

**HEALTH CARE QUALITY MANAGEMENT - FALL 2021**

**PADM 565 – UNM SCHOOL OF PUBLIC ADMINISTRATION**

**THREE HOURS CREDIT**

**SATURDAYS – 12:00 – 2:30 PM (MST)**

**DANE SMITH HALL 132 & ZOOM**

**RONALD R. ALDRICH, MBA, LFACHE, ADJUNCT PROFESSOR**

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**(505) 995-0885 (HOME) OR (307) 690-9016 (WY CELL)**

**OFFICE HOURS – SATURDAYS 10:30 AM TO 11:30 AM BY  
APPOINTMENT**

**ACCREDITATION CRITERIA**

- .111. B.1 Population Health and Health Status Assessment**
- .111. B.1 Statistical Analysis and Application**
- .111. B.18 Quality Assessment for Patient Care Improvement**

**COURSE DESCRIPTION**

**This course is designed for future leaders of health care organizations. The course provides Students with the knowledge of how the best Health Care Organizations deliver high quality and cost-effective health care services.**

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### REQUIRED TEXTBOOKS:

#### HEALTHCARE QUALITY BOOK

ISBN - 9781640550537

Editors: M.S. Joshi, Dr.PH, Elizabeth R. Ransom, MD, David Nash, MD, Scott Ransom, DO, Fourth Edition, 2019, Health Administration Press.

#### HEALTH SERVICES MANAGEMENT: A CASE STUDY APPROACH

Anne Sheck McAlearney, Anthony Kovner, Eleventh Edition, 2017, ISBN 9781567939095, Health Administration Press.

### COURSE LEARNING OBJECTIVES

- 1) Identify and evaluate the functions, structure and quality performance of health care organizations.
- 2) Analyze and design organizational processes that support quality improvement and patient satisfaction.
- 3) Evaluate and understand governance, administration, medical staff and nursing functions and their responsibility for quality assessment and improvement.
- 4) Understand the principles of Population Health and their relationship to health status improvement.

**COURSE EXPECTATIONS**

**Graduate Students in the UNM School of Public Administration are presumed to be adult learners who are taking PADM 565, Health Care Quality Management, to improve their knowledge and leadership capabilities. Students are expected to regularly attend classes, actively participate and contribute to a shared positive learning experience. Reading of assigned materials will be critical for successful learning. If unusual circumstances require you to miss a class, please send an explanatory E-Mail before the class to Ron Aldrich, Adjunct Professor and watch the missed class on VOD.**

**GRADING SYSTEM**

**Final Grades for PADM 565, Health Care Quality Management, will be based 30% on Class Participation, 30% Mid-Term Exam, and 40% Final Exam. Exams will be Essay Questions which will provide the Students the opportunity to demonstrate both learning and integration of knowledge. Students will select five of eight essay questions to answer on each Exam and will follow the Exam schedule established by Ron Aldrich, Adjunct Professor and announced in advance.**

**ACCOMODATION STATEMENT**

**In accordance with University Policy 2310 and the Americans with Disabilities Act (ADA), academic accommodations may be made for any Student who notifies the Instructor of the need for an accommodation. It is imperative that you bring the needs to the Instructor's attention, as she or he, are not legally permitted to inquire. Students who may require assistance in emergency evacuations should contact the Instructor as to the most appropriate procedure to follow. Contact the Accessibility Resource Center at 277-3506 for additional information.**

**ACADEMIC INTEGRITY STATEMENT**

**Each Student is expected to maintain the highest standards of honesty and integrity in academic and professional matters. UNM reserves the right to take disciplinary action up to and including dismissal, against any Student who is found guilty of academic dishonesty or otherwise fails to meet the standards. Any Student judged to have engaged in academic dishonesty in course work, may receive a reduced or failing grade for the work in question and/or for the course. Academic dishonesty includes, but is not limited to, dishonesty in tests, exams or assignments, claiming credit for work not done or done by others, misrepresenting academic qualifications, and non-disclosure of misrepresentations to the University.**

**TITLE IX STATEMENT**

**As a UNM Adjunct Professor, I am required to inform the Title IX Coordinator at the office of Equal Opportunity (oeo.unm.edu) of any report that I receive of gender discrimination which includes sexual harassment, sexual misconduct and/or sexual abuse or violence. You can read the University Policy regarding sexual misconduct at <https://policy.unm.edu/universypolicies/2000/2740.html> or contact the LoboRESPECT Advocacy Center.**

**UNM ADMINISTRATIVE MANDATE ON REQUIRED VACCINATIONS**

**ALL STUDENTS, STAFF, AND INSTRUCTORS ARE REQUIRED BY UNM ADMINISTRATIVE MANDATE ON REQUIRED VACCINATIONS TO BE FULLY VACCINATED FOR COVID-19 AS SOON AS POSSIBLE, BUT NO LATER THAN SEPTEMBER 30, 2021, AND MUST PROVIDE PROOF OF VACCINATION OR OF A UNM VALIDATED LIMITED EXEMPTION OR EXEMPTION NO LATER THAN SEPTEMBER 30, 2021 TO THE UNM VACCINATION VERIFICATION SITE. STUDENTS SEEKING MEDICAL EXEMPTION FROM THE VACCINATION POLICY MUST SUBMIT A REQUEST TO THE UNM VERIFICATION SITE FOR REVIEW BY THE UNM ACCESSIBILITY RESOURCE CENTER. STUDENTS SEEKING RELIGIOUS EXEMPTION FROM THE VACCINATION POLICY**

