

University of Arkansas - Fort Smith
5210 Grand Avenue
P. O. Box 3649
Fort Smith, AR 72913-3649
479-788-7000

General Syllabus

MHCA 6033 Healthcare Quality Improvement

Credit Hours: 3

Lecture Hours: 3

Laboratory Hours: 0

Prerequisites: MHCA 5603 Population Health, MHCA 5613 Leadership and Managing Healthcare Organizations, MHCA 5623 Strategic Planning in Healthcare

Effective Catalog: 2017-2018

I. Course Information

A. Catalog Description

Covers varied types of healthcare quality improvement, emphasizing real world applications, the systems approach to quality improvement, and team problem solving. Strategies and practical tactics are presented as approaches to healthcare improvement and quality patient care.

B. Additional Information

Serves as an advanced core course for students.

II. Student Learning Outcomes

A. Subject Matter

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

1. Investigate key concepts of quality management from a systems approach.
2. Analyze continuous quality improvement tools.
3. Apply a systems approach to healthcare quality improvement.
4. Establish goals for achieving quality in a healthcare organization.
5. Develop strategies for effective quality measurement and improvement.

B. Program Learning Outcomes

This graduate course enhances student abilities in the following areas:

1. Goal: Healthcare Systems and Environment - Demonstrate an in-depth understanding of healthcare systems and the environment in which healthcare managers and providers operate.

Objective: Demonstrate knowledge of benchmarking principles for maintaining quality, customer satisfaction, and continuous improvement.

2. Goal: Healthcare Management and Business - Utilize business principles, including systems thinking, to the healthcare environment.

Objective: Demonstrate knowledge of the theories and tools used in the areas of risk management and quality improvement.

3. Goal: Leadership - Demonstrate transformational leadership that inspires individual, team, and organizational excellence.

Objective: Interpret the authorizing environment and operate within organizational structures, functions, process, and traditions.

III. Major Course Topics

- A. Fundamentals of quality management
- B. Leadership for quality
- C. Systems approach to healthcare quality improvement
- D. Developing goals for achieving quality care
- E. Quality measurement and improvement strategies
- F. Fostering teamwork for quality improvement