

Course ID	Course Description	Course Objectives
<p>HSM 6170 Quality Management in Health Care</p>	<p>This course introduces the student of health systems management to processes of continuous improvement and to the discipline of healthcare quality management. This practical course offers the concepts and tools required to examine, evaluate, and implement the key structures and processes of quality management programs in healthcare organizations. An integrative approach to improvement and organizational learning is taken, combining topics, methods, and key teachings from diverse improvement approaches in the development of an organization-wide commitment to continuous improvement. Through case analysis and experiential learning, the course emphasizes practical applications that prepare the participants to use the theory and techniques of quality management to situations with complex clinical and managerial implications. Course topics include measurement systems, quality or performance improvement tools, and the design of programs for change management.</p>	<ol style="list-style-type: none"> 1. Define Quality in Healthcare 2. Describe the impact the quality movement has had in the current healthcare environment 3. Design and demonstrate the PDCA cycle, Lean, Six Sigma, RCA (root cause analysis), FMEA, and reliability science for improving healthcare processes 4. Organized and manage a structured and facilitated team-learning environment to improve the health of those served 5. Define the different types of measures: clinical, health status, utilization, and patient satisfaction 6. Discuss methods of developing and implementing clinical practice guidelines 7. Define the public and payer policy implications for quality review and demonstration in the near future