BMI 537/637: Healthcare Quality Syllabus
Spring 2018 Online Course (3.0 credits)

PREREQUISITES: The student needs to be able to use basic spreadsheet or statistical software. Those using Mac computers either must either have R, emulate Excel for Windows, have access to a PC for a single class, or have another Statistical Process Control chart program. Please contact the instructor if you have questions.

NOTE: This syllabus and class schedule are subject to changes by the instructor. Changes will be made with as much advance notice as possible.

COURSE DESCRIPTION
This course covers the issues of measuring, analyzing, managing and improving the quality of health care. A general overview of the health care system in the United States and beyond is followed by the quality challenges and issues in the system. Quality improvement techniques are taught in detail and students are expected to be able to apply these techniques in practical settings. Current national efforts in performance measures, financial incentives, and quality are discussed. The final section of the class deals with analyzing performance data to understand the potential improvement areas.

COURSE OBJECTIVES
The students will:
- Understand quality improvement methodology (a full PDSA/PDCA cycle).
- Perform and critique quality analysis ('quality analytics')
- Be able to discuss key aspects of quality performance, especially electronic Clinical Quality Measures, in healthcare.
- Explore and critique initiatives to improve the quality of healthcare, such as value-based purchasing, care coordination, and care management.
- Implement team-based and quality improvement techniques within the context of their daily activities.

MAJOR COURSE TOPICS

Week 1 - Overview of Healthcare Systems and Quality
Week 2 - Variations in Healthcare Quality and Safety
Week 3 - Tools of Quality Improvement
Week 4 - Specifics of Measurement
Week 5 - Statistical Tools of Quality Improvement
Week 6 - Enacting Change/Technology
Week 7 - Leadership and Change Management
Week 8 - Patient Safety/Medical Errors
Week 9 - Quality Improvement Landscape and Paying for Quality
Week 10 - Analytics and Big Data
Week 11 - Work Week

INSTRUCTORS and CONTACT INFORMATION
Primary Course Instructor: David A. Dorr, MD, MS
Office: MDY160
Phone: 418-2387
Fax: 494-4551; dorrd@ohsu.edu
Office hours: Mondays 4-5pm Pacific; AND Please make appointments by phone or email for other times
TEACHING ASSISTANT – For most things, please contact the teaching assistant (as listed in sakai).
Kate Fultz Hollis
fultzhol@ohsu.edu

REQUIRED TEXTBOOK

RELEVANT LITERATURE AND RESOURCES
• Distance Learning Components - Slides and readings will be available on the Sakai system. Forums will be active and monitored. For private questions or questions for which you want/need a more immediate answer, please email/call the instructor.
• Additional course material will be available on Sakai with weekly course materials.

EVALUATION / GRADING SCALE
Course evaluation will included graded student forums, individual course assignments, individual research paper, and a group project.

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forums</td>
<td>20%</td>
</tr>
<tr>
<td>Individual Course Assignments</td>
<td>20%</td>
</tr>
<tr>
<td>Individual Research Paper</td>
<td>30%</td>
</tr>
<tr>
<td>Group Project</td>
<td>30%</td>
</tr>
</tbody>
</table>

Major Due Dates (all at 11:59pm Pacific Time):
Team Paper Proposal: End of Week 3
Individual paper: Week 7
Team Paper Due: Week 11

Letter grades will be given for this course based on the following percentages and based on earned points

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>93 - 100%</td>
<td>A</td>
</tr>
<tr>
<td>90 - 92.9%</td>
<td>A-</td>
</tr>
<tr>
<td>87 - 89.9%</td>
<td>B+</td>
</tr>
<tr>
<td>83 - 86.9%</td>
<td>B</td>
</tr>
<tr>
<td>80 - 82.9%</td>
<td>B-</td>
</tr>
<tr>
<td>77 - 79.9%</td>
<td>C+</td>
</tr>
<tr>
<td>73 - 76.9%</td>
<td>C</td>
</tr>
<tr>
<td>70 - 72.9%</td>
<td>C-</td>
</tr>
<tr>
<td>&lt;70%</td>
<td>Failing</td>
</tr>
</tbody>
</table>

ACADEMIC HONESTY
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. See
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.

To protect student privacy in this process, it will be necessary to remove all personal information, i.e. student name, email address, student u-number, or any other personal information, from documents BEFORE submission.

STUDENT ACCESS

OHSU is committed to providing equal access to qualified students with disabilities. Student Access determines and facilitates reasonable accommodations, including academic adjustments and auxiliary aids, for students with documented disabilities. A qualified student with a disability is a person who meets the academic and technical standards requisite to admission or participation in a particular program of study. As defined by the Americans with Disability Act (ADA), a person with a disability has a physical or mental impairment that substantially limits one or more major life activities of the individual. This may include, but is not limited to, physical conditions, chronic health issues, sensory impairments, mental health conditions, learning disabilities and ADHD. Student Access works with students with disabilities from all of OHSU’s educational programs and at each campus.

