UNIVERSITY OF FLORIDA

COLLEGE OF NURSING

COURSE SYLLABUS

Fall 2016

COURSE NUMBER NGR 6836 - Section 25FB

COURSE TITILE Leading Quality Improvement Practice Initiatives

CREDITS 3

PLACEMENT DNP Program

PREREQUISITIES NGR 6638 Health Promotion

NGR 6101 Theory and Research for Advanced Nursing Practice

COREQUISTIES None

FACULTY Sharon M. Bradley DNP, RN, CNE

#  sbradley@ufl.edu

#  HPNP 3235, (352) 273-6423

#  Virtual Office hours by appointment (via phone or Skype)

COURSE DESCRIPTION

This course provides knowledge and skill necessary for evaluation activities that support the management of quality outcomes in nursing systems. Emphasis is on identification of critical variables that serve as catalysts for positive clinical outcomes. Focus is on qualitative and quantitative benchmarks derived from extant and emerging information systems.

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

1. Analyze health indices relationship or health indices and resource utilization.
2. Evaluate quality indicators and their relevance for nursing systems.
3. Construct and analyze a plan that allows a nursing system to effectively meet complex health care needs.
4. Evaluate traditional and emerging approaches for measuring and using outcomes evidence.
5. Utilize evidence for population-based clinical decision-making.
6. Evaluate selected outcomes research as a foundation for policy development and clinical practice guideline development.

COURSE SCHEDULE

E-Learning in Canvas is the course management system that you will use for this course. E-Learning in Canvas is accessed by using your Gatorlink account name and password at <http://elearning.ufl.edu/>. There are several tutorials and student help links on the E-Learning login site. If you have technical questions call the UF Computer Help Desk at 352-392-HELP or send email to helpdesk@ufl.edu.

It is important that you regularly check your Gatorlink account email for College and University wide information and the course E-Learning site for announcements and notifications.

Course websites are generally made available on the Friday before the first day of classes

NETQUETTE: COMMUNICATION COURTESY

All members of the class are expected to follow rules of common courtesy in all e-mail messages, threaded discussions and chats. Threads of discussion should continue to the end and students should maintain professional language in posts and responses. No personal criticism is permitted and no inappropriate language is permitted. <http://teach.ufl.edu/docs/NetiquetteGuideforOnlineCourses.pdf>.

TOPICAL OUTLINE

1. Health indices and benchmarking
2. Health care disparities and delivery of culturally competent care
	1. Value added outcomes
3. Best efficacy versus average effectiveness evidence
Continuous quality improvement process
	1. PDSA model utility
	2. Evaluation frameworks
4. Sources, processes and expected outcomes of evaluation research
5. Process and outcome measurement
	1. domains
	2. indicators
	3. metrics
6. Quality indicators, outcomes and long-term impact
7. Interactions among structure, process and outcome

TEACHING METHODS

Online lectures and videos, web-based modules, presentations, discussion

LEARNING ACTIVITIES

Online group discussion and critique, individual papers

EVALUATION METHODS/COURSE GRADE CALCULATION

(see on-line rubrics for all assignments)

 IHI Assignments 35%

 Final QI paper 20%

 Case studies (2) 20%

Discussion forum 15%

Peer evaluation (3) 10%

MAKE UP POLICY

Students are expected to plan in advance and submit assignments by the due dates. **There will be a 10% deduction per day on late assignments** (i.e. if an assignment is worth 10 points and you would receive an 8/10 but are two days late, you will receive a 6/10 on that assignment). After 5 days, you will receive a zero on the assignment unless you have spoken with the instructor and arrangements have been made. Please contact your faculty member prior to a due date if there is an emergency that will prevent you from turning in the assignment by the deadline. Arrangements are made at the discretion of the instructor. This policy allows for rapid feedback to be provided to students, which is essential to learning. Students can expect a faculty response to assignment and assignment-related questions within 24 hours during the week and within 48 hours on the weekend.

**Information in the weekly class schedule is subject to change at the discretion of the instructor. You will receive notification and an announcement should this occur. Every effort will be made to adhere to the assignments and due dates as they are currently published.**

GRADING SCALE/QUALITY POINTS

 A 95-100 (4.0) C 74-79\* (2.0)

 A- 93-94 (3.67) C- 72-73 (1.67)

B+ 91- 92 (3.33) D+ 70-71 (1.33)

 B 84-90 (3.0) D 64-69 (1.0)

 B- 82-83 (2.67) D- 62-63 (0.67)

 C+ 80-81 (2.33) E 61 or below (0.0)

 \* 74 is the minimal passing grade

For more information on grades and grading policies, please refer to University’s grading policies: <http://gradcatalog.ufl.edu/content.php?catoid=4&navoid=907#grades>

PROFESSIONAL BEHAVIOR

The College of Nursing expects all Nursing students to be professional in their interactions with patients, colleagues, faculty, and staff and to exhibit caring and compassionate attitudes. These and other qualities will be evaluated during patient contacts and in other relevant settings by both faculty and peers. Behavior of a Nursing student reflects on the student's individual’s ