UNIVERSITY OF FLORIDA

COLLEGE OF NURSING

COURSE SYLLABUS

FALL/2017

COURSE NUMBER NGR 6836

COURSE TITILE Leading Quality Improvement Practice Initiatives

CREDITS 3

PLACEMENT DNP Program

PREREQUISITIES NGR 6638 Health Promotion

NGR 6101 Theory and Research for Advanced Nursing Practice

COREQUISTIES None

# FACULTY Jeannie P. Cimiotti, PhD, RN, FAAN

# Associate Professor

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Virtual and Face-to-Face Office Hours: By appointment

COURSE DESCRIPTION This course provides knowledge and skill necessary for evaluation activities that support the management of quality outcomes in health care systems. Emphasis is on identification of critical variables that serve as catalysts for positive clinical outcomes. Focus is on qualitative and quantitative benchmarks derived from extant and emerging information systems.

COURSE OBJECTIVES Upon completion of this course, the student will be able to:

1. Analyze the root cause of health care system failures.
2. Identify factors that improve the safety of health care delivery
3. Describe the phases of a quality improvement project
4. Use a PDSA template for tests of change in a clinical setting
5. Distinguish between cost and value in health care and how both relate to quality
6. Identify successful interventions to improve health and health outcomes for different populations.

COURSE SCHEDULE

E-Learning in Canvas is the course management system that you will use for this course. E-Learning in Canvas is accessed by using your Gatorlink account name and password at   
<http://elearning.ufl.edu/>. There are several tutorials and student help links on the E-Learning login site. If you have technical questions call the UF Computer Help Desk at 352-392-HELP or send email to [helpdesk@ufl.edu](mailto:helpdesk@ufl.edu).

It is important that you regularly check your Gatorlink account email for College and University wide information and the course E-Learning site for announcements and notifications.

Course websites are generally made available on the Friday before the first day of classes

NETQUETTE: COMMUNICATION COURTESY

All members of the class are expected to follow rules of common courtesy in all e-mail messages, threaded discussions and chats. Threads of discussion should continue to the end and students should maintain professional language in posts and responses. No personal criticism is permitted and no inappropriate language is permitted. <http://teach.ufl.edu/docs/NetiquetteGuideforOnlineCourses.pdf>

TOPICAL OUTLINE

1. Principles of quality improvement
2. Models for improvement
3. Root cause and systems analysis
4. Measuring for improvement
5. Continuous quality improvement process
   1. PDSA cycles
   2. Run Charts
6. Quality, cost, and value in health care
7. Equity and population health
8. Leadership roles in quality improvement

TEACHING METHODS

Online lectures and/or videos, web-based modules, presentations, discussion

LEARNING ACTIVITIES

Online group discussion and critique, individual papers

EVALUATION METHODS/COURSE GRADE CALCULATION

IHI Open School 30%

Quality Improvement paper 25%

Case Studies 20%

Class Engagement 20%

Peer Evaluation 05%

Total 100%

MAKE UP POLICY

Students must submit completed assignments electronically through E-Learning (Canvas) by the assignment due date, which is the last Sunday in a given module at 11:59 pm Eastern Time. **Deductions of 5 points a day (beginning the day following the deadline) will occur for ALL late assignments.** Please contact your faculty member prior to a due date if there is an emergency that will prevent you from submitting an assignment by the deadline. This policy allows for rapid feedback to be provided to students, which is essential to learning. Students can expect a faculty response to assignment and assignment-related questions within 24 hours during the week and within 48 hours on the weekend

GRADING SCALE/QUALITY POINTS

A 95-100 (4.0) C 74-79\* (2.0)

A- 93-94 (3.67) C- 72-73 (1.67)

B+ 91- 92 (3.33) D+ 70-71 (1.33)

B 84-90 (3.0) D 64-69 (1.0)

B- 82-83 (2.67) D- 62-63 (0.67)

C+ 80-81 (2.33) E 61 or below (0.0)

\* 74 is the minimal passing grade

For more information on grades and grading policies, please refer to University’s grading policies: <http://gradcatalog.ufl.edu/content.php?catoid=4&navoid=907#grades>.

