**Healthcare Quality & Safety for DNP Leaders**
**NURS 6375**
**Fall 2024**

**Scheduled Class Days and Times: Online**

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**Office Hours:** Virtual Office Hours: (virtual office hours weekly and one-on-one virtual office hours by appointment) Additional days and times may be arranged upon request. Please email faculty to make a one-on-one virtual appointment. The Zoom link will be posted in Canvas for weekly virtual office hours.

**Best way to contact me** is via email. Please allow a 24 hour response time (maybe longer on weekends and Holidays). If it is urgent, you may also text me at the number provided in Canvas. Please use discretion regarding the timing of texts and phone calls. Calls or texts received after 8 p.m. may not be returned until the next day at my discretion. If you call and expect me to return your call, please leave a voicemail with your name and a good callback number.

**Course Description:** This course is focused on the concepts of quality and safety in healthcare delivery. Quality care is the extent to which care services improve desired health outcomes and are consistent with patient preferences and current professional knowledge (IOM, 2001). "Safety is inclusive of attending to work environment hazards, such as violence, burnout, ergonomics, and chemical and biological agents; there is a synergistic relationship between employee safety and patient safety" (AACN, 2021, p. 43). DNP leaders must be able to address contributors and barriers to quality and safety at both individual and system levels.

**Prerequisites:** NURS 6358

**Corequisites:** NURS 6331

**Student Learning Outcomes:**

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

1. Incorporate data-driven benchmarks to monitor system performance. (AACN, 5.1, 5.2)
2. Design collaborative process improvement initiatives. (AACN, 5.1, 6.1, 6.2)
3. Design evidence-based interventions based on an analysis of actual errors, near misses, and potential situations. (AACN, 2.5, 5.2)

4. Examine national patient safety resources, initiatives, and regulations that can be used to support the delivery of care. (AACN, 5.2)
5. Contribute to a safe and just work environment (AACN, 5.3)

**Required Textbooks and Readings:**

Spath, P. L., (2022). *Applying quality management in healthcare: A systems approach* (5th ed). Health Administration Press.

EHR Go, Semester Subscription - Access (12 Week) by Archetype Innovations (9780985837983). To purchase EHR Go from the vendor directly go to https://ehrgo.com/ and click on subscribe in the top right corner of the screen. Purchase a 12-week license.

**Assignments and Weights/Percentage/Point Values**

| Assignments | Percentage of Grade |
|---|---|
| Participation | 5 |
| Discussion Boards | 15 |
| Assignments | 20 |
| Simulation | 30 |
| IHI Advanced Courses | 15 |
| Check your Understanding | 15 |
| **Total** | **100%** |

**Grading Scale:**

Specific guidelines and grading criteria for all assignments are in the Modules. Final grades for the course will be determined based on the following point assignments:

A - 90-100
B - 80-89
C - 70-79
D - 60-69
F - Below 60

Grades will not be rounded when calculating the average (79.5 is not rounded to 80, and 89.5 is not rounded to 90). Students are required to achieve an average of 80% (B) to complete the course successfully.

Although the university policy allows 60 days for grade appeals, the School of Nursing follows a stricter timeline of 10 days to facilitate students' timely progression through the curriculum. In the case of extenuating circumstances, please consult the Associate Dean of Academic Affairs for guidance.

**Academic Integrity:** Cheating of any kind, as defined in Section 8 of the UT Tyler Manual of Policies and Procedures (MOPP) for Student Affairs (https://www.uttyler.edu/mopp/), will not be tolerated. Consequences may include:

- reprimand
- exam failure
- course failure
- expulsion from the Nursing program
- expulsion from the University
- other consequences as assigned

**Artificial Intelligence (AI)**:

UT Tyler is committed to exploring and using artificial intelligence (AI) tools as appropriate for the discipline and task undertaken. We encourage discussing AI tools' ethical, societal, philosophical, and disciplinary implications. All uses of AI should be acknowledged as this aligns with our commitment to honor and integrity, as noted in UT Tyler's Honor Code. Faculty and students must not use protected information, data, or copyrighted materials when using any AI tool. Additionally, users should be aware that AI tools rely on predictive models to generate content that may appear correct but is sometimes shown to be incomplete, inaccurate, taken without attribution from other sources, and/or biased. Consequently, an AI tool should not be considered a substitute for traditional approaches to research. You are ultimately responsible for the quality and content of the information you submit. Misusing AI tools that violate the guidelines specified for this course (see below) is considered a breach of academic integrity. The student will be subject to disciplinary actions as outlined in UT Tyler's Academic Integrity Policy.

