

## **Healthcare Risk & Quality (PHCY 5342)**

*Spring 2019 (April 5 through May 9)*

**Credit Hours:** 2

**Course Coordinator:** David Nau, PhD

### **Course Description:**

This course will provide an overview of risk management and patient safety strategies in healthcare. The courses will also highlight the importance of organizational culture and team communications along with the use of technology to support high-performance healthcare.

### **Course-Specific Outcomes:**

By course completion, the student will be able to:

1. Discuss the Triple Aim of Health Care and how these aims relate to hospitals, practitioners and others in the healthcare system
2. Describe Enterprise Risk Management relative to healthcare organizations
3. Discuss the role of quality indicators, quality performance measures, patient experience survey instruments and how they are used separately and together to assess and/or reward quality
4. Discuss the role of organizational culture and human factors in patient safety
5. Recognize and describe the extent of various factors that cause medication errors and adverse events
6. Discuss the problems and issues in measuring and reporting safety, as well as understanding the ethical, legal, and regulatory implications to patient safety; and
7. Identify and analyze factors related to successful leadership in risk management and patient safety.

### **Textbook:**

There is NO required textbook; however, for additional reading, you may consider...

Warholak, Terri L. and Nau, David P., *Quality and Safety in Pharmacy Practice*, 1<sup>st</sup> Edition. New York, NY: McGraw-Hill Education / Medical, 2010. ISBN-13: 978-0071603850 [**available at no charge electronically through Access Pharmacy via the library**].

### **Course Activities and Delivery Method(s):**

There will be a combination of live/video lectures as well as prerecorded videos to supplement the weekly readings on various topics. To assess the student's understanding of the course topics, the course will include:

**Reading Synopses:** Where noted on the course calendar, students should submit a half-page synopsis of each assigned reading for that week. The synopses should identify the key points of the assigned reading for that week along with a discussion of the application of that reading to their professional practice.

**Discussion Board Participation Points:** Students are expected to participate in online discussions. Points will be awarded to a student when the student meaningfully contributes to the class discussion. Students may earn up to 15 points during the semester (maximum of 5 points per class discussion).

**Exams:** The two exams will incorporate both problem solving and essay writing on topics covered during each half of the course. Students who miss an exam due to death in their family or serious documented illness will be allowed to take a make-up exam. Any unexcused absences for an exam will result in a zero grade for the missed exam.

**Assessments and Grading:**

Reading Synopses	35%
Discussion Board Participation	15%
Midterm Exam	25%
Final Exam	25%

**Grading:**

Students will be assigned a grade at the completion of the course, based on the following percentages of possible points:

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

## **Course Communication**

### **Instructor communications:**

All students must have access to their university email address. Any changes to the syllabus or class schedule will be communicated through email (per the University Faculty Handbook). Students are responsible for obtaining course updates sent via email. Please check your email regularly for any important updates, changes, or cool news about pharmacy and the world of health care.

### **Etiquette and Professionalism:**

As an enrolled student in a graduate professional program, you are held to the same professional standards as a healthcare professional. Please be courteous and respectful of your classmates and instructors when communicating in person and by email. Professionalism in your interactions includes correct and appropriate spelling, grammar, and punctuation.

### **Academic Dishonesty Statement:**

Academic dishonesty will not be tolerated in this class. Cases of academic dishonesty will be treated in accordance with UW Regulation 2-114. The penalties for academic dishonesty can include, at the Course Coordinator's discretion, an "F" on an exam, an "F" on the class component exercise, and/or an "F" in the entire course. Academic dishonesty means anything that represents someone else's ideas as your own without attribution. It is intellectual theft – stealing - and includes (but is not limited to) unapproved assistance on examinations, plagiarism (use of any amount of another person's writings, blog posts, publications, and other materials without attributing that material to that person with citations), or fabrication of referenced information. Facilitation of another person's academic dishonesty is also considered academic dishonesty and will be treated identically

### **Disability Support Statement:**

The University of Wyoming is committed to providing equitable access to learning opportunities for all students. If you have a disability, including but not limited to physical, learning, sensory or psychological disabilities, and would like to request accommodations in this course due to your disability, , please register with and provide documentation of your disability as soon as possible to Disability Support Services (DSS), Room 128 Knight Hall. You may also contact DSS at (307) 766-3073 or [udss@uwyo.edu](mailto:udss@uwyo.edu). It is in the student's best interest to request accommodations within the first week of classes, understanding that accommodations are not retroactive. Visit the DSS website for more information at: [www.uwyo.edu/udss](http://www.uwyo.edu/udss)

### **Classroom Statement on Diversity:**

The University of Wyoming values an educational environment that is diverse, equitable, and inclusive. The diversity that students and faculty bring to class, including age, country of origin, culture, disability, economic class, ethnicity, gender identity, immigration status, linguistic, political affiliation, race, religion, sexual orientation, veteran status, worldview, and other social and cultural diversity is valued, respected, and considered a resource for learning.