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**MUST SUBMIT A REQUEST FOR REASONABLE ACCOMMODATION TO THE UNM VERIFICATION SITE FOR REVIEW BY THE COMPLIANCE, ETHICS, AND EQUAL OPPORTUNITY OFFICE. FOR FURTHER INFORMATION ON THE REQUIREMENT AND ON LIMITED EXEMPTIONS AND EXEMPTIONS, SEE THE UNM ADMINISTRATIVE MANDATE ON REQUIRED VACCINATIONS.**

**UNM REQUIREMENT ON MASKING IN INDOOR SPACES**

**ALL STUDENTS, STAFF, AND INSTRUCTORS ARE REQUIRED TO WEAR FACE MASKS IN INDOOR CLASSES, LABS, STUDIOS AND MEETINGS ON UNM CAMPUSES, SEE MASKING REQUIREMENT. QUALIFIED MUSIC STUDENTS MUST FOLLOW APPROPRIATE SPECIFIC MASK POLICIES ISSUED BY THE CHAIR OF THE DEPARTMENT OF MUSIC AND THE DEAN OF THE COLLEGE OF FINE ARTS. VACCINATED AND UNVACCINATED INSTRUCTORS TEACHING IN CLASSROOMS MUST WEAR A MASK WHEN ENTERING AND LEAVING THE CLASSROOM AND WHEN MOVING AROUND THE ROOM. WHEN VACCINATED INSTRUCTORS ARE ABLE TO MAINTAIN AT LEAST SIX FEET OF DISTANCE, THEY MAY CHOOSE TO REMOVE THEIR MASK FOR THE PURPOSE OF INCREASED COMMUNICATION DURING INSTRUCTION. INSTRUCTORS WHO ARE NOT VACCINATED (BECAUSE OF AN APPROVED**

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**MEDICAL OR RELIGIOUS EXEMPTION), OR WHO ARE NOT VACCINATED YET, MUST WEAR THEIR MASKS AT ALL TIMES. STUDENTS WHO DO NOT WEAR A MASK INDOORS ON UNM CAMPUSES CAN EXPECT TO BE ASKED TO LEAVE THE CLASSROOM AND TO BE DROPPED FROM A CLASS IF FAILURE TO WEAR A MASK OCCURS MORE THAN ONCE IN THAT CLASS. WITH THE EXCEPTION OF THE LIMITED CASES DESCRIBED ABOVE, STUDENTS AND EMPLOYEES WHO DO NOT WEAR A MASK IN CLASSROOMS AND OTHER INDOOR PUBLIC SPACES ON UNM CAMPUSES ARE SUBJECT TO DISCIPLINARY ACTIONS.**

**CLASS SCHEDULE & READING ASSIGNMENTS**

**PADM 590, Health Care Quality Management**

**SATURDAY, AUGUST 28, 2021: CHAPTER 1 HEALTHCARE QUALITY BOOK AND COURSE INTRODUCTION**

**SATURDAY, SEPTEMBER 4, 2021: LABOR DAY WEEKEND (NO CLASS)**

**SATURDAY, SEPTEMBER 11, 2021: CHAPTERS 2 & 3 HEALTHCARE QUALITY BOOK**

**SATURDAY, SEPTEMBER 18, 2021:  
CHAPTERS 4 & 5 HEALTHCARE QUALITY BOOK**

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**SATURDAY, SEPTEMBER 25, 2021: CHAPTER 6 HEALTHCARE  
QUALITY BOOK**

**SATURDAY, OCTOBER 2, 2021: CHAPTER 7 HEALTHCARE  
QUALITY BOOK**

**SATURDAY, OCTOBER 9, 2021: CHAPTER 8 HEALTHCARE  
QUALITY BOOK**

**SATURDAY, OCTOBER 16, 2020: BARRY SILBAUGH, MD -  
GUEST LECTURE**

**SATURDAY, OCTOBER 23, 2021: CHAPTERS 9 & 10 HEALTHCARE  
QUALITY BOOK**

**SATURDAY, OCTOBER 30, 2021: CHAPTER 11 HEALTHCARE  
QUALITY BOOK AND DAN FORD, GUEST LECTURE**

**SATURDAY, NOVEMBER 6, 2021: CHAPTERS 12 & 13  
HEALTHCARE QUALITY BOOK AND MELISSA COLE, RN, BSN,  
MSW, DNP - GUEST LECTURE**

**SATURDAY, NOVEMBER 13, 2021: CHAPTERS 14 & 15,  
HEALTHCARE QUALITY BOOK AND CASE STUDIES – TO BE  
ASSIGNED**



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**SATURDAY, NOVEMBER 20, 2021: CHAPTERS 16 & 17**  
**HEALTHCARE QUALITY BOOK AND CASE STUDIES - TO BE**  
**ASSIGNED**

**SATURDAY, NOVEMBER 27, 2021: THANKSGIVING WEEKEND**  
**(NO CLASS)**

**SATURDAY, DECEMBER 4, 2021: CHAPTERS 18 & 19**  
**HEALTHCARE QUALITY BOOK AND CASE STUDIES TO BE**  
**ASSIGNED**

**SATURDAY, DECEMBER 11, 2021 – FINAL CLASS: CASE STUDIES**  
**– TO BE ASSIGNED AND FEEDBACK ON FINAL EXAMS AND**  
**STUDENT FEEDBACK ON OPPORTUNITIES FOR IMPROVEMENT**  
**- PADM 565, HCQM**