



**COURSE OUTLINE : MOA 192**

**D Credit – Degree Applicable**

**COURSE ID 010563**

**Created: April 2021**

**COURSE DISCIPLINE :** MOA

**COURSE NUMBER :** 192

**COURSE TITLE (FULL) :** Healthcare Quality Management and Performance

**COURSE TITLE (SHORT) :** Quality and Performance

**ACADEMIC SENATE DISCIPLINE:** Office Technology

### **CATALOG DESCRIPTION**

MOA 192 provides the student with an understanding of healthcare quality management and performance improvement principles within the hospital as well as clinical setting. Various theoretical, and practical methodologies used in quality assessments will be explored. This course examines regulatory, accreditation, patient safety, performance improvement and utilization along with compliance, credentialing, and licensing standards.

Total Lecture Units:3.00

Total Laboratory Units: 0.00

**Total Course Units: 3.00**

Total Lecture Hours:54.00

Total Laboratory Hours: 0.00

Total Laboratory Hours To Be Arranged: 0.00

**Total Contact Hours: 54.00**

**Total Out-of-Class Hours: 108.00**

Recommended Preparation: ENGL 100 or ESL 151 and MOA 180.



**ENTRY STANDARDS**

	<b>Subject</b>	<b>Number</b>	<b>Title</b>	<b>Description</b>	<b>Include</b>
1	ENGL	100	Writing Workshop	proofread and edit essays for content, language, citation, and formatting problems.	Yes
2	ESL	151	Reading and Composition V	compose one research paper (1,000 words) or two short research papers (500-700 words each) with citations.	Yes
3	MOA	180	Health Information Management & HIPAA Standards	Explain health data and clinical documentation principles, standards and guidelines to ensure the quality of the health record in a medical clinic or an acute-care hospital setting;	Yes

**EXIT STANDARDS**

- 1 Discuss commonly used methods for assessing, measuring, and improving the quality of care and services provided in health care facilities;
- 2 Identify leading government and private organizations involved in clinical quality improvement;
- 3 Describe clinical quality assessments, risk analysis, performance improvement and patient safety issues;
- 4 develop effective group dynamics in building efficient teamwork skills;
- 5 explain the importance of quality standards in the delivery of health care administration.

**STUDENT LEARNING OUTCOMES**

- 1 Describe the role of risk management in the quality initiatives of a health care facility;
- 2 Prepare a quality assessment tool to address performance gaps and standards.

**COURSE CONTENT WITH INSTRUCTIONAL HOURS**

	<b>Description</b>	<b>Lecture</b>	<b>Lab</b>	<b>Total Hours</b>
1	<b>Focus on Quality</b> <ul style="list-style-type: none"> <li>• What is quality</li> <li>• Healthcare Quality</li> <li>• Standards of Quality management requirement</li> </ul>	9	0	9
2	<b>Quality assessment and performance improvement</b> <ul style="list-style-type: none"> <li>• Terminology and standards common to performance improvement</li> <li>• Outcomes and proactive risk reduction</li> <li>• Organization-wide performance improvement cycle</li> </ul>	9	0	9



3	<p><b>Team work in performance improvement</b></p> <ul style="list-style-type: none"> <li>• Effective team performance improvement</li> <li>• Team charters, roles and ground rules</li> <li>• Role of the team member and the leader in performance improvement</li> </ul>	9	0	9
4	<p><b>Performance Improvement</b></p> <ul style="list-style-type: none"> <li>• Internal and External benchmark comparison</li> <li>• Common Healthcare performance improvement standards</li> <li>• Explore various quality organizations (Agency for Healthcare Research and Quality, National Committee for Quality Assurance, National Quality Forum, New Immigrant Community Empowerment)</li> </ul>	9	0	9
5	<p><b>Quality in patient care</b></p> <ul style="list-style-type: none"> <li>• Optimization of patient safety</li> <li>• Assessing and managing risk</li> <li>• Quality methods used to develop patient care</li> </ul>	9	0	9
6	<p><b>Risk management in quality care</b></p> <ul style="list-style-type: none"> <li>• Data Collection</li> <li>• Develop Performance matrices</li> <li>• Performance and Quality improvement plan</li> </ul>	9	0	9
				<b>54</b>

**OUT OF CLASS ASSIGNMENTS**

- 1 Reflection Paper; visit a local, clinic, hospital or public health facility to formulate a continuous quality improvement patient care safety plan
- 2 Investigate, and write a report and present an effective oral presentation based on various quality standards used in clinics and or hospitals

**METHODS OF EVALUATION**

- 1 quizzes;
- 2 exams;
- 3 in class essay.



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- Lecture
- Laboratory
- Studio
- Discussion
- Multimedia
- Tutorial
- Independent Study
- Collaboratory Learning
- Demonstration
- Field Activities (Trips)
- Guest Speakers
- Presentations

**TEXTBOOKS**

<b>Title</b>	<b>Type</b>	<b>Publisher</b>	<b>Edition</b>	<b>Medium</b>	<b>Author</b>	<b>ISBN</b>	<b>Date</b>
Quality Health Care: A guide to developing and Using Indicators	Required	Johns and Bartlett Learning	2		Robert LLoyd	978-1284023077	2019
Introduction to Healthcare Quality Management	Required	Health Administration Press	1		Patrica Spath	9781567939859	2018