HERZING UNIVERSITY

Course Syllabus

Course Title: Quality & Safety

Course Code: NSG633

Credit hours: 3.0

Lecture and Discussion (15 contact hours per credit) 45 Contact Hours

Course Description:

This course focuses on current national and global trends, policies, and challenges which impact health and healthcare delivery. This course examines ethical and legal dilemmas in nursing, informatics in healthcare, and patient, provider, and workplace safety. Quality improvement principles, improving patient outcomes, and advancing enhancing healthcare quality are explored.

Program: DEMSN Nursing

Program Outcomes:

Upon completion of their program, the student should be able to:

1. Prioritize patient-centered care using clinical judgment and the nursing process. (Knowledge for Nursing Practice, Person-Centered Care)
2. Collaborate with patients, families and team members to provide safe and culturally competent care. (Population Health, Quality and Safety)
3. Integrate evidence-based practice within diverse clinical settings to deliver optimal care. (Scholarship, Systems-Based Practice)
4. Minimize risk of harm to patients and providers through both systems effectiveness and individual performance. (Quality and Safety)
5. Use informational technology to communicate, mitigate error, support decision making, and manage patient care. (Informatics and Healthcare Technologies)
6. Evaluate quality improvement processes to enhance patient outcomes. (Quality and Safety)
7. Integrate professionalism and advanced leadership skills within the interdisciplinary healthcare environment. (Interprofessional Partnerships, Professionalism, Personal, Professional, and Leadership Development)
8. Analyze national and global policies, legislative concepts, and economics to address population outcomes. (Professionalism)

Course Learning Objectives:

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

1. Describe the ethical and legal dilemmas nurses face in healthcare.
2. Explain healthcare economics and the integration of healthcare technology.
3. Define a culture of safety in the healthcare setting.
4. Demonstrate professional communication skills, interprofessional collaboration, and advocacy for patients.
5. Evaluate quality improvement principles to support patient outcomes.

Topics & Learning Activities

Unit	Topics & Activities	Points Possible
1 **Introduction to Organizations, Policy, and Quality Improvement**	**Topics:** Introduction to organizations and policy: • Strategic approach to organizational behavior • Introduction to political process and advocacy Introduction to quality and safety: • Improvement models to impact safety and quality • National initiatives **Reading**: • Chapter 2, Quality and Safety [Yoder-Wise] • Chapter 22, Quality Improvement and Patient Safety [Cherry] • Chapter 9, Healthcare Organizations and Structures [Yoder-Wise] **Assignments**: • Sherpath Lesson: Clinical Safety • Sherpath Lesson: Quality Management and Customer Satisfaction in Healthcare • Sherpath Lesson: Quality Improvement Process and Customer Satisfaction in Healthcare • Sherpath Lesson: Quality Improvement • Sherpath Lesson: Strategies to Improve Client Safety • Discussion Topic	10 pt/each 5

	Quizzes: • EAQ Mastery Quiz • EAQ Mastery Quiz	20 pt/each
2 **Ethical and Legal Dilemmas, Professional Responsibility, Patient Safety, Advocacy, and Mandatory Reporting**	**Topics:** Ethical and Legal Dilemmas: • Historical issues in medical research • Ethics in nursing practice • Legal issues in nursing license and practice Professional responsibility, patient safety, advocacy, and mandatory reporting: • Professional Responsibility, Patient Safety and Advocacy • Mandatory Reporting **Readings:** • Chapter 3, Ethical and Legal Issues in Nursing [Yoder-Wise] • Chapter 8, Legal Issues in Nursing and Health Care [Cherry] • Chapter 4, Nursing Licensure and Certification [Cherry] **Assignments:** • Sherpath Lesson: Legal and Ethical Issues in Nursing Care • Sherpath Lesson: Causes of Malpractice and Informed Consent, Privacy, and Confidentiality Issues for Nurse Managers • Sherpath Lesson: Ethics and Nursing Practice • Sherpath Lesson: Sources of Law and Nursing Practice • Sherpath Lesson: Common Law, Nursing Case Law, Civil Law, and Negligence and Malpractice • Sherpath Lesson: Types of Liability and Reducing Legal Liability • Sherpath Lesson: Intentional Torts in Nursing Practice and the Law and Client Rights • Sherpath Lesson: Moral Maturity in Nursing Practice • Discussion Topic **Quizzes**: • EAQ Mastery Quiz • EAQ Custom Quiz	10 pt/each 5 20 pt/each

