



# BROWARD COMMUNITY COLLEGE COURSE OUTLINE

**LAST REVIEW:** 2008-2009  
(i.e. 2003-2004)

**NEXT REVIEW:** 2013-2014  
(i.e. 2008-2009)

**STATUS:** A  
(A, I, D)

**COURSE TITLE:** Performance Improvement

**COMMON COURSE NUMBER:** HIM 2500

**CREDIT HOURS:** 2

**CONTACT HOUR BREAKDOWN**  
(per 16 week term)

**CLOCK HOURS:**  
(Voc. Course ONLY)

Lecture: 32      Lab:

Clinic:              Other:

**PREREQUISITE(S):** HIM 2012

**COREQUISITE(S):**

**PRE/COREQUISITE(S):**

**COURSE DESCRIPTION** (750 characters, maximum):

This course is an introduction to the principles of performance improvement and quality management in health care. Topics include: clinical quality improvement; utilization management; risk management; medical staff credentialing and peer review; accreditation standards; laws and regulations; tools for data collection, analysis, and display; and the role of the HIM department. Upon completion, students should be able to apply performance improvement techniques; collect, analyze, and display data; and support a range of quality management activities.

## UNIT TITLES

- 1.0 *Introduction and History*
- 2.0 *Defining a Performance Improvement Model*
- 3.0 *Using Team Work in Performance Improvement*
- 4.0 *Aggregating and Analyzing Performance Improvement Data*
- 5.0 *Communicating Performance Improvement Activities and Recommendations*
- 6.0 *Measuring Customer Satisfaction*
- 7.0 *Refining the Continuum of Care and Utilization Management*
- 8.0 *Preventing and Controlling Infectious Disease*
- 9.0 *Decreasing Risk Exposure*
- 10.0 *Improving the Provision of Care, Treatment and Services*
- 11.0 *Building a Safe Medication Management System*
- 12.0 *Improving the Care Environment and Life Safety*
- 13.0 *Developing Staff and Human Resources (Medical Staff/Professional Staff Credentialing)*



**UNIT TITLES continued**

- 14.0 Organizing for Performance Improvement*
- 15.0 Navigating the Accreditation, Certification or Licensure Process*
- 16.0 Implementing Effective Information Management Tools for Performance Improvement*
- 17.0 Managing Healthcare Performance Improvement Projects*
- 18.0 Managing the Human Side of Change*
- 19.0 Developing the Performance Improvement Plan*
- 20.0 Evaluating the Performance Improvement Program*



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## ASSESSMENT:

Please provide a brief description (250 characters maximum) that details how students will be assessed on the course outcomes.

1. Announced and unannounced quizzes and Unit examinations;
2. Cumulative/comprehensive final examination;
3. Assessment of reading and online assignments via submission of homework projects;
4. Participation in Discussion Forums on the E-learning site
5. Completion of projects – individual or group as assigned

*\*\*\* Complete the following only if course is seeking general education status \*\*\**

## GENERAL EDUCATION Competencies and Skills \*:

Please highlight in green font all Competencies/Skills from the list below that apply to this course. In the box to the right of the Competency/Skill, enter all specific learning outcome numbers (i.e. 1.1, 2.7, 5.12) that apply.

1. Read with critical comprehension	
2. Speak and listen effectively	
3. Speak and listen effectively	
4. Think creatively, logically, critically, and reflectively (analyze, synthesize, apply, and evaluate)	
5. Demonstrate and apply literacy in its various forms: (highlight in green ALL that apply) (1. technological, 2. informational, 3. mathematical, 4. scientific, 5. cultural, 6. historical, 7. aesthetic and/or 8. environmental )	
6. Apply problem solving techniques to real-world experiences	
7. Apply methods of scientific inquiry	
8. Demonstrate an understanding of the physical and biological environment and how it is impacted by human beings	
9. Demonstrate an understanding of and appreciation for human diversities and commonalities	
10. Collaborate with others to achieve common goals.	
11. Research, synthesize and produce original work	
12. Practice ethical behavior	
13. Demonstrate self-direction and self motivation	
14. Assume responsibility for and understand the impact of personal behaviors on self and society	
15. Contribute to the welfare of the community	

\* General Education Competencies and Skills endorsed by '05-'06 General Education Task Force



**Common Course Number: HIM 2500**

**UNITS**

**Unit 1 Introduction and History**

***General Outcome:***

- 1.0 The student will be able to gain an understanding and appreciation for the historical development of healthcare quality management.

