

# **HL 400: Healthcare Administration Quality Assurance Management**

## **School of Business and Management**

5 Credits

Effective Date Winter 2020

Grading Type: Decimal

*Access to the Internet is required.*

*All written assignments must be in Microsoft-Word-compatible formats.*

*See the library's APA Style Guide tutorial for a list of resources that can help you use APA style.*

## **Faculty Information**

Professional experience information for instructors is found under *Syllabus, Schedule, and Course Team* in the online course menu.

## **Contact Information**

Contact information for instructors is found under *Syllabus, Schedule, and Course Team* in the online course menu.

## **Course Description**

This course introduces the healthcare management profession and examines relevant theories, principles and styles of leadership and administration. Emphasis is placed on management and leadership theories as they relate to healthcare organizations. Students will become familiar with the process of leading, motivating, evaluating performance, and directing healthcare professionals.

## Course Resources

Required and recommended resources to complete coursework and assignments are found on the course [Reading List](#). Access is provided through the *Reading List* link in your online course as well as from the library homepage (“Find Your Reading List” button).

**Note:** Required resources that must be purchased by the student are tagged “Purchase from a vendor of your choosing.” Required resources with a direct link, “Available through CityU Library”, are available electronically at no cost to students.

Students in Canada may purchase course resources from the [Canada Bookstore](#), and students outside the U.S. and Canada should contact their advisor or textbook coordinator for additional information.

## Course Outcomes

This course will prepare students to:

- Assess how quality improvement concepts and processes have influenced costs, access, and quality of service and care
- Compare and contrast internal and external benchmarks
- Define the characteristics that make customer satisfaction surveys effective
- Describe the legal implications of performance improvement
- Identify improvement opportunities based on performance measurement

## Grading Scale

The grades earned for the course will be calculated using City University of Seattle’s decimal grading system, found in the current [University Catalog](#).

Grading rubrics with details on how each assignment will be graded are located under *Assignments* and/or in *My Grades* in the online course menu. Students should review the rubric for each assignment prior to completing their work in order to understand how it will be assessed.

# Course Assignments and Grading

## Assignments

### Benchmarking and Quality Improvement Paper (30% of Final grade)

As part of any quality improvement process, healthcare organizations will gather data from both internal and external sources to use for comparison to their own data. This process is known as benchmarking. Leaders use benchmarking to learn where an organization is performing well against its peers, and where it needs improvement. In this 8-10 page (not including cover sheet, abstract, or reference list) APA-formatted paper, students will compare and contrast the internal and external benchmarks used by healthcare organizations for any quality improvement initiative. As part of this compare and contrast exercise, students must discuss the value of benchmarking in a healthcare organization and how this process may be used to improve access to and quality of healthcare. A minimum of eight (8) professional references must be included. References should be less than five years old in order to reflect current information.

<i>Components</i>	<i>% of Grade</i>
Style and Mechanics	20%
Compare and Contrast	30%
Value and Use	35%
APA Style (citations, references, and formatting)	15%
TOTAL	100%

### Customer Satisfaction Survey Paper (25% of Final grade)

The opinions of customers regarding healthcare experiences should be of primary importance to healthcare leaders. There are several ways for an organization to obtain information about its customers' perceptions of products and services received. In this 5-7 page (not including cover sheet, abstract, or reference list) APA-formatted paper, students will describe the various methods by which healthcare organizations gather feedback from their customers. Using research to validate their statements, students should assert which method is more reliable at receiving a higher return rate. A minimum of five (5) professional references must be included. References should be less than five years old in order to reflect current information. After researching data on how to compose a survey that is unbiased and does not lead a customer to choose a particular option, students will compose a customer satisfaction survey. This survey should be one (1) page in length and is not part of the 5-7 page paper. Students should write the survey as if they are querying customers after receiving care in an ambulatory care facility.

This survey must be original work done by the student.

<i>Components</i>	<i>% of Grade</i>
Description of Best Practices and Increases	35%
Customer Satisfaction Survey	35%
APA Style (citations, references, and formatting)	15%
Style and Mechanics	15%
<b>TOTAL</b>	<b>100%</b>

### **Performance Improvement Case Study (30% of Final grade)**

Students will choose one case study from a list posted within the module. Each case study provides a scenario and performance measurement data for a fictitious health care setting. Given the scenario and performance measurement data, students will write a 3-5 page paper (not including cover sheet, abstract, or reference list) that fully answers the questions posed at the end of the case study. Students must link their answers to research of literature. The paper must be in APA format and include a minimum of five (5) professional references. References should be less than five years old to ensure the information is current. In addition to writing the paper, students will create a slide presentation that presents their work. This presentation should include approximately 10 slides. Students will videotape themselves giving the presentation as if the presentation was being presented to the top administrative team in a healthcare organization. The video of the presentation should be no less than 10 minutes in length. The video is to be uploaded to You Tube with a link provided in the paper. The presentation should demonstrate professionalism and be performed as if the student were presenting the data to senior leaders in a healthcare organization.

<i>Components</i>	<i>% of Grade</i>
Answer all Questions	35%
Presentation	35%
Style and Mechanics	15%
APA Style (citations, references, and formatting)	15%
<b>TOTAL</b>	<b>100%</b>

## **Essays and Quizzes (15% of Final Grade)**

Each week students will write a short (3-5 paragraph) essay on the topic provided in the classroom. Students will have a one-question quiz each week. The quiz is not timed and students may use their text or other materials to research the answer.

