Course Number: NUR3819

Course Title: Foundations of Healthcare QI & Patient Safety

Course Credit: Three (3) Credits

Instructor: To be determined

Day/Time/Location: Web-based Orientation – On line

Course Description: Provides foundational principles, concepts and methods for promoting and improving healthcare quality and patient safety at the micro-, meso-, and macro-system levels with a focus on application at the micro-system level.

Prerequisites: NUR 3078 (Information Technology Skills for Nurses); NUR 3805 (Educational Transitions for RNs); NUR 4895 (Education Role of the Nurse)

Course Objectives:
At the conclusion of this course students will be able to:

- Participate in or lead the development, implementation and evaluation of quality and patient safety initiatives at the micro-, meso- and macro-system levels
- Describe contemporary quality improvement and patient safety organizations, priorities and initiatives.
- Identify the relationship between healthcare policy and regulation and quality and safety in the practice environment
- Explain current and evolving healthcare quality management approaches
- Describe basic safety design principles
- Delineate strategies for improving patient safety
- Describe the role of technology in quality improvement, patient safety and healthcare worker safety

Student Learning Outcomes

- Students should be able to apply healthcare quality improvement and patient safety principles, concepts, and methods at the micro-, meso-, and macro-system levels.

Topical Outline:

1. Background and historical perspective on healthcare quality and patient safety
   A. Quality improvement, patient safety and professional nursing practice
B. Evolution of the healthcare quality and patient safety movements  
C. Healthcare policy and regulation impacting quality and safety

2. Foundational principles and concepts of healthcare quality improvement and patient safety  
   A. The safety-quality continuum  
   B. Application of systems thinking to healthcare quality/patient safety  
   C. Interprofessional collaboration  
   D. Information management

3. Quality improvement methods and processes  
   A. Contemporary/evolving macro-, meso-, and micro-system level quality improvement approaches  
   B. Quality improvement processes and tools  
   C. Data management and analysis  
   D. Measurement, evaluation and follow through

4. Patient safety improvement  
   A. Safety design principles  
   B. Safety culture factors/drivers  
   C. Safety issues  
   D. Strategies/methods for improving patient safety

**Course Expectations:**

This is a Web-Based Course available on Blackboard. It is necessary that you have access to a computer that has software access to PowerPoint or PowerPoint Reader and that you have an established HSC Email Account. Microsoft Word is the word processing program required by the University and is the format required for all written assignments submitted for a grade in this course. Blackboard 9: Firefox web browser is recommended as your browser.  
[www.Mozilla.com/firefox](http://www.Mozilla.com/firefox). You can also use Safari. If you need assistance, please contact USF IT. 813 - 974-1222

It is expected that the learners will demonstrate initiative in seeking learning experiences that will enable them to achieve the course objectives. This includes reviewing all modules, reading required readings, participating in on-line discussions and completing all requirements by the assigned dates. Each student is responsible for notifying faculty if unable to meet any of these requirements.

Faculty will be available by email, telephone and by appointment in the Tampa office.  
**Email will be considered the communication method of choice. Please email with suggested dates and times for Tampa in-office appointments – confirmation will be sent. Phone appointments may also be arranged using the same email method.** Emails will be reviewed daily Monday through Friday. If an email message requires a response, the student should receive that response within 48 hours. If the student has not received that response within the 48 hour time frame, please email again.

A general discussion board will be used to facilitate communication with and among faculty and students. This discussion board will also be reviewed Monday through Friday unless student notified otherwise.
Student Expectations:
Assignments are due on or before the posted due date for summative evaluation. (Please check the class schedule for specific information and deadline dates). There will be no assignments for extra credit.

Submission of course materials: All course materials must be submitted through the assignment section of BlackBoard.

Return of course materials: Course materials will be returned in several ways: 1) they may be scanned and files attached to the assignment section 2) completed on line and file attached to the assignment section (where you submitted). Please be aware that this is an alternative method when there are time constraints. Papers will be retained for one month after completion of the semester after which they will be shredded.

Evaluation Methods:

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Point Allocation</th>
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<tbody>
<tr>
<td>Quality improvement/patient safety project plan</td>
<td>20%</td>
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<tr>
<td>Safety culture essay/paper</td>
<td>20%</td>
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<tr>
<td>Clinical microsystem practice environment assessment</td>
<td>10%</td>
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<tr>
<td>Case study analyses</td>
<td>20%</td>
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<tr>
<td>Quality improvement tool application exercises</td>
<td>20%</td>
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<tr>
<td>Online quiz</td>
<td>5%</td>
</tr>
<tr>
<td>Discussion board</td>
<td>5%</td>
</tr>
</tbody>
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Grading Scale:

- A 93-100%
- B 84-92%
- C 75-83%
- D 67-74%
- F 66 and below

Teaching Strategies:
- Web-based Lectures
- Blackboard Discussion
- Curriculum-based projects

Mandatory Check-in Policy for Web-based Classes
Students enrolled in web-based classes must check in by Friday at 5 pm in the first week of the semester. Failure to do so will result in the student being dropped from the class.