***Specific Instructional Objectives:***

Upon successful completion of this unit, the student will be able to:

- 1.1 Outline the evolution of quality and performance improvement in healthcare industry.
- 1.2 Define the terms clinical quality assessment, infection control, utilization management, case management and risk management.
- 1.3 Identify and discuss the government regulations and accreditation standards related to clinical quality management.



**Common Course Number: HIM 2500**

**Unit 2 Defining a Performance Improvement Model**

***General Outcome:***

- 2.0 The student will be able to understand and discuss healthcare performance improvement models, determine the effectiveness of the PI team and learn about continuous monitoring activities and how to use PI tools to collect, analyze and display data.

***Specific Instructional Objectives:***

Upon successful completion of this unit, the student will be able to:

- 2.1 Explain the cyclical nature of PI activities.
- 2.2 Identify organization wide PI activities versus team based PI activities.
- 2.3 Identify the 4 principle aspects of health that are targeted for performance improvement.
- 2.4 Identify the use of teams in PI activities.
- 2.5 Describe group dynamics in the lifecycle of a PI activity.
- 2.6 Describe the process of developing an effective PI team.
- 2.7 Identify specific knowledge and skills needed for team leadership.
- 2.8 Differentiate between internal and external benchmark comparisons.
- 2.9 Identify common healthcare data tools.
- 2.10 Apply communication tools to PI activities.
- 2.11 Recognize the key elements of a storyboard.
- 2.12 Differentiate between internal and external customers.
- 2.13 Outline the characteristics that make surveys and interviews effective.
- 2.14 Recognize common means used to monitor and improve patient care.
- 2.15 Understand the role of clinical practice guidelines and evidence-based medicine.
- 2.16 Describe identifying, preventing, controlling, tracking infectious disease.



**Common Course Number: HIM 2500**

**Unit 3 Using Team Work in Performance Improvement**

***General Outcome:***

- 3.0 The student will be able to learn how to embrace team concept for performance improvement activities.

***Specific Instructional Objectives:***

Upon successful completion of this unit, the student will be able to:

- 3.1 Identify effective use of teams in PI activities.
- 3.2 Enumerate the differences between the roles of leader and the members in PI teams.
- 3.3 Describe the contributions that team charters, team roles, ground rules, listening, and questioning can make to improve the effectiveness of performance improvement teams.



**Common Course Number: HIM 2500**

**Unit 4      Aggregating and Analyzing Performance Improvement Data**

***General Outcome:***

4.0      The student will be able to aggregate and analyze PI data.

***Specific Instructional Objectives:***

Upon successful completion of this unit, the student will be able to:

- 4.1      Differentiate between internal and external benchmark comparisons.
- 4.2      Identify common healthcare data collection tools.
- 4.3      Describe the various data types.
- 4.4      Recognize the correct graphic presentation for a specific data type.
- 4.5      Design graphic displays for a given set of data.
- 4.6      Analyze the data for changes in performance displayed in graphic form.



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**Unit 5      Communicating Performance Improvement Activities and Recommendations**

***General Outcome:***

- 5.0      The student will be able to utilize meeting minutes, reports and storyboards to communicate PI activities effectively.

***Specific Instructional Objectives:***

Upon successful completion of this unit, the student will be able to:

- 5.1      Apply communication tools effective: minutes, reports and storyboards.  
5.2      Recognize the key elements in storyboard and critique a storyboard layout.