Each school has an assigned Program Accommodation Liaison (PAL), who acts as an “in-house” resource for students and faculty concerning access issues for students with disabilities. The PAL works in collaboration with Student Access to implement recommended accommodations for students with disabilities.

It is recommended that you contact Student Access to consult about possible accommodations if you a) received disability accommodations in the past, b) begin experiencing academic difficulties, and/or c) are given a new diagnosis from your healthcare provider.

Learn more about Student Access:
Phone: 503 494-0082
Email: studentaccess@ohsu.edu
Website: www.ohsu.edu/student-access

GRADING POLICY

Graduate Studies in the OHSU School of Medicine is committed to providing grades to students in a timely manner. Course instructors will provide students with information in writing at the beginning of each course that describes the grading policies and procedures including but not limited to evaluation criteria, expected time needed to grade individual student examinations and type of feedback they will provide.

Class grades are due to the Registrar by the Friday following the week of finals. However, on those occasions when a grade has not been submitted by the deadline, the following procedure shall be followed:
1) The Department\(^1\) /Program Coordinator\(^2\) will immediately contact the Instructor requesting the missing grade, with a copy to the Program Director and Registrar.

2) If the grade is still overdue by the end of next week, the Department\(^1\) /Program Coordinator\(^2\) will email the Department Chair directly, with a copy to the Instructor and Program Director requesting resolution of the missing grade.

3) If, after an additional week the grade is still outstanding, the student or Department\(^1\) /Program Coordinator\(^2\) may petition the Office of Graduate students for final resolution.

---

1. For courses that are run by a specific department.
2. For the conjoined courses (course number is preceded by CON_ that are run by Graduate Studies.

**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.

Sakai Help Desk is available:
Mon – Fri, 8 am – 9 pm
Weekends, 12 pm – 5 pm
Contact Information:
(Toll-free) 877-972-5249
(Web) [http://atech.ohsu.edu/help](http://atech.ohsu.edu/help)
(Email) sakai@ohsu.edu

**COPYRIGHT INFORMATION**

Every reasonable effort has been made to protect the copyright requirements of materials used in this course. Class participants are warned not to copy, audio, or videotape in violation of copyright laws. Journal articles will be kept on reserve at the library or online for student access. Copyright law does allow for making one personal copy of each article from the original article. This limit also applies to electronic sources.

To comply with the fair use fair use doctrine of the US copyright law, 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 as you will have no further access to your courses.

**DMICE COMMUNICATION POLICY**

1. If the syllabus directs the student to contact the TA before contacting the instructor, the student should do so. Otherwise, the student should contact the instructor and allow 2 business days (not including weekends) for a response.

2. If the student does not receive a response from the instructor within 2 business days, s/he should contact the TA (if there is one). When contacting the TA s/he should cc the instructor and Diane Doctor at doctord@ohsu.edu.

3. If a student does not receive a response from the TA within 1 business day (not including weekends), s/he should contact Diane Doctor at doctord@ohsu.edu and cc the instructor and the TA.

4. If Diane does not reply within 1 business day (not including weekends), the student should contact Andrea Ilg at ilgan@ohsu.edu.

5. Students having difficulties with Sakai should contact the Sakai Help Desk at sakai@ohsu.edu or at (877) 972-5249. Sakai help is available M-F from 8am to 10-pm and weekends from Noon to 5pm. Do not contact the instructor.
6. Please use professional etiquette when communicating with peers and the instructor. This means avoiding aggressive or offensive language, showing respect for others’ opinions and positions, and conducting yourself as if you were face to face with them. Please pay special attention to etiquette in class forums and when using email. If you notice someone violating this policy, please make the instructor and TA aware of the problem.

COMMITTMENT TO EQUITY AND INCLUSION

Oregon Health & Science University is committed to creating and fostering a learning and working environment based on open communication and mutual respect. If you encounter sexual harassment, sexual misconduct, sexual assault, or discrimination based on race, color, religion, age, national origin or ancestry, veteran or military status, sex, marital status, pregnancy or parenting status, sexual orientation, gender identity, disability or any other protected status please contact the Affirmative Action and Equal Opportunity Department at 503-494-5148 or aaeo@ohsu.edu. Inquiries about Title IX compliance or sex/gender discrimination and harassment may be directed to the OHSU Title IX Coordinator at 503-494-0258 or titleix@ohsu.edu