Withdrawal Policy

Withdrawal Policy (approved Faculty Council 12/15/06; revised 1/19/07)
Withdrawals are limited to 1 per course, with a limit of 2 per undergraduate or graduate program. Withdrawals are defined as officially withdrawing from any class after the Drop/Add period, and before the final Withdrawal date as outlined in the Academic Calendar. Any student withdrawing in excess of stated policy may be dismissed from the College of Nursing, unless the College of Nursing has pre-approved a documented Medical and/or Emergent situation.

Incomplete Guidelines

Definition: An incomplete grade ("I") is exception and awarded at the instructors discretion only when students are unable to complete course requirements due to illness or other extenuating circumstances beyond their control. This applies to all gradable courses, including pass/fail (S/U).

Students may be eligible for an “I” when:
- Majority of the student’s work for a course has been completed before the end of the semester
- The work that has been completed must be qualitatively satisfactory
- The student has requested consideration for an “I” grade as soon as possible but no later than the last day of finals week.

University Policy on Religious Observance:
No student shall be compelled to attend class or sit for an examination on a day or time prohibited by his or her religious belief. In accordance with the University policy on observances of religious days, students are expected to notify their instructors if they intend to be absent for a class or announced examination prior to the scheduled meeting.

Student Disability Services:

Student Disability Services exists to ensure that students with disabilities have the technical, academic, and emotional support necessary to achieve academic and personal success. The Office obtains and maintains disability-related documentation, certifies eligibility for services, determines reasonable accommodations and ensures the provision of services. “Students in need of academic accommodations for a disability may consult with the office of Students with Disabilities Services to arrange appropriate accommodations. Students are required to give reasonable notice prior to requesting an accommodation.”

Resale of Class Materials

The sale of class recordings or notes is not permitted.
Institutional Guidelines

General Info:

Nursing Academic Policies and Procedures: [http://health.usf.edu/nocms/nursing](http://health.usf.edu/nocms/nursing)

USF Graduate catalog 2010-2011 [http://grad.usf.edu/catalog.asp](http://grad.usf.edu/catalog.asp)

Student Rights and Responsibilities and Code of Conduct:

Disruption of Academic process/Academic Integrity of Students:
This information can be found in Section 7 of the Graduate Catalog

Disruption of the academic process and violations of policies regarding academic integrity will not be tolerated.

Plagiarism: Plagiarism will not be tolerated and is grounds for failure. This information can be found in Section 7 of the Graduate Catalog.

The University has an account with an automated plagiarism detection service (SafeAssign) which allows instructors and students to submit student assignments to be checked for plagiarism. The instructor reserves the right to 1) request that assignments be submitted as electronic files and 2) submit student's assignments to SafeAssign, or 3) request students to submit their assignments through SafeAssign through my USF. Assignments are compared automatically with a database of journal articles, web articles, the internet and previously submitted papers. The instructor receives a report showing exactly how a student's paper was plagiarized. For more information about plagiarism and SafeAssign visit:

Plagiarism tutorial at: [http://www.c21te.usf.edu/plagiarism/index.html](http://www.c21te.usf.edu/plagiarism/index.html)

Student Government Procedure: Review USF Academic Grievance Policy at Section 7, Graduate Catalog

Special Accommodations: Visit the Students with Disabilities Services (SDS) website at [http://sds.usf.edu](http://sds.usf.edu)

Campus Closure Policy: Emergency Preparedness for Academic Continuity
[http://www.usf.edu/h1n1/emergency-preparedness-for-academic-continuity.asp](http://www.usf.edu/h1n1/emergency-preparedness-for-academic-continuity.asp)

Holidays and Religious Observances:

Students who anticipate the necessity of missing any exam due to the observance of a major religious observance should provide notice of the date/s to the instructor, in writing, by the second class meeting.

Library Resources:

USF Library resources and Services:  http://lib.usf.edu
Shimberg Health Sciences Library:  http://library.hsc.usf.edu
Shimberg Health Library Tutorials:  http://library.hsc.usf.edu (follow links under Instructional Services section)

Citing Sources (APA 6th Edition) Guidelines and Examples:
http://lib.usf/public/index.cfm?Pg=CitingSources

http://owl.english.purdue.edu/owl/resource/5601

Sample paper:

http://owl.english.purdue.edu/owl/resource/5618

Required Textbooks:


Optional Textbooks:


Resource web sites and Readings: Will be included in individual modules. The schedule, policies, and assignments in this course are subject to change in the event of extenuating circumstances or by mutual agreement between the faculty and students.

02/2012