3 **Application of Quality Improvement Principles in Care Delivery and National and Global Trends in Healthcare**	**Topics:** Factors that create a culture of safety: • Application of quality improvement principles in care delivery • Trends in managing today's nursing workforce Evidenced-based Nursing Practice: • Evidence-based practice trends in quality improvement **Reading**: • Chapter 6, Nursing Research and Evidence-Based Practice [Cherry] • Chapter 6, Translating Research Into Practice [Yoder-Wise] • Chapter 10, Person-Centered Care [Yoder-Wise] **Assignments**: • Sherpath Lesson: Nursing Research: Definition, Evolution, Components, and Priorities • Sherpath Lesson: Evidence-Based Practice, Research Utilization, Nurse Researcher and Evidence-Based Practice Roles, and Types and Levels of Evidence • Sherpath Lesson: Clinical Practice Guidelines, Critical Appraisal, Barriers to Evidence-Based Practice, the Evolution of Evidence-Based Practice, and Ethical Issues Related to Research • Sherpath Lesson: Quality Improvement Processes and Methods of Evaluating Evidence • Sherpath Lesson: Applying Research in Nursing Practice • Sherpath Lesson: Person-Centered Care in Nursing • Sherpath Lesson: The Delivery of Person-Centered Care • Sherpath Lesson: Key Features in the Delivery of Person-Centered Care • Discussion Topic **Quizzes**: • EAQ Custom Quiz • EAQ Mastery Quiz	10 pt/each 5 20 pt/each

4 **Economic Determinants of Health, Integrating Informatics Into Healthcare Delivery and Enhancing Healthcare Quality**	**Topics:** Economic determinants of health: • Economic Stability and Social Determinants of Healthcare • Social Issues and Cultural Aspects of Health Integrating informatics into health care delivery and enhancing quality care: • Trends in Nursing Informatics • Enhancing quality care **Reading**: • Chapter 17, The Impact of Technology [Yoder-Wise] • Chapter 7, Paying for Health Care in America: Rising Costs and Challenges [Cherry] • Chapter 15, Information Technology in the Clinical Setting [Cherry] **Assignments**: • Sherpath Lesson: Clinical Information Systems • Sherpath Lesson: Nursing Informatics and Patient Safety • Sherpath Lesson: Future Trends and Professional Issues in Nursing Practice With Telehealth and New Technologies • Sherpath Lesson: History of Health Care Financing and the Issue of Health Care Accessibility by the Uninsured and Underinsured in the United States • Sherpath Lesson: How Health Care Is Paid For, Effect of Payment Methods, and the Impact on How Nurses Manage Cost-Effective, High-Quality Care • Sherpath Lesson: Health Information Technology • Sherpath Lesson: Digital Health, Point-of-Care, and Consumer Health Information Technologies • Discussion Topic **Quizzes**: • EAQ Mastery Quiz	10 pt/each 5 20 pt/each

5 **Developing a Culture of Patient Safety**	**Topics:** Factors that create a culture of safety**:** • Developing a culture of patient safety • Discuss safety design principles to reduce the risk of harm Processes for examining Safety Threats: • Processes for examining safety threats **Reading**: • Chapter 10, Cultural Competency and Social Issues in Nursing and Health Care [Cherry] • Chapter 4, Toward Justice [Yoder-Wise] **Assignments**: • Sherpath Lesson: Demographics and Diversity in Health Care • Sherpath Lesson: Cultural Competence • Sherpath Lesson: Justice in Healthcare and Social Determinants of Health • Sherpath Lesson: Minimizing Health Disparities and Achieving Health Equity and a Path to Healthcare Justice for Patients in Healthcare Environments • Sherpath Lesson: Concepts of Culture in Nursing Care • Sherpath Lesson: Diversity in Healthcare • Discussion Topic **Quizzes**: • EAQ Custom Quiz • EAQ Mastery Quiz	10 pt/each 5 20 pt/each
Unit 6 **Developing a Culture of Provider and Work Environment Safety**	**Topics:** Developing a culture of provider and work environment safety: • Evaluation of Environment • Organizational climate and culture Evidence-based approaches for improving healthcare quality: • Healthcare quality improvement • Quality improvement planning • Quality improvement implementation **Reading**:	

	• Chapter 12, Workforce Engagement Through Collective Action and Governance [Yoder-Wise] • Chapter 13, Workforce Advocacy for a Professional Nursing Practice Environment [Cherry] • Chapter 5, Healthy Workplaces, Healthy Workforce [Yoder-Wise] **Assignments**: • Sherpath Lesson: Workforce Engagement in the Promotion of Healthy Work Environments in Nursing Settings • Sherpath Lesson: Components of a Healthy Work Environment • Sherpath Lesson: Workplace Advocacy, Engagement, Empowerment, and Professional Practice Responsibility in the Healthy Work Environment • Sherpath Lesson: Magnet Recognition® and Pathway to Excellence® Programs and Collective Action, Collective Bargaining, and Unionization in Nursing • Sherpath Lesson: Workforce Advocacy for Nursing Practice • Sherpath Lesson: Workforce Advocacy for a Professional Nursing Practice Environment • Sherpath Lesson: Healthy and Unhealthy Healthcare Workplaces • Sherpath Lesson: Healthy Work Environment in Healthcare • Sherpath Lesson: Responsibilities of Leaders and Managers for a Healthy Workplace Environment in Healthcare • Discussion Topic **Quizzes**: • EAQ Custom Quiz	10 pt/each 5 20 pt/each

Unit 7 **Effective Teamwork and Communication**	**Topics:** Effective Teamwork and Communication: • Effective Communication • Building a Team • Nursing documentation Developing a Culture of Patient Safety: • Barriers and Facilitators • Accountability **Reading**: • Chapter 8, Communication and Conflict [Yoder-Wise] • Chapter 16, Building Effective Teams [Yoder-Wise] • Chapter 19, Effective Communication and Conflict Resolution [Cherry] **Assignments**: • Sherpath Lesson: Communication and Conflict in Nursing Care • Sherpath Lesson: Conflict Management in Nursing Care • Sherpath Lesson: Groups and Teams • Sherpath Lesson: Behaviors of Team Members, Key Concepts, and Team Functioning • Sherpath Lesson: Interprofessional Teams, Team Building, and Leadership • Sherpath Lesson: Foundational Concepts in Communication • Sherpath Lesson: Communication Modalities • Sherpath Lesson: Elements of Effective Communication • Discussion Topic **Quizzes**: • EAQ Mastery Quiz • EAQ Custom Quiz	10 pt/each 5 20 pt/each
8 **Final Reflection**	**Topics:** Final course reflection **Assignments**: • Discussion Topic (no peer responses)	5

*Pass rates may vary by program requirement- Refer to the University Catalog

Graduate Grade Scale

A	90.00-100%
B	80.00-89.99%
F	0.00-79.99%

Grade Summary	Points	Method of Scoring
Assignments (Sherpath Lessons, Discussions)	35%	Points
Quizzes (EAQ Quizzes)	65%	Points
Total	100%	

POLICIES

*University policies, such as attendance philosophy, notification of absences, extenuating circumstances, accommodation requests, academic dishonesty, late policy, grading and grading symbols, and student conduct are included in the University catalog. Students should reference the catalog for the complete listing of policies.

**Note: In some cases, program and/or course specific information may be appended to the syllabus as an addendum. In these instances, students must consider the syllabus to be inclusive of any appended information, and as such, students must adhere to all course requirements as described in the document in its entirety.*