QUALITY & HEALTHCARE STATISTICS — ADMS 1380

A. Course Description
   - Credits: 3.00
   - Lecture Hours/Week: 3.00
   - Lab Hours/Week: 0.00
   - OJT Hours/Week: 0
   - Prerequisites:
     - ADMS 1360: Healthcare Documentation Essentials
   - Corequisites: None
   - MnTC Goals: None

This course provides a comprehensive introduction to the theory, practice and management of quality improvement processes which focuses on quality of patient care in healthcare organizations. Using real life examples and case studies students learn the components of quality improvement for problem-solving, decision-making, time management, and applying quality tools. This course also covers collecting, analyzing, interpreting, and presenting numerical data relating to healthcare services. Students will apply analytical and graphic tools used in performance and quality improvement. Prerequisites: ADMS1360 Healthcare Documentation Essentials

B. Course Effective Dates: 7/1/16 – Present

C. Outline of Major Content Areas
   - As noted on course syllabus

D. Learning Outcomes
   1. After independent reading and class instruction the student will be able to assess the significance of outcomes and proactive risk reduction in PI methodology and identify how brainstorming and the nominal group technique are important PI activities.
   2. Given class activities and instructor guidance the student will be able to compare the differences between internal and external benchmarks, use common healthcare data collection tools, and analyze data displayed in graphic form.
   3. Given examples and instruction the student will identify the usefulness and importance of teamwork, team charters, team roles, ground rules, listening and questioning to improve the effectiveness of PI activities.
   4. Students will be able to successfully identify methods for PI in controlling infection disease, decreasing risk exposure, reducing waste, reducing abuse and fraud, and building safe medication management.
5. The student will be able to successfully identify the reasons why contemporary information technologies are important management tools used to track employee performance improvement.

6. With the assistance of independent reading, instructor guidance and examples of patient satisfaction surveys students will identify the importance of measuring and improving customer satisfaction in healthcare.

7. With visualization and explanation of PI Models the student will be able to identify the cyclical nature of PI activities be able to distinguish between organization wide PI and team-based PI activities.

E. **Minnesota Transfer Curriculum Goal Area(s) and Competencies**

F. **Learner Outcomes Assessment**

   As noted on course syllabus

G. **Special Information**

   None noted