Most assignments in this course will permit using artificial intelligence (AI) tools, such as ChatGPT or Copilot. When AI use is permissible, it will be documented in the assignment description, and all use of AI must be appropriately acknowledged and cited. When using AI tools for assignments, add an appendix showing (a) the entire exchange (e.g., prompts used), highlighting the most relevant sections; (b) a description of precisely which AI tools were used, (c) an explanation of how the AI tools were used (e.g. to generate ideas, elements of text, etc.); and (d) an account of why AI tools were used (e.g. to save time, to surmount writer's block, to stimulate thinking, to experiment for fun, etc.). Students shall not use AI tools during in-class examinations or assignments unless explicitly permitted and instructed to do so.

https://www.uttyler.edu/digital-learning/ai/

**Exam and homework materials, questions, and problems are the intellectual property of faculty, UT Tyler, or publishers**.
- These materials may not be distributed without permission.

- Distributing or uploading them to online resources destroys the integrity of the assignment and the course, allowing others an unfair advantage by letting them view the materials.
- Uploading these materials to online resources is a violation of UT Tyler's academic misconduct policies and may result in formal conduct charges.
- Sanctions for uploading or otherwise divulging the contents of these materials can include:
  - a reduced or failing grade on an assignment
  - a reduced or failing grade for the course
  - removal from the Nursing program
  - removal from UT Tyler

**Late Policy**: 10% will be deducted each day an assignment is past due unless prior arrangements have been made with your course faculty. Extenuating circumstances may apply.

**Repeating a Course:** Students repeating this course may not use previously submitted assignments nor utilize the same patients for an assignment. Submitting the same or slightly modified assignments from previous semesters is considered self-plagiarism and is subject to academic discipline, including failing the assignment or the course.

**Attendance and Make-up Policy:** Attendance/participation is expected. Make-up for exams, quizzes, assignments, and missed clinical time is at the instructor's discretion.

**Graded Course Requirements Information**: Detailed information, along with grading rubrics for course assignments, will be provided in Canvas.

*Participation* (5%): Your attendance/viewing of orientation and/or webinar sessions, completion and submission of surveys, and reflections on the course will be used to calculate the participation portion of the course grade.

*Discussions* (15%): Discussion boards are an opportunity for you to communicate asynchronously with your classmates and faculty as you apply the content in the course modules. You will respond to a forum topic by creating a thread. Responses to peers using the RISE Model format to frame actionable feedback are required for discussion boards and case studies. Responses to peers' round table posts are encouraged but not required.

*Assignments* (20%):
- Leadership Development Plan Update: You will update the plan that you developed during NURS 6301 and updated in NURS 6371. You will include reflection on everything you have learned about leadership since you started the DNP program and add your thoughts on your leadership styles, how they have evolved during the program, and how you see yourself as a DNP-prepared leader in the future.
- Clinical Workflow Analysis: Workflow diagrams help you think through a process and how the work is accomplished. You will create a workflow chart and narrative of a process used at

your place of employment or from a prior place of employment. It must be a clinical workflow but can include clinical education.

*Simulation* (30%): To help you build your competencies in data analysis, you will work in an academic electronic health record (EHR Go) to learn to write and run data queries and then analyze the results. Each assignment will have two parts, the assignment where you will submit your worksheet when you are done and the quiz where you will self-grade your answers.

*IHI Advanced Courses* (15%): You will continue your work on completing the Institute for Healthcare Improvement (IHI) Open School's Basic Certificate in Quality and Safety that you began in NURS 6358 Population Health. There will be two IHI Modules for you to complete this semester.

*Check Your Understanding Quizzes* (15%): These module assessments will give you an opportunity to check your understanding of the assigned content from the textbook.