## **Course Policies**

### **Professional Writing**

Assignments require error-free writing that uses standard English conventions and logical flow of organization to address topics clearly, completely, and concisely. CityU requires the use of APA style.

## **University Policies**

Students are responsible for understanding and adhering to all of City University of Seattle's academic policies. The most current versions of these policies can be found in the [University Catalog](#) that is linked from the CityU Web site.

### **Antidiscrimination**

City University of Seattle and its staff and faculty are committed to supporting our students. We value equity, diversity, and inclusion as a way of life as well as the educational opportunities it provides. City U will not tolerate any form of discrimination based on race, color, ethnicity, sexual orientation, gender identification, socioeconomic status, or religious values. If you have experienced any discrimination based on any of the above, we encourage you to report this to the University. Please report this to your instructor. If you do not feel safe reporting this to your instructor, please report to the Provost or to the Vice President of Student Affairs.

### **Non-Discrimination & Prohibition of Sexual Harassment**

City University of Seattle adheres to all federal, state, and local civil rights laws prohibiting discrimination in employment and education. The University is committed to ensuring that the education environment is bounded by standards of mutual respect and safety and is free from discriminatory practices.

In the U.S., the University is required by Title IX of the Education Amendments of 1972 to ensure that all of its education programs and activities do not discriminate on the basis of sex/gender. Sex include sex, sex stereotypes, gender identity, gender expression, sexual orientation, and pregnancy or parenting status. Sexual harassment, sexual assault, dating and domestic violence, and stalking are forms of sex discrimination, which are prohibited under Title IX and by City University of Seattle policy. City University of Seattle also prohibits retaliation against any person opposing discrimination or participating in any discrimination investigation or complaint process internal or external to the institution. Questions regarding Title IX, including its application and/or concerns about noncompliance, should be directed to the Title IX

Coordinator. For a complete copy of the policy or for more information, visit the [Title IX](#) portal page or contact the Title IX Coordinator.

In Canada, in compliance with the British Columbia Human Rights Code, the Alberta Human Rights Act, WorksafeBC, and the Workers' Compensation Board of Alberta, the University believes that its environment should at all times be supportive and respectful of the dignity and self-esteem of individuals. Discrimination, harassment and bullying conduct, whether through person-to-person behaviour or via electronic communications such as email or social media is not acceptable and will not be tolerated. As an educational institution, it is our responsibility to cultivate an environment of excellence, equity, mutual respect and to recognize the value and potential of every individual. The University will take all necessary steps to meet or exceed the requirements of the law to prevent discrimination, harassment and bullying. The Respectful Workplace Policy for the prevention of discrimination, harassment and bullying policy and procedure can be found at the [CityU website](#) under the Policies section or at [CityU in Canada](#) website.

### **Religious Accommodations**

City University of Seattle has a policy for accommodation of student absences or significant hardship due to reasons of faith or conscience, or for organized religious activities. The University's policy, including more information about how to request an accommodation, is available in the University Catalog and on the my.cityu.edu student portal. Accommodations must be requested by the 20% mark of this course (e.g. day 14 of a ten-week course, day 7 of a 5-week course) using the Religious Accommodations Request Form found on the student dashboard in the my.cityu.edu student portal.

### **Academic Integrity**

Academic integrity in students requires the pursuit of scholarly activity that is free from fraud, deception and unauthorized collaboration with other individuals. Students are responsible for understanding CityU's policy on academic integrity and adhering to its standards in meeting all course requirements. A complete copy of this policy can be found in the [University Catalog](#) under *Student Rights and Responsibilities* on the page titled *Academic Integrity Policy*.

### **Attendance**

Students taking courses in any format at the University are expected to be diligent in their studies and to attend class regularly.

Regular class attendance is important in achieving learning outcomes in the course and may be a valid consideration in determining the final grade. For classes where a physical presence is required, a student has attended if they are present at any time during the class session. For online classes, a student has attended if they have posted or submitted an assignment. A complete copy of this policy can be in the [University Catalog](#) under *Student Rights and Responsibilities* on the page titled *Attendance*.

## **Final Assignment Due Date**

Final assignments for each class at CityU must be due on or before the final date of the course as indicated in the university's course information system. Due dates that extend beyond the final date of the course may negatively impact tuition funding for students.

# **Support Services**

## **Disability Services Accommodations Statement**

Students with a documented disability who wish to request academic accommodations are encouraged to contact Disability Support Services to discuss accommodation requests and eligibility requirements. Please contact Disability Support Services at [disability@cityu.edu](mailto:disability@cityu.edu) or 206.239.4752 or visit the [Disability Support Services](#) page in the my.cityu.edu portal. Confidentiality will be observed in all inquiries. Once approved, information about academic accommodations will be shared with course instructors.

## **Library Services**

CityU librarians are available to help students find the resources and information they need to succeed in this course. Contact a CityU librarian through the [Ask a Librarian](#) service, or access [library resources and services online](#), 24 hours a day, seven days a week.

## **Smarthinking Tutoring**

CityU students have access to free online tutoring offered through Smarthinking, including writing support, from certified tutors 24 hours a day, seven days a week. Contact CityU's Student Support Center at [mycityusupport@cityu.edu](mailto:mycityusupport@cityu.edu) to request a user name and password.

# **Course Schedule**

The Course Schedule is located in the online course shell in the Syllabus, Schedule, and Course Team module.