PROFESSIONAL BEHAVIOR

The College of Nursing expects all Nursing students to be professional in their interactions with patients, colleagues, faculty, and staff and to exhibit caring and compassionate attitudes. These and other qualities will be evaluated during patient contacts and in other relevant settings by both faculty and peers. Behavior of a Nursing student reflects on the student's individual’s ability to become a competent professional Nurse. Attitudes or behaviors inconsistent with compassionate care; refusal by, or inability of, the student to participate constructively in learning or patient care; derogatory attitudes or inappropriate behaviors directed at patients, peers, faculty or staff; misuse of written or electronic patient records (e.g., accession of patient information without valid reason); substance abuse; failure to disclose pertinent information on a criminal background check; or other unprofessional conduct can be grounds for disciplinary measures including dismissal.

UNIVERSITY POLICY ON ACADEMIC MISCONDUCT

Academic honesty and integrity are fundamental values of the University community. Students should be sure that they understand the UF Student Honor Code at <http://www.dso.ufl.edu/students.php>. Students are required to provide their own privacy screen for all examination’s administered to student laptops. No wireless keyboards or wireless mouse/tracking device will be permitted during examinations.

University and College of Nursing Policies:

Please see the College of Nursing website for a full explanation of each of the following policies - <http://nursing.ufl.edu/students/student-policies-and-handbooks/course-policies/>.

Attendance

UF Grading Policy

Accommodations due to Disability

Religious Holidays

Counseling and Mental Health Services

Student Handbook

Faculty Evaluations

Student Use of Social Media

REQUIRED TEXTBOOKS

Langley, G. J., Moen, R. D., Nolan, K. M., Nolan, T. W., Norman, C. L., and Provost, L. P. (2009). The Improvement Guide: A Practical Approach to Enhancing Organizational Performance. San Francisco, CA: Jossey-Bass (eBook through ARES)

ARES ONLINE COURSE RESERVES

Required readings from the textbook, journal articles, and other sources are available on electronic reserve at the UF Libraries’ ARES Course Reserves.

In order to access Course Reserves, you must set-up and activate a virtual private network (VPN) that connects you remotely to the library system. For information on downloading, installing, and using the VPN client, please click here (<http://www.uflib.ufl.edu/login/vpn.html)>. If assistance is needed, contact the Health Science Center Library at (352) 273-8408 and ask for a Course Reserves staff member.

WEEKLY CLASS SCHEDULE

Each module will include objectives, resources, lectures, discussion forum, and assignments appropriate to the learning module.

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| MODULE | DATE | TOPIC | ASSIGNMENT |
| 1 | 08/21-09/03 | Principles of Quality Improvement | IHI: PS 101  IHI: QI 101  Text: Ch. 1-2 |
| 2 | 09/04-09/17 | Model for Improvement | IHI: QI 102  IHI: PS 104  Text: Ch. 3-5 |
| 3 | 09/18-10/01 | PDSA Cycles and Run Charts | IHI: QI 103  IHI: QI 104  Case Study 1: Due 10/01  Peer Evaluation 1 |
| 4 | 10/02-10/15 | Root Cause and Systems Analysis | IHI: PS 105  IHI: PS 201  Text Ch. 6-7 |
| 5 | 10/16-10/29 | Leading Quality Improvement | IHI: QI 105  IHI: QI 201  Text Ch. 8-9  Case Study 2: Due 10/29  Peer Evaluation 2 |
| MODULE | DATE | TOPIC | ASSIGNMENT |
| 6 | 10/30-11/12 | Quality, Cost, and Value | IHI: QI 202  IHI: TA 103  Text: Ch 10, 13 |
| 7 | 11/13-11/26 | Equity and Population Health | IHI: TA 101  IHI: TA 102  Text: Ch. 11-12 |
| 8 | 11/27-12/06 | Evidence and Improvement | IHI: L 101  Text Ch. 14  QI Paper: Due 12/06  Peer Evaluation 3 |

Approved: Academic Affairs Committee: 03/15; 06/16

Faculty: 03/15; 06/16

UF Curriculum: 04/15