School of
MEDICINE
OHSU

# 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

Langley, Moen, Nolan, Nolan, Norman, & Provost (2009), *The Improvement Guide: A Practical Approach to Enhancing Organizational Performance,* 2nd Edition. Jossey-Bass. ISBN-10: 0470192410. MSRP: $70.00

Wachter, Robert (2017), *Understanding Patient Safety*, 3rd Edition. McGraw Hill Lange, ISBN-10: 1259860248. MSRP: $50.00

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 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 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.**