

MGT 518 Quality in Healthcare

Term:	Winter 2019		
Credits:	4 quarter credits		
Instructor:	Jim Huntzicker, PhD (huntzicj@ohsu.edu)		
Course meets online:	Monday, January 7 – Friday, March 22, 2019		
Face-to-Face Date:	Saturday, January 19, 2019	9:15am – 2:00pm	BICC 124
	Saturday, March 9, 2019	9:15am – 2:00pm	CDRC 3200

Required Materials

Langley, Moen, Nolan, Nolan, Norman, & Provost (2009), *The Improvement Guide: A Practical Approach to Enhancing Organizational Performance*, 2nd Ed. Jossey-Bass. ISBN: 0470192410. MSRP \$70.00

Wachter, Robert (2012), *Understanding Patient Safety*, 3rd Ed. McGraw Hill Lange, ISBN-13: 978-1259860249, ISBN: 1259860248 MSRP \$44.00

Pricing for textbooks may vary by retailer. Additional information about pricing, electronic options (e.g., Kindle), rentals, and used copies is available through your favorite online vendor. Additional readings will be made available through the OHSU Library and the Sakai learning platform.

Course Description

In this course students will gain 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. Quality is defined as care that is safe, effective, efficient, patient-centered, timely, and equitable. By the end of this course students will be able to apply the Model for Improvement in their work places and to execute a quality improvement project. This will be accomplished by action learning projects that the students will conduct in their own work places.

IMPORTANT: Students **MUST** bring a project from their workplace that is suitable for addressing in the 10-week timeframe of this course. A joint project with another student is also possible. Students are welcome to contact Jim Huntzicker huntzicj@ohsu.edu in advance to discuss possible projects for this course.