MGT 518 Quality in Healthcare

Term: Winter 2020
Credits: 4 quarter credits
Instructor: Jim Huntzicker, Ph.D. (huntzicj@ohsu.edu)
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Course meets online: Monday January 6 - Friday, March 20, 2020
Face-to-Face Dates: Saturday January 11, 2020 9:00am - 2:00pm
Saturday March 7, 2020 9:00am - 2:00pm

Required Materials

Additional readings will be made available online via 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 workplaces 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 quality improvement 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. Projects involve identifying an issue, collecting baseline data, applying an intervention, and collecting post-intervention data. Appropriate data are things that vary with time (e.g., daily number of patient no-shows). In some instances baseline data might be available through the EHR or other data sources. Students are welcome to contact Jim Huntzicker huntzicj@ohsu.edu in advance to discuss possible projects for this course.