### **Duty to Report:**

UW faculty are committed to supporting students and upholding the University's non-discrimination policy. Under Title IX, discrimination based upon sex and gender is prohibited. If you experience an incident of sex- or gender-based discrimination, we encourage you to report it. While you may talk to a faculty member, understand that as a "Responsible Employee" of the University, the faculty member **MUST** report information you share about the incident to the university's Title IX Coordinator (you may

choose whether you or anyone involved is identified by name). If you would like to speak with someone who may be able to afford you privacy or confidentiality, there are people who can meet with you. Faculty can help direct you or you may find info about UW policy and resources at <http://www.uwyo.edu/reportit>

You do not have to go through the experience alone. Assistance and resources are available, and you are not required to make a formal complaint or participate in an investigation to access them.

**Substantive Changes to Syllabus:**

All deadlines, requirements and course structure is subject to change if deemed necessary by the instructor. Students will be notified verbally in class, on our WyoCourses page announcement, and/or via email of these changes.

**Student Resources:**

DISABILITY SUPPORT SERVICES: [udss@uwyo.edu](mailto:udss@uwyo.edu), 766-3073, 128 Knight Hall, [www.uwyo.edu/udss](http://www.uwyo.edu/udss)  
 COUNSELING CENTER: [uccstaff@uwyo.edu](mailto:uccstaff@uwyo.edu), 766-2187, 766-8989 (After hours), 341 Knight Hall, [www.uwyo.edu/ucc](http://www.uwyo.edu/ucc)  
 ACADEMIC AFFAIRS: 766-4286, 312 Old Main, [www.uwyo.edu/acadaffairs](http://www.uwyo.edu/acadaffairs)  
 DEAN OF STUDENTS OFFICE: [dos@uwyo.edu](mailto:dos@uwyo.edu), 766-3296, 128 Knight Hall, [www.uwyo.edu/dos](http://www.uwyo.edu/dos)  
 UW POLICE DEPARTMENT: [uwpd@uwyo.edu](mailto:uwpd@uwyo.edu), 766-5179, 1426 E Flint St, [www.uwyo.edu/uwpd](http://www.uwyo.edu/uwpd)  
 STUDENT CODE OF CONDUCT WEBSITE: [www.uwyo.edu/dos/conduct](http://www.uwyo.edu/dos/conduct)

**Course Calendar**

WEEK*		TOPICS	ASSIGNMENTS*
1	04/05	What is Risk Management	<p><b>Class video meeting on Sunday, 04/05, at 4pm MT</b></p> <p>Read :</p> <ol style="list-style-type: none"> <li>1. ASHRM ERM White Paper</li> <li>2. NCSTATE What is ERM</li> <li>3. ASHRM Partnering Monograph</li> </ol> <p>Submit : Synopsis of each reading by 04/11 (total of 3 synopses)</p> <p>Discussion board question will be posted by 04/07. Post a response to the discussion board by 04/11</p>

2	04/12	Patient Safety	<p>Read:</p> <ol style="list-style-type: none"> <li>1. Health Affairs update on IOM report</li> <li>2. Time Documentary on Medical Errors</li> <li>3. ASHRM Safety Events</li> </ol> <p>Submit synopsis of each reading by 04/20 (total of 3 synopses)</p> <p>Discussion board question will be posted by 04/14. Post a response to the discussion board by 04/18</p>
3	04/19	Surveillance	<p>Review:</p> <ol style="list-style-type: none"> <li>1. ASHRM Surveillance</li> <li>2. AHRQ HAQ report</li> <li>3. TJC – Oryx:</li> </ol> <p>Submit: Synopsis of each chapter/web-reading by 04/25 (total of 3 synopses)</p> <p>No Discussion Board this week.</p> <p><b>Exam will be available on 04/21. Complete exam by 04/25 (5pm MT)</b></p>
4	04/26	Culture and Human Factors	<p>Review:</p> <ol style="list-style-type: none"> <li>1. Team STEPPS (Intro Course – Powerpoint):</li> <li>2. CMPA Just Culture</li> <li>3. AHRQ Primer on Human Factors Engineering:</li> </ol> <p>Submit: Synopsis of each chapter/web-reading by 05/02 (total of 3 synopses)</p> <p>Discussion board question will be posted by 04/28. Post at least one response to the discussion board by 05/02.</p>
5	05/03	Technology	<p>Review:</p> <ol style="list-style-type: none"> <li>1. NAM Clinical Decision Support</li> <li>2. AHRQ - Alert Fatigue Primer</li> </ol> <p>Submit: Synopsis of each reading by 05/06 (total of 2 synopses)</p> <p>No Discussion Board this week.</p> <p><b>Final Exam will be available on 05/06. Complete Final Exam by May 9 (5pm MT)</b></p>