**Important Course Dates:**

**Classes Begin: 8/29/2024**
**Census Date: 9/11/2024**
**Last Date to Withdraw: 11/5/2024**

**Calendar of Topics, Readings, and Due Dates:**

| Week Begins | Wk # | Topic/Activities | Assignment/Due Dates |
|---|---|---|---|
| Mon. 9/2 | 1 | **Module 1: Welcome & Course Orientation**<br>• Review Getting Started<br>• Review Module 1 content<br>• **Zoom Orientation: 9/4 at 7:00PM CT Zoom (link to be provided)** | **Due Sun., 9/8 by 2359 CT**<br>• Graduate Affirmation Forms survey<br>• Course Orientation survey<br>Clinical Hours Report #1 |
| Mon. 9/9 | 2 | **Monday, Sept. 2 - Labor Day - Offices closed** | |
| Mon. 9/16 | 3 | **Module 2: Quality Management: A Systems Approach**<br>• Review Module 2 content | **Due Sun. 9/22 by 2359 CT**<br>• DB Module 2: Initial post<br>• Leadership Development Plan Update |
| Mon. 9/23 | 4 | • Review videos<br>• Read Spath (2022) Chapters 1-4 | **Due Sun. 9/29 by 2359 CT**<br>• DB Module 2: Responses<br>• Module 2 Check Your Understanding/Quiz |
| Mon. 9/30 | 5 | **Module 3: Setting the Stage for Success**<br>• Review Module 3 content<br>• Review videos | **Due Sun. 10/6 by 2359 CT**<br>• Module 3 CS Discussion initial post<br>• EHR Go Basic Orientation Worksheet & Quiz<br>• EHR Go Advanced Orient Worksheet & Quiz |
| Mon. | 6 | • Read Spath (2022) Chapters 5-8 | **Due Sun. 10/13 by 2359 CT** |

| Week Begins | Wk # | Topic/Activities | Assignment/Due Dates |
|---|---|---|---|
| 10/7 | | • Read Harris et al. (2015) article | • Module 3 CS Discussion responses<br>• EHR Go Re-adm Analysis Worksheet & Quiz<br>• EHR Go Pneum. Outcomes Worksheet & Quiz |
| Mon. 10/14 | 7 | | **Due Sun., 10/20 by 2359 CT**<br>• EHR Go Adv Drug Events Worksheet & Quiz<br>• EHR Go Local Mortality Data Worksheet & Quiz<br>• Module 3 Check Your Understanding/Quiz |
| Mon. 10/21 | 8 | **Module 4: Achieving Quality & Safety Results in Complex Systems** | **Due Sun., 10/27 by 2359 CT**<br>• EHR Go QI Using EHR Worksheet & Quiz |
| Mon. 10/28 | 9 | • Review <u>Module 4</u> content<br>• Review videos | **Due Sun., 11/3 by 2359 CT**<br>• EHR Go Pt Safety Analysis Worksheet & Quiz |
| Mon. 11/4 | 10 | • Read Spath (2022) Chapters 9-13 | **Due Sun., 11/10 by 2359 CT**<br>• No assignments due |
| Mon. 11/11 | 11 | **11/5/24 - Last Day to Withdraw** | **Due Sun., 11/17 by 2359 CT**<br>• App Assign: Clinical Workflow Analysis |
| Mon. 11/18 | 12 | | **Due Sun., 11/24 by 2359 CT**<br>• Module 4 Check Your Understanding/Quiz |
| Mon. 11/25 | 13 | **11/25-29 Thanksgiving Holidays - Offices closed** | **Happy Thanksgiving!! Nothing Due this Week!!** |
| Mon. 12/2 | 14 | **Module 5: IHI Advanced Courses**<br>• Review <u>Module 5</u> content<br>• Complete IHI Advanced Courses | **Due Sun., 12/8 by 2359 CT**<br>• IHI Advanced Course Completion Certificates<br>• RT: IHI Advanced Courses |
| Mon. 12/9 | 15 | **Course Wrap up** | **Due Fri., 12/13 by 2359** CT<br>DB: Reflection on Course and Learning<br>• Attestation: Application for Graduation<br>• Clinical Hours Report#2 |

**School of Nursing Policies and Additional Information:**
https://www.uttyler.edu/nursing/college/student_guide_and_policies.php

**Student Resources & University Policies are provided in UT Tyler Syllabus Module in Canvas**