UNIVERSITY OF FLORIDA

COLLEGE OF NURSING

COURSE SYLLABUS

Spring 2020

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 Mary L Fisher, PhD, RN

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 Office hours by appointment and as announced in class

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

Section Day

0924 Web-based

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.

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

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, discussion

LEARNING ACTIVITIES

Online group discussion and critique, individual papers

EVALUATION METHODS/COURSE GRADE CALCULATION

Case Studies (2) (30%)

IHI Modules (9) (5%)

Discussions (3) (15%)

Paper submitted in 2 parts (50%)

 Part 1 (15%) Submit Part 1

 Part 2 (35%) Submit Part 1+2

MAKE UP POLICY

Students must post completed assignments by the assignment due date in the syllabus. Deduction of 5% 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 (death or illness in the family, or personal illness) that will prevent you from turning in the assignment by the deadline. A doctor’s note may be required for documentation purposes.

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

COURSE EVALUATION

Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals. Guidance on how to give feedback in a professional and respectful manner is available at https://gatorevals.aa.ufl.edu/students/. Students will be notified when the evaluation period opens, and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via <https://ufl.bluera.com/ufl/>. Summaries of course evaluation results are available to students at <https://gatorevals.aa.ufl.edu/public-results/>.

ACCOMMODATIONS DUE TO DISABILITY

Students with disabilities requesting accommodations should first register with the Disability Resource Center (352-392-8565, [www.dso.ufl.edu/drc/](http://www.dso.ufl.edu/drc/)) by providing appropriate documentation. Once registered, students will receive an accommodation letter which must be presented to the instructor when requesting accommodation. Students with disabilities should follow this procedure as early as possible in the semester.

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 student policies (<http://students.nursing.ufl.edu/currently-enrolled/student-policies-and-handbooks/>) and a full explanation of each of the university policies – (<http://students.nursing.ufl.edu/currently-enrolled/course-syllabi/course-policies>)

Attendance

UF Grading Policy

Accommodations due to Disability

Religious Holidays

Counseling and Mental Health Services

Student Handbook

Student Use of Social Media

Faculty Evaluations

REQUIRED TEXTBOOKS

Finkelman, A. (2017). *Quality improvement: A guide for integration in nursing*. Burlington, MA: Jones & Bartlett Learning.

Harris, J., Rousse, L., Thomas, T., & Dearman, C. (2018).  *Project planning & management: a guide for nurses and interprofessional teams* (3rd Ed.). Burlington, MA: Jones & Bartlett Learning.

WEEKLY CLASS SCHEDULE

Each module will include objectives, resources, lectures, discussion forum, and assignments appropriate to the learning module. See complete description of learning and evaluation activities on the course website

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| WEEK | TOPIC/ LEARNING ACTIVITY | EVALUATION ACTIVITIESAll assignments due at 11:59 pm on due date |
| 1/6 - 1/13 | IntroductionsCourse overview presentation | Discussion assignment #1: Introductions Due 1/13 |
| Module 1: Foundations of Quality Improvement |
| 1/13 - 1/20 | The DNP: A Leader in Quality ImprovementFinkelman Ch 1, p. 43-48; Harris et al, ChAssigned articleMini-lecture: “Value Added Role of the DNP” |  |
| 1/20 – 1/27 | Fundamentals of Quality ImprovementFinkelman Ch 1, p. 1-42; Harris et al Ch 4Mini-lecture “Differentiating QI from Other Forms of Measurement and Evaluation” | Discussion assignment #2 Efficacy vs EffectivenessDue 1/27 |
| 1/27 – 2/3 | Patient Safety and Quality ImprovementFinkelman Ch 7View online module “Patient Safety and QI”View video: “Winning the War on Healthcare Harm” | Submit the following IHI module certificates:PS 101, 102, 103, 104 Due 2/3 |
| Module 2: Understanding Flawed Processes |
| 2/3 – 2/10 | Analyzing Performance Data Using Run and Control ChartsFinkelman Ch 10 p. 341-375View Mini-lecture | Case Study #1 Run Chart Exercise. Due 2/10 |
| 2/10 – 2/17 | Analyzing Performance Data Using Pareto Charts and FishbonesFinkelman, Ch 10 326-359View mini lecture |  |
| 2/17 – 2/24 | Assessing Flawed Processes Using Root Cause and Systems AnalysisFinkelman Ch 10, p 359-370View online module “Anatomy of an Error”View online videos: “RCA from a Child’s Perspective” and “The 5 Whys” | Submit the following IHI module certificates:PS105, 201 Due 2/24 |
| 2/24 – 3/2 | PDSA Improvement FrameworkFinkelman Ch 4, 5Harris et al, Ch 2, 7View 2 mini-lectures | Submit the following IHI module certificates:Q103 by 3/2 |

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| Module 3: Measuring for Improvement |
| WEEK | TOPIC/ LEARNING ACTIVITY | EVALUATION ACTIVITIES |
| 3/2 – 3/9 | Designing the Outcome Measurement PlanView Mini-lectureView online module “Developing a plan for outcome measurement” | Submit Part 1 Process Improvement Paper (PIP) Due 3/9 |
| 3/9 – 3/16 | Measurement Domains and IndicatorsView Mini-lectureHarris et al Ch 9 |  |
| 3/16 – 3/23 | Metrics: How to Measure Quality, Cost, ValueAssigned articles, websiteView module “The How and Why of Chart Audits” Harris et al Ch 10View HCUP Overview Presentation |  |
| Module 4: Constructing a QI Project |
| 3/23 – 3/30 | Exploring outcome data to identify process flaws | Case Study #2: The not so positive impact of technology on care delivery.Due 3/30 |
| 3/30 – 4/6 | Phases of a QI ProjectFinkelman Ch 9Harris et al Ch 6& 7View the online module “Mistake Proofing Care” | Submit the following IHI module certificates:QI 201, 202 Due 4/6 |
| 4/6 – 4/13 | Equity and Population HealthView posted video | Discussion #3: How can QI strategies impact disparities in care delivery?Due 4/13 |
| 4/13 – 4/20 | Leading Quality Improvement ProjectsFinkelman Ch 12View online IHI Module QI 105 (nothing to submit)View additional posted videos as needed |  |
| 4/20 – 4/27 | Applying the Improvement Model to a Flawed Process | Complete Part 2 of the PIP, integrate it and Part 1 into a formal paper and submit. Due 4/27 |

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

Faculty: 03/15; 06/16

UF Curriculum: 04/15