

DOUGLAS COLLEGE

A. Division: APPLIED PROGRAMS Date: May 30, 1995

B. Department: Health Sciences New Course:

Revision of Course: X

Dated: June 1, 1994

C. HISP 323 D. QUALITY REVIEW PROGRAMS E. 3
 Subject & Course No. Descriptive Title Semester/Credits

F. Calendar Description:
 This course provides the student with an introduction to, and appreciation of, quality management programs in health care facilities with detailed application of quality management principles and practices in the health record department. The concept of program design, implementation, and evaluation will be studied. The role of the health information practitioner in the provision of information for various programs will be emphasized through the development of specific quality management plans for a variety of clerical, technical and administrative tasks. These plans will focus around departmental mission, goals, objectives, policies and procedures, and examine standards of quality, quantity, timeliness and cost.

Summary of Revisions:
 (Enter date and Section)
 e.g. 1982-08-25 Section C,E,F, and R
 1995-05-31 Section F,N,O,R

<p>G. Type of Instruction:</p> <p>Lecture <u>2</u> Hrs. Laboratory <u> </u> Hrs. Seminar <u>3</u> Hrs. Clinical Experience <u> </u> Hrs.</p> <p>Field Experience <u> </u> Hrs. Practicum <u> </u> Hrs.</p> <p>Shop <u> </u> Hrs. Studio <u> </u> Hrs. Student Directed Learning <u> </u> Hrs. Other (Specify) <u> </u> Hrs.</p> <p>Total (15 weeks) <u>5</u> Hrs.</p>	<p>H. Course Prerequisites: HISP 200</p> <p>I. Course Corequisites: (recommended) HISP 300 + HISP 307 + HISP 317</p> <p>J. Courses for which this Course is a Pre-requisite: HISP 417</p> <p>K. Maximum Class Size: 28</p>
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L. College Credit Transfer M. Transfer Credit: Requested
 College Credit Non-Transfer X Granted

(Specify Course Equivalents or Unassigned Credit as Appropriate)
 U.B.C.
 S.F.U.
 U. Vic.
 Other

Non-Credit

Betty Nelson
 Course Designer(s)

John Cooper
 Director/Chairperson

[Signature]
 Divisional Dean

P. H. [Signature]
 Registrar

N. Textbooks and Materials to be Purchased by Students (Use Bibliographic Form):

Ontario Hospital Association. Guide for hospital utilization review and management in Ontario. Don Mills: OHA, 1988.

Wilson, Christopher R. M. *QA/CQI: Strategies in Health Care Quality*. Toronto: W.B. Saunders Company Canada Limited., (most recent ed.).

HISP 323 Manual

Complete Form with Entries Under the Following Headings: O. Course Objectives; P. Course Content; Q. Method of Instruction; R. Course Evaluation

O. COURSE OBJECTIVES

Upon successful completion of this course, the student will be able to

1. Define the terminology related to quality management programs (QMP)
2. Discuss the philosophy, rationale and organizational structures for QMPs
3. Apply legal requirements to QMPs
4. Provide essential information support services for QMPs
5. Participate in the initiation, development, operation and evaluation of QMPs
6. Serve as the health information specialist on committees reviewing the quality of health records, the utilization of resources and the evaluation of patient care
7. develop plans for the evaluation of:
 - 7.1 department management and operations
 - 7.2 department image
 - 7.3 clerical, technical and administrative functions
 - 7.4 quality of documentation
 - 7.5 policy and procedure manuals
8. Establish standards of performance (quality, quantity, timeliness, cost) for various health record functions
9. Discuss evaluation of effectiveness of department QMPs
10. Explain the role and responsibilities of the health information practitioner in hospital-wide QMPs
11. Discuss future directions for health information services which relate to QMPs.

P. COURSE CONTENT

1. Introduction

- terminology
- historical development
- rationale and motivating factors
- philosophy
- roles and responsibilities

2. Quality Management

- components
- philosophy of Continuous Quality Improvement (CQI) and Total Quality Management (TQM)
- structural organization (program design)
- implementation of quality management
- comparison of quality assurance and quality improvement
- quality monitoring and reporting
- legal requirements

3. Risk Management

- definition and purpose
- rationale
- terminology
- role of health information services
- integration with an overall quality management program

4. Utilization Review and Management

- definitions and purpose
- rationale
- terminology

Q. METHODS OF INSTRUCTION

1. Lecture/Discussion
2. Group discussion
3. Application exercises/case studies/health record review
4. Audiovisual aids
5. Guest lecturers
6. Independent study of specified topics

R. COURSE EVALUATION

Evaluation of the course will be based on the course objectives and will be in accordance with the Douglas College policies on student and course objectives.

Evaluation methods will include written tests and assignments.

General outline of evaluation is as follows:

Midterm Examination	20%
Assignments (minimum 3)	75%
Participation and Professionalism (P&P)	<u>5%</u>
	100%

- * A minimum mark of 65%, excluding the P&P mark, is required to pass the course. The P&P mark will then be added in order to obtain the final mark.
- * Outline of evaluation may be subject to change.