

Department of Interdisciplinary Studies
MS in Health Care Management
IDST 5650 Quality Management in Health Care

Course Description

The course provides an overview of quality management in health care organizations. This web-based course covers the fundamentals of quality management as well as the application of such principles specific to the health care industry. An array of web-based resources and exercises, as well as a text and supplemental resources are utilized to cover related concepts.

Credits/Modes of Instruction

This three (3) graduate-level, web-based course is delivered via the Moodle web platform: <http://moodle.rutgers.edu>. A host of resources related to the course content, structure and delivery can be found at the course “landing page” in Moodle. These include instructional information on navigating Moodle, the syllabus (course goals, objectives, grading, etc.), weekly module content, as well as assignments. Evidence of learning outcomes attainment shall be demonstrated by students’ achievement of an average grade of “B” or higher on weekly discussions, a mid-term and final exam, the final paper and other ad hoc assignments. Students can expect to spend 15- 20 hours per week on this course.

Prerequisites

This course is intended primarily for students who have matriculated within the Rutgers-SHP Master of Science in Health in Health Management (MSHM) program. The co-requisites are courses within the MSHM curriculum. Graduate level non-matriculated students may register for this course only with advance approval by the course instructor, Program Director or the Department Chairperson.

Course Goals and Objectives:

Goals

To introduce graduate students to the fundamental principles of quality management and the application quality optimization within health care organizations.

Objectives

Explain the basic concepts of quality management and how they apply in health care.

Review the major milestones in quality.

Identify the importance of quality as a core organizational strategy.

Describe the types of variation and their impact on health care quality management.

Understand quality improvement processes, tool and knowledge transfer techniques.

Outline the major components data collection as they relate to health care quality management.

Summarize the statistical tools used in quality management and their applicability in health care.

Explain the applicability of provider profiling in health care quality management.

Identify techniques for measuring and improving patient experiences.

Delineate the difference between and use of quality “dashboards” and “scorecards”.

Understand the concepts related to reducing medical errors and maximizing patient safety

Review how information technology can be applied in health care quality improvement.

Outline the relationship between leadership and quality.

Explain how a health care organization creates an infrastructure for quality optimization.

Review techniques for implementing health care quality improvement.

Summarize major environmental factors impacting health care quality.