

## **HEALTH CARE QUALITY MANAGEMENT**

**PADM 590 – UNM SCHOOL OF PUBLIC ADMINISTRATION**

**TUESDAYS & THURSDAYS – 4:00 PM - 6:30 PM**

**TUESDAY, JUNE 4, 2013 – THURSDAY, JULY 25, 2013**

**DANE SMITH HALL 132 – UNM ALBUQUERQUE**

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**OFFICE HOURS – TUESDAYS & THURSDAYS 1:00 PM - 3:00 PM**

**ROOM 3016, UNM SCHOOL OF PUBLIC ADMINISTRATION**

### **ACCREDITATION CRITERIA**

- . 111.B.1 Population Health and Health Status Assessment**
- . 111. B.12 Statistical Analysis and Application**
- . III.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 about how the best HCO's deliver high quality and cost effective health care.**

**REQUIRED TEXT BOOKS**

**White, K.R., and Griffith, J.R., (2011) *Reaching Excellence in Health Care Management*, First Edition, Health Administration Press: Chicago**

**Kelly, Diane L. (2011) *Applying Quality Management in Healthcare: A Systems Approach*, Third Edition, Health Administration Press: Chicago**

**COURSE OBJECTIVES:**

- 1) Identify and evaluate the functions, structure, and quality performance of healthcare 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 population health and its relationship to health status improvement.**
- 5) Be prepared to assume a position of leadership in a health care organization to help improve quality.**

### **COURSE EXPECTATIONS**

Graduate students in the School of Public Administration are presumed to be adult learners who are taking PADM 590 to improve their leadership capability for management roles. Students are expected to regularly attend class, actively participate and contribute to a 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 to Ron Aldrich, Adjunct Faculty, at [Limberpine@aol.com](mailto:Limberpine@aol.com) and watch the class on VOD.

### **GRADING SYSTEM**

Final grades for PADM 590, HEALTH CARE QUALITY MANAGEMENT, will be based on 25% class participation, 25% Mid-Term Exam, and 50% Final Exam. Exams will be mostly Essay Questions which will provide the student the opportunity to demonstrate both learning and integration of knowledge.

**CLASS SCHEDULE AND READING ASSIGNMENTS:**

**Tuesday, June 4, 2013, Chapter 1, *What is An Excellent Healthcare Organization, REIHM, & Chapter 1, *Fundamentals of Quality Management, AQMIH.****

**Thursday, June 6, 2013, Chapter 2, *Building The Culture of Excellence, REIHM, & Chapter 2, *A Systems perspective on Quality Management, AQMIH.****

**Tuesday, June 11, 2013, Chapter 3, *Building the Excellent Infrastructure, REIHM & Chapter 3, *Understanding System Behavior, AQMIH.****

**Thursday, June 13, 2013, Chapter 4, *Creating Excellent Governance, REIHM & Chapter 4, *Visualizing System Relationships, AQMIH.****

**Tuesday, June 18, 2013, Chapter 5, *Foundations of Excellent Care, REIHM, & Chapter 5, *Establishing System Direction, AQMIH.****

**Thursday, June 20, 2013, Chapter 6, *The Physician Organization, REIHM & Chapter 6, *Establishing Improvement Goals in Complex Sysytms, AQMIH.****

Tuesday, June 25, 2013, Chapter 7, Nursing, REIHM, & Chapter 7, Nursing, REIHM & Chapter 7, Understanding Customer and Stakeholder Requirements, AQMIH.

Thursday, June 27, 2013, Chapter 8, Clinical Support Services, REIHM & Chapter 8, Understanding the Role of Policy in Promoting System Change, AQMIH.

Tuesday, July 2, 2013, Chapter 9, Beyond Acute Care to Community Health, REIHM & Chapter 9, Improving Process and Implementing Improvements, AQMIH.

Thursday, July 4, 2013, UNM Holiday (Independence Day)

Tuesday, July 9, 2013, Chapter 10, Knowledge Management, REIHM, & Chapter 10, Measuring Process and System Improvement, AQMIH.

Thursday, July 11, 2013, Chapter 11, Human Resource Management, REIHM, & Chapter 11, Fostering Teamwork Below the Waterline, AQMIH.

Tuesday, July 16, 2013, Chapter 12, Environment of Care Management, REIHM & Practice Lab Exercises 1, 2, 3, 4, AQMIH.

**Thursday, July 18, 2013, Chapter 13, *Financial Management*,  
*REIHM* & Practice Lab Exercises 5,6,7,8, AQMIH.**

**Tuesday, July 23, 2013, Chapter 14, *Internal Consulting*,  
*REIHM*, & Practice Lab Exercises 9,10, 11, 12, AQMIH.**

**Thursday, July 25, 2013, Chapter 15, *Marketing and Strategy*,  
*REIMH*, & Exercise 13. Review and Discussion of Final  
Examination and Course Evaluation.**