

M: Course Objectives/Learning Outcomes

In this course students study current quality and utilization management methodologies. The learner will:

- identify and describe current methodologies and models used to assess and improve the quality of care and services provided within health care setting.
- describe the role of health information services in total quality management, and utilization management as part of a quality review program within the health care setting.
- assess, design, collect, organize, analyze, and present statistical information using a variety of data sources to meet the information of quality review programs and other users of health care data.
- conduct quality assessment or clinical pertinence review studies of patient documentation.
- discuss future directions for health information services relative to quality management programs.

N: Course Content

1. Quality Management

- role of health information services
 - data collection/sources of data
 - documentation requirements
- methodologies
 - medical care evaluation
 - functions
 - clinical pertinence reviews
 - indicator monitoring program
- clinical practice guidelines and critical pathways
 - definition
 - philosophy
 - current models
 - patient-focused care

2. Utilization Analysis and Management

- definitions and purpose
- rationale
- terminology
- data collection/sources of data
 - CIHI special services
 - PURRFECT database
 - registries
 - perinatal
 - trauma
 - other
- methodologies
 - case management & discharge planning
 - disease management
 - clinical practice guidelines and critical pathways
 - other

O: Methods of Instruction

1. Lecture/Practice
2. Group discussion
3. Guest lecturer
4. Application case studies/health records
5. Application software
6. Independent study of specified topics

P: Textbooks and Materials to be Purchased by Students

A list of mandatory and optional textbooks and materials is provided for students at the beginning of each semester.

Q: Means of Assessment

Typical evaluations would include:

- Final Exam
- Midterm Exam
- Learning Activities

Course evaluation is based on course objectives and is consistent with Douglas College Course Evaluation Policies.

A detailed evaluation schedule is presented to the students at the beginning of the course.

Outline of evaluation may be subject to change.

R: Prior Learning Assessment and Recognition: specify whether course is open for PLAR

YES

Course Designer(s)

Education Council/Curriculum Committee Representative

Dean/Director

Registrar