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**Unit 6      Measuring Customer Satisfaction**

***General Outcome:***

- 6.0      The student will be able to identify the differences between internal and external customers and understand basic components of an effective customer satisfaction survey.

***Specific Instructional Objectives:***

Upon successful completion of this unit, the student will be able to:

- 6.1      Identify the differences between internal and external customers.
- 6.2      Outline the reasons why customers' perspectives are important to the PI process.
- 6.3      Describe the difference between surveys and interviews.
- 6.4      Outline the characteristics that make surveys and interviews effective.
- 6.5      Critique a survey or interview format.



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**Unit 7 Refining the Continuum of Care and Utilization Management**

***General Outcome:***

- 7.0 The student will be able to explain continuum of care, utilization management and case management and their impact to reimbursement.

***Specific Instructional Objectives:***

Upon successful completion of this unit, the student will be able to:

- 7.1 Explain utilization management.
- 7.2 Understand Medicare's requirements for utilization management.
- 7.3 Describe case management function.
- 7.4 Apply UR principles.
- 7.5 Identify the steps in case management.
- 7.6 Understand the fiscal impact.



**Common Course Number: HIM 2500**

**Unit 8 Preventing and Controlling Infectious Disease**

***General Outcome:***

8.0 The student will be able to understand infection control processes as related to PI.

***Specific Instructional Objectives:***

Upon successful completion of this unit, the student will be able to:

- 8.1 Describe why Infection Control is so important.
- 8.2 Differentiate healthcare associated infection from community acquired infection.
- 8.3 Explain the various approaches that healthcare organizations use to incorporate risk reduction strategies regarding the occurrence of infection.



**Common Course Number: HIM 2500**

**Unit 9      Decreasing Risk Exposure**

***General Outcome:***

- 9.0      The student will be able to discuss loss prevention and damage control functions related to healthcare risk management.

***Specific Instructional Objectives:***

Upon successful completion of this unit, the student will be able to:

- 9.1      Explain Risk Management and role of Risk Manager.
- 9.2      Define occurrence reporting.
- 9.3      Define the concept of sentinel event.
- 9.4      Understand how sentinel events can point to important opportunities to improve safety.
- 9.5      List standards related to risk management.
- 9.6      Explain the use of occurrence reporting in managing risk exposure.
- 9.7      Define the key elements of a risk management plan.



**Common Course Number: HIM 2500**

**Unit 10 Improving the Provision of Care, Treatment and Services**

***General Outcome:***

10.0 The student will be able to understand how quality of care is impacted by PI activities.

***Specific Instructional Objectives:***

Upon successful completion of this unit, the student will be able to:

- 10.1 Identify 4 core processes or elements in the care, treatment and service of patients and to recognize the common means by which healthcare organizations monitor and improve the quality of these elements of care.
- 10.2 Understand how the NPSGs interface with the performance improvement cycle during the patient care process.
- 10.3 Understand the roles that clinical practice guidelines and evidence based medicine play in standardizing patient care.



**Common Course Number: HIM 2500**

**Unit 11 Building a Safe Medication Management System**

***General Outcome:***

- 11.0 The student will be able to identify the seven (7) steps for building a safe medication management system.

***Specific Instructional Objectives:***

Upon successful completion of this unit, the student will be able to:

- 11.1 Identify how health policy, national initiatives, the private sector, and professional advocacy all contribute to the design of SMMS.
- 11.2 Recognize the important functions included in a safe and effective medication management system.
- 11.3 Become familiar with the process of monitoring and reporting medication errors and adverse drug events.
- 11.4 Understand patient safety issues and the legal consequences associated with medication errors and ADEs.



**Common Course Number: HIM 2500**

**Unit 12 Improving the Care Environment and Life Safety**

***General Outcome:***

- 12.0 The student will be able to understand the seven (7) safety functions outlined in JCAHO and be able to describe the safety monitoring process.

***Specific Instructional Objectives:***

Upon successful completion of this unit, the student will be able to:

- 12.1 Identify the relationship between the environment of care and patient safety.
- 12.2 Able to list the 7 safety functions outlined by JCAHO.
- 12.3 Describe the risk assessment and hazard vulnerability analysis.
- 12.4 Describe the safety monitoring process.



**Common Course Number: HIM 2500**

**Unit 13      Developing Staff and Human Resources (Medical Staff/Professional Staff  
Credentialing)**

***General Outcome:***

13.0    The student will be able to outline the credentialing process.

***Specific Instructional Objectives:***

Upon successful completion of this unit, the student will be able to:

13.1 Recognize the need to integrate performance improvement and patient safety data into the management of HR function in healthcare.

13.2 Outline the credentialing process for independent practitioners and employed clinical staff.



**Common Course Number: HIM 2500**

**Unit 14 Organizing for Performance Improvement**

***General Outcome:***

14.0 The student will be able to understand the roles of upper management in PI activities.

***Specific Instructional Objectives:***

Upon successful completion of this unit, the student will be able to:

14.1 Identify the roles of management in PI.

14.2 Identify committee and reporting structures that integrate the PI with the organization.

14.3 Describe the various leadership configuration responsible for PI activities.



**Common Course Number: HIM 2500**

**Unit 15 Navigating the Accreditation, Certification or Licensure Process**

***General Outcome:***

- 15.0 The student will be able to understand the accreditation, certification and licensure process as related to performance improvement.

***Specific Instructional Objectives:***

Upon successful completion of this unit, the student will be able to:

- 15.1 Differentiate between compulsory and voluntary review.
- 15.2 Explain the performance improvement perspectives of accreditation, certification and licensure organizations.
- 15.3 Identify approaches that lead to success in the survey process.



**Common Course Number: HIM 2500**

**Unit 16      Implementing Effective Information Management Tools for Performance Improvement**

***General Outcome:***

- 16.0 The student will be able to understand the importance of information technology to performance improvement activities.

***Specific Instructional Objectives:***

Upon successful completion of this unit, the student will be able to:

- 16.1 Identify the reasons that IT is so important to quality improvement in healthcare.
- 16.2 Describe information management tools commonly used in PI process.
- 16.3 Describe current developments in healthcare information technologies that will enhance PI activities in the future.



**Common Course Number: HIM 2500**

**Unit 17 Managing Healthcare Performance Improvement Projects**

***General Outcome:***

17.0 The student will be able to learn the essential components of Project Management.

***Specific Instructional Objectives:***

Upon successful completion of this unit, the student will be able to:

17.1 Describe the functions of project management of PI programs.

17.2 Identify specific knowledge and skills required for team leadership.

17.3 Describe project life cycles.

17.4 Describe group dynamics of team life cycles.

17.5 Identify the steps a team leader should follow to successfully implement and complete a project.

17.6 Describe the importance of closure with regard to report back to organizational leadership.



**Common Course Number: HIM 2500**

**Unit 18 Managing the Human Side of Change**

***General Outcome:***

18.0 The student will be able to gain a better understanding of the human factor in PI functions.

***Specific Instructional Objectives:***

Upon successful completion of this unit, the student will be able to:

18.1 Apply change management techniques to implement PI.

18.2 Describe the 3 phases of change.

18.3 Identify key steps in change management.



**Common Course Number: HIM 2500**

**Unit 19      Developing the Performance Improvement Plan**

***General Outcome:***

19.0    The student will be able to learn the essential components of a Performance Improvement Plan.

***Specific Instructional Objectives:***

Upon successful completion of this unit, the student will be able to:

19.1 Describe the areas that should be address in a PI Plan.



**Common Course Number: HIM 2500**

**Unit 20 Evaluating the Performance Improvement Program**

***General Outcome:***

20.0 The student will be able to understand the evaluation process of a PI program.

***Specific Instructional Objectives:***

Upon successful completion of this unit, the student will be able to:

20.1 Explain why PIP are evaluated.

20.2 Identify the aspects of the PIP that should be evaluated.

20.3 Describe what organizations should do with the information gathered from a PIP Evaluation.