final grade will be determined based on the following:

Category	% of Grade
Sakai Profile	5%
Forum Discussions	20%
Weekly (but not every week) project reports	30%
Final project presentation	15%
Project reflection paper	30%

Your written assignments will be graded based on how well you have done in addressing the assignment questions, applying the course material, **AND** expressing yourself clearly, succinctly, and insightfully. It is possible on a case-by-case basis to negotiate an extension of a due date if circumstances are such that you need more time to complete an assignment. We encourage you, however, to keep to the assignment timeline as it is easy to get overwhelmed when you get behind. Please contact us by e-mail if you want to request an extension of time. **We would like all assignments uploaded to us using the Submissions tool in Sakai.** They should be .doc, .docx, .rtf, or .pdf files. We would prefer no font smaller than 11 point.

Office Hours and Advising: You are encouraged to keep in touch with us throughout the course via e-mail and telephone. Please note that confidential or sensitive issues should be communicated to us by telephone or via e-mail. If you have a question or want to schedule a telephone conference with us, email us and we will find a mutually agreeable time. During the week, we will normally reply to your emails within 24 hours (**please be sure to put MGT 518 in the subject line**), and offer feedback on your written assignments within one week.

Expectations about Academic Integrity: 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. 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. More information about *Turnitin* and plagiarism can be found online through [OHSU's Teaching & Learning Center](#).

OHSU Student Access Policy: Our program is committed to all students achieving their potential. If you have a disability or think you may have a disability (physical, learning, hearing, vision, psychological) which may need a reasonable accommodation please contact Student Access at (503) 494-0082 or e-mail at studentaccess@ohsu.edu to discuss your needs. You can also find more information [here](#). Because accommodations can take time to implement, 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.

Inclement Weather Policy: When the weather forecaster is calling for ice or snow, call the OHSU Alert Line, 503 494-9021, for information regarding weather conditions that may affect operations at OHSU. If classes are canceled or delayed, residents and students who have patient care responsibilities must meet those obligations. See this [website](#) for details. For more information specific to the Division, please visit our [website](#)

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.

Hours for Sakai Help Desk: Monday-Friday 8:00AM- 10:00 PM; Weekends 12:00-5:00 PM

Contact Information: (Local) 503-494-7074; (Toll-free) 877-972-5249; email sakai@ohsu.edu

Please remember, 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.

Online Access to Journal Articles in OHSU Library

1. Go to <http://www.ohsu.edu/xd/education/library/index.cfm>
2. This will bring up the Library home page where you can enter the name of the journal. Enter the name of the journal; e.g., *Health Affairs*. Then click *Go*.
3. If connecting from a non-OHSU computer (and if requested), enter OHSU log-in information when requested.
4. Click on the appropriate link to get to the journal that you want and then select the particular issue of the journal.
5. Click on the article that you want. This will give you free access to the journal.

Syllabus Changes: This syllabus is not to be considered a contract between the student and the School of Medicine. It is recognized that changes may be made as the need arises. Students are responsible for keeping a copy of the course syllabus for their records. **HOWEVER PLEASE NOTE: the Course Materials posted on Sakai will have the most up-to-date information.**

About Your Instructors:

Jim Huntzicker, PhD, is Professor and head of the Division of Management in the OHSU School of Medicine. He has Ph.D. in Chemistry from University of California-Berkeley and a Masters in Health Leadership from McGill University. Jim has held a variety of managerial positions at Oregon Graduate Institute and OHSU. He was a member of the team that developed the MBA in Healthcare Management and is the current director of that program.

Tina Foss, MS, is the manager of the OHSU Preoperative Clinic and OR Scheduling and Billing Teams. She is also serving as a member of the Leadership Team within Perioperative Services that is focusing on implementing LEAN throughout the organization. Prior to her employment with OHSU she worked for eight years as the Executive Manager for a large multi-location medical practice within the Portland area. She completed her M.S. Degree in Healthcare Management from OHSU Division of Management in June of 2014. She also obtained a Bachelor's of Science in Healthcare Administration from George Fox University and a Bachelor's Degree in Biology from Baylor University. "I accidentally discovered my passion for process improvement and learning to use advanced Lean in Healthcare during the completion of my Masters, and I am excited about sharing that with others."