MOA192 : Healthcare Quality Management and Performance

General Information

Author:	• Sonali Perera
Course Code (CB01) :	MOA192
Course Title (CB02) :	Healthcare Quality Management and Performance
Department:	MOA
Proposal Start:	Spring 2025
TOP Code (CB03) :	(0514.20) Medical Office Technology
CIP Code:	(51.0716) Medical Administrative/Executive Assistant and Medical Secretary.
SAM Code (CB09) :	Clearly Occupational
Distance Education Approved:	No
Will this course be taught asynchronously?:	No
Course Control Number (CB00) :	CCC000626197
Curriculum Committee Approval Date:	02/28/2024
Board of Trustees Approval Date:	04/16/2024
Last Cyclical Review Date:	02/28/2024
Course Description and Course Note:	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.
Justification:	Mandatory Revision
Academic Career:	• Credit
Author:	• Sonali Perera

Academic Senate Discipline

Primary Discipline:	• Office Technologies (Secretarial skills, office systems, word processing, computer applications, automated office training)

Course Development

Basic Skill Status (CB08)

Course is not a basic skills course.

☐ Allow Students to Gain Credit by Exam/Challenge

Course Special Class Status (CB13)

Course is not a special class.

Pre-Collegiate Level (CB21)

Not applicable.

Grading Basis

• Grade with Pass / No-Pass Option

Course Support Course Status (CB26)

Course is not a support course

Transferability & Gen. Ed. Options

General Education Status (CB25)

Not Applicable

Transferability

Transferable to CSU only

Transferability Status

Approved

Units and Hours

Summary

Minimum Credit Units (CB07)	3
Maximum Credit Units (CB06)	3
Total Course In-Class (Contact) Hours	54
Total Course Out-of-Class Hours	108
Total Student Learning Hours	162

Credit / Non-Credit Options

Course Type (CB04)

Credit - Degree Applicable

Noncredit Course Category (CB22)

Credit Course.

Noncredit Special Characteristics

No Value

Course Classification Code (CB11)

Credit Course.

☐ Variable Credit Course

Funding Agency Category (CB23)

Not Applicable.

☐ Cooperative Work Experience Education Status (CB10)

Weekly Student Hours

	In Class	Out of Class
Lecture Hours	3	6
Laboratory Hours	0	0
Studio Hours	0	0

Course Student Hours

Course Duration (Weeks)	18
Hours per unit divisor	0
Course In-Class (Contact) Hours	
Lecture	54
Laboratory	0
Studio	0
Total	54
Course Out-of-Class Hours	
Lecture	108
Laboratory	0
Studio	0
Total	108

Time Commitment Notes for Students

No value

Units and Hours - Weekly Specialty Hours

Activity Name	Type	In Class	Out of Class
No Value	No Value	No Value	No Value

Pre-requisites, Co-requisites, Anti-requisites and Advisories

Advisory

ENGL101 - Introduction to College Reading and Composition

Objectives
- Read, analyze, and evaluate a variety of primarily non-fiction readings for content, context, and rhetorical merit with consideration of tone, audience, and purpose.
- Apply a variety of rhetorical strategies in writing unified, well-organized essays directed by a well-reasoned thesis statement with persuasive support.
- Analyze stylistic choices in their own writing and the writing of others.

OR

Advisory

ESL151 - Reading And Composition V

Objectives
- Compose one research paper (1,000 words) or two short research papers (500-700 words each) with citations.

AND

Advisory

MOA180 - Health Information Management & HIPAA Standards (in-development)

Objectives
- 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.

Entry Standards

Entry Standards

Course Limitations

Cross Listed or Equivalent Course

Specifications

Methods of Instruction

Methods of Instruction	Lecture

Methods of Instruction	Discussion

Methods of Instruction	Multimedia

Methods of Instruction	Independent Study

Methods of Instruction	Collaborative Learning

Methods of Instruction	Guest Speakers

Methods of Instruction	Presentations

Out of Class Assignments

- Reflection Paper; visit a local, clinic, hospital or public health facility to formulate a continuous quality improvement patient care safety plan
- 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	Rationale
Exam/Quiz/Test	Quizzes
Exam/Quiz/Test	Exams
Writing Assignment	In class essay

Textbook Rationale

No Value

Textbooks

Author	Title	Publisher	Date	ISBN
Robert LLoyd	Quality Health Care: A guide to developing and Using Indicators	Johns and Bartlett Learning	2019	978-1284023077
Patrica Spath	Introduction to Healthcare Quality Management	Health Administration Press	2018	9781567939859

Other Instructional Materials (i.e. OER, handouts)

No Value

Materials Fee

No value

Learning Outcomes and Objectives

Course Objectives

Discuss commonly used methods for assessing, measuring, and improving the quality of care and services provided in health care facilities.

Identify leading government and private organizations involved in clinical quality improvement.

Describe clinical quality assessments, risk analysis, performance improvement and patient safety issues.

Develop effective group dynamics in building efficient teamwork skills.

Explain the importance of quality standards in the delivery of health care administration.

SLOs

Describe the role of risk management in the quality initiatives of a health care facility.   Expected Outcome Performance: 70.0

ILOs Core ILOs	Communicate clearly, ethically, and creatively; listen actively and engage respectfully with others; consider situational, cultural, and personal contexts within or across multiple modes of communication.

Prepare a quality assessment tool to address performance gaps and standards.   Expected Outcome Performance: 70.0

ILOs Core ILOs	Analyze and solve problems using critical, logical, and creative thinking; ask questions, pursue a line of inquiry, and derive conclusions; cultivate creativity that leads to innovative ideas.
	Demonstrate depth of knowledge in a course, discipline, or vocation by applying practical knowledge, skills, abilities, theories, or methodologies to solve unique problems.

Course Content

Lecture Content

Focus on Quality (9 hours)
- What is quality
- Healthcare Quality
- Standards of Quality management requirement

Quality assessment and performance improvement (9 hours)
- Terminology and standards common to performance improvement
- Outcomes and proactive risk reduction
- Organization-wide performance improvement cycle

Team work in performance improvement (9 hours)
- Effective team performance improvement
- Team charters, roles and ground rules
- Role of the team member and the leader in performance improvement

Performance Improvement (9 hours)
- Internal and External benchmark comparison
- Common Healthcare performance improvement standards
- Explore various quality organizations (Agency for Healthcare Research and Quality, National Committee for Quality Assurance, National Quality Forum, New Immigrant Community Empowerment)

Quality in patient care (9 hours)
- Optimization of patient safety
- Assessing and managing risk
- Quality methods used to develop patient care

Risk management in quality care (9 hours)
- Data Collection
- Develop Performance matrices
- Performance and Quality improvement plan

Total Hours: 54

Additional Information

Is this course proposed for GCC Major or General Education Graduation requirement? If yes, indicate which requirement in the two areas provided below.

No

GCC Major Requirements

No Value

GCC General Education Graduation Requirements

No Value

Repeatability

Not Repeatable

Justification (if repeatable was chosen above)

No Value

Resources

Did you contact your departmental library liaison?

No

If yes, who is your departmental library liason?

Aisha Conner-Gaten (Business, ESL-Credit)

Did you contact the DEIA liaison?

No

Were there any DEIA changes made to this outline?

No

If yes, in what areas were these changes made:

No Value

Will any additional resources be needed for this course? (Click all that apply)

No Value

If additional resources are needed, add a brief description and cost in the box provided.

No Value