

Course discipline/number/title: HIMC 2720: Quality Management of Health Information

A. CATALOG DESCRIPTION

1. Credits: 2
2. Hours/Week: 2 Lecture
3. Prerequisites (Course discipline/number): AOP 2350 or BTEC 2355
4. Other requirements: College level reading skills, appropriate score on RCTC placement test or completion of appropriate developmental course with grade of C or better.
5. MnTC Goals (if any): NA

- B. COURSE DESCRIPTION: This course covers the components of quality performance improvement for problem-solving, decision making, time management, and implementation of quality concepts. College level reading skills, appropriate score on RCTC placement test or completion of appropriate developmental course with grade of C or better.

C. DATE LAST REVISED (Month, year): February, 2019

D. OUTLINE OF MAJOR CONTENT AREAS:

1. Quality management
  - a) Measurement
  - b) Assessment
  - c) Improvement
2. Qualitative Improvement Tools
  - a) Affinity diagram
  - b) Brainstorming
  - c) Cause and Effect diagram
  - d) Flowcharts
  - e) Nominal group technique
  - f) Surveys
3. Quantitative Improvement Tools
  - a) Bar graph
  - b) Check sheet
  - c) Gantt chart
  - d) Histogram
  - e) Line graph
  - f) Pareto chart
  - g) Scatter diagram
4. Performance Comparison
  - a) Benchmarking
  - b) Dashboard
  - c) Plan-Do-Check-Act (PDCA)
5. Improvement Project Teams
6. Risk analysis and management
  - a) Incident reports
  - b) Sentinel event
  - c) Root cause analysis (RCA)
7. Utilization Management
  - a) Accountable Care Organizations (ACOs)
  - b) Case managers
  - c) Preadmission certification
  - d) Prospective review
  - e) Retrospective review
8. Quality Management Plan
  - a) Healthcare Effectiveness Data and Information Set (HEDIS)
  - b) Electronic Clinical Quality Measures (eQCMs)

- D. OUTLINE OF MAJOR CONTENT AREAS: Continued. . .
9. Baldrige National Quality Award
  10. Lean
  11. Six Sigma
  12. ORYX performance measurement
- E. LEARNING OUTCOMES (GENERAL): The student will be able to:
1. Apply policies and procedures to ensure the accuracy and integrity of health data.
  2. Collect and maintain health data.
  3. Apply graphical tools for data presentations.
  4. Utilize health information to support enterprise wide decision support for strategic planning.
  5. Explain analytics and decision support.
  6. Apply report generation technologies to facilitate decision-making.
  7. Analyze data to identify trends.
  8. Explain common research methodologies and why they are used in healthcare.
  9. Apply policies and procedures to ensure the accuracy and integrity of health data both internal and external to the health system.
  10. Analyze policies and procedures to ensure organizational compliance with regulations and standards.
  11. Identify potential abuse or fraudulent trends through data analysis.
  12. Apply the fundamentals of team leadership.
  13. Utilize tools and techniques to monitor, report, and improve processes.
  14. Identify cost-saving and efficient means of achieving work processes and goals.
  15. Utilize data for facility-wide outcomes reporting for quality management and performance improvement.
  16. Summarize a collection methodology for data to guide strategic and organizational management.
  17. Apply information and data strategies in support of information governance initiatives.
  18. Utilize enterprise-wide information assets in support of organizational strategies and objectives.
- F. LEARNING OUTCOMES (MNTC): NA
- G. METHODS FOR EVALUATION OF STUDENT LEARNING: Methods may include but are not limited to:
1. Textbook assignments
  2. Application reports
  3. Discussions
  4. Tests
- H. RCTC CORE OUTCOME(S). This course contributes to meeting the following RCTC Core Outcome(s):  
Critical Thinking. Students will think systematically and explore information thoroughly before accepting or formulating a position or conclusion.
- I. SPECIAL INFORMATION (if any): None