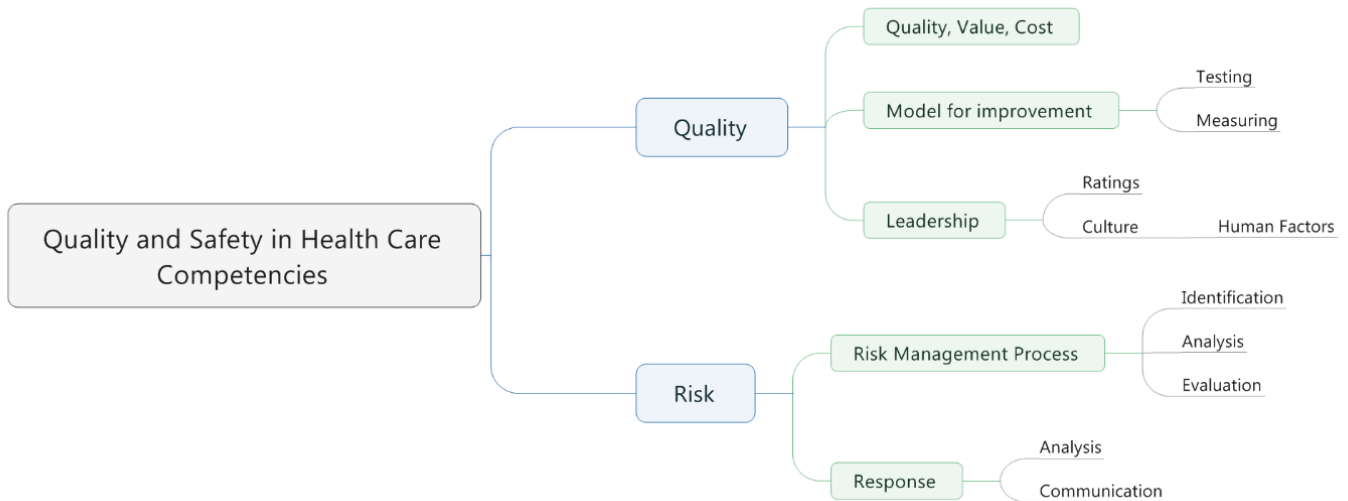


# PHCY 5160: Risk and Quality for Health Care Leaders

## Spring 2018

Graduate Seminar in Quality and Safety for Health Care Leaders is a 2 credit hour course surveying the importance and processes of risk management and quality in health care institutions. Current resources will be utilized to inform the class.

**Prerequisites:** Admission to the Master of Science in Health Services Administration program or permission of instructor. Application of credit from this course to the Master's program may not be applicable for those taking the course by permission.



LEARNING GOALS: At the end of the course, students will be able to--	
•	Discriminate between Quality, Value and Cost
	FOUNDATION: Demonstrate knowledge of the differences and relationships
	APPLICATION: Apply information to current healthcare environment
	HUMAN: Reflect on the impact of these on the institution and society.
	INTEGRATION: Prepare effective solutions given a case and basic instructions
	CARING: Incorporate in discussion and examination answers the effect of changes in status on interpersonal relationships
	LEARNING: Employ appropriate consideration of limitations to successful decisions
•	Apply the Model for Improvement
	FOUNDATION: Explain the Model for Improvement
	APPLICATION: Apply the Model to a small personal project
	HUMAN: Provide the best recommendations despite limitations
	INTEGRATION: Select an appropriate solution incorporating the Model
	CARING: Incorporate emotional and cultural intelligence into the Model
	LEARNING: Appraise the relationship between testing and measuring
•	Analyze the factors for successful leadership in Quality and Risk Management
	FOUNDATION: Identify qualities in these leaders
	APPLICATION: Apply principles to case studies
	HUMAN: Recognize the effects of leadership on the organization and individuals
	INTEGRATION: Apply a mix of leadership aspects given a situation
	CARING: Incorporate values and needs of the organization and individuals into the style
	LEARNING: Balance the internal and external factors affecting leadership
•	Analyze the human and system factors including culture and response
	FOUNDATION: Develop skills in identifying the factors
	APPLICATION: Apply long-term design and process skills to a given situation
	HUMAN: Reflect on the value of these plans on the organization and community
	INTEGRATION: Devise a leadership style that incorporates these skills
	CARING: Consider the competing organizational needs when constructing recommendations
	LEARNING: Demonstrate the ability to apply concepts and process
•	Evaluate the Risk Management Process
	FOUNDATION: Identify the aspects of the process--identification, analysis, evaluation
	APPLICATION: Apply the process given a case
	HUMAN: Reflect on the effects of the process on the organization and individuals
	INTEGRATION: Devise a plan given a situation
	CARING: Consider the competing organizational needs when constructing a plan
	LEARNING: Demonstrate the ability to differentiate between risk and management of risk
•	Apply the concepts from the class to case studies
	FOUNDATION: Demonstrate ability to apply concepts to new situations
	APPLICATION: Identify the limitations of any technique or theory
	HUMAN: Reflect on the value of developing skills for future practice
	INTEGRATION: Appraise the value of multiple aspects of the course to future practice
	CARING: Describe the relationship of applying financial skills to quality provision of healthcare
	LEARNING: Incorporate aspects from the class into the comprehensive case successfully

**REQUIRED TEXTS:**

The course will use videos and readings in addition to discussion. No textbook is required.

**CLASS WEBSITE:**

The WyoCourses site is accessible from the University website via WyoWeb. Class materials will be posted or linked on this site. Assignments will also be posted there (both by the instructor and the student). The student is expected to utilize the site and accept changes from this syllabus as amended on the site.

**AUDIENCE:**

This course is a substitution for the Risk and Quality course for students in the Master of Science in Health Services Administration in the Health Institution Leadership track and the anticipated Health Quality and Improvement track (starts fall 2018). Other track students may take the course as an elective. Enrollment in or completion of a degree in the health sciences is strongly recommended.

**COURSE PROCEDURES:**

The course instructor is Linda Gore Martin, PharmD, MBA, BCPS, FASHP. The course meets via Zoom on Tuesday evenings at 6:30pm MDT and via asynchronous methods, meaning the activities are done at the student's selected times, within specified time periods. Opening and closing times for on-line discussion, quizzes, assignments or other activities will be posted and enforced (all times are MDT).

A class session is the time from opening of the unit until the beginning of the next session. The number and timing of class sessions, as appropriate for a 2-semester hour course, will be determined at the time the class is scheduled for a particular semester. For spring 2018, each class session will be Friday to Thursday. This means that the module will open at 12:00am on Friday and that all work for that week is submitted by 11:59pm on Thursday.

Instructional procedures consist of lecture (video/slides), discussion, participation exercises plus assigned readings and projects. The distance education model of this course requires some adaptation by the students and instructor from the traditional classroom setting.

Different people have different learning styles. Lecture where the instructor talks and students listen is passive on the part of the student. Discussion requires active participation on the part of the learner. In this class, some aspects of topics will be supplemented with lectures; some are appropriate for discussion; and some will be conducted through active participation such as analysis of case studies.

In order for a discussion or dialogue to be successful, students must have read the assigned readings, watched any video/slide recording and have completed any assignment (as directed in the Module for that class unit) to be used in class **before** joining class discussion.

Students should feel free to ask questions either to the entire class or directly to the instructor via the general discussion board. If you ask a question to the entire class, it may help other students who may have the same question or provide you with multiple responses. Of course, questions are easily asked during the live sessions.

**Excused absences**

Students must regularly and productively participate in class via the discussion board. Because of the multiple available times for posting discussions and assignments as well as for taking any quizzes or examinations, the need for an excused absence would be a rare event. Only rationale accepted by the University of Wyoming as an excused absence will be accepted.

**INSTRUCTOR AVAILABILITY:**

Office hours for Linda Gore Martin will be via electronic mail at [Linda.martin@uwyo.edu](mailto:Linda.martin@uwyo.edu) . Electronic mail will be answered within 24 hours unless posted otherwise (check the website for announcements for when the time is extended). During the period March 24-April 10, the time will be extended to 48 hours.

Students who qualify or may qualify under the American Disabilities Act should contact the Student Educational Opportunity (SEO) office located at Knight Hall (Room 330), <http://www.uwyo.edu/udss/> , 307-766-6189, TTY: 307-766-3073 immediately to complete paperwork for any needed accommodations.

**ACADEMIC DISHONESTY, DISCRIMINATION AND HARASSMENT WILL NOT BE TOLERATED!**

Such conduct is described within and will result in sanctions pursuant to the following School of Pharmacy and University policy and regulations:

University of Wyoming Code of Conduct

<http://www.uwyo.edu/dos/conduct/>

University of Wyoming Regulations

<http://www.uwyo.edu/generalcounsel/files/docs/UW%20Reg%20Updates%202016/UW%20Reg%206-802.pdf>

**GRADES**

The numbers assigned to the grades shall be A=90 and above; B=80 to <90; C=70 to <80; D=60 to <70; F=below 60. The +/- system is not the preferred system of the School of Pharmacy. Graduate students, including those enrolled in the Master of Science in Health Services Administration, must maintain a 3.00 GPA (B or better).

Discussion Board (2 weeks) -----	20 points
Assignments (including introduction discussion)-----	30 points
Quizzes (5 certificates of completion and 2 WyoCourse quizzes at 10 pts) -----	70 points
Presentation-----	30 points
Project-----	50 points

Quizzes may include objective (multiple choice and true-false), short essay, and problem-solving questions.

Each student will conduct a small quality project starting on March 15. On April 11, the projects will be presented in class. Each student will have 10 minutes to present the results of their project.

To participate in the discussion boards for weeks 3 and 4, each student will be expected to answer the questions posted on the board. All responses must relate to and involve reflective thinking directly applicable to the course material for that session.

**PHCY 5160: RISK AND QUALITY PLANNING FOR HEALTH CARE LEADERS  
COURSE SCHEDULE**

(Schedule is tentative and topic dates are subject to change; **readings** will be assigned as appropriate).  
Use the WyoCourse site for specific information.

DATES	TOPIC	ASSIGNMENTS
March 2-8, 2018	Quality, Value, Cost;	WyoCourses opens on March 2 at 12am Live class March 6 at 6:30 via Zoom Assignment due <b>March 6</b> at 5pm MT Quiz due 3-15-18
March 9-15, 2018	Model for Improvement Risk Management: Assessment	Live Class March 13 Proposal of Project due 3-15-18 Quizzes (2) due 3-15-18
March 16-22, 2018	Leading for quality Enterprise Risk Management	Live Class March 20 Discussion board assignment Case Study: Rwanda Quizzes (2) due 3-22-18
March 23-29, 2018	No Class	
March 30-April 5, 2018	Human Factors Culture and Response	No live class Discussion board assignment Case Study: On being transparent Quiz due 4-5-18
April 6-12, 2018	Risk Management: Evaluation	Live class April 10 Presentation of Project Final project posted by 4-12-17 Quiz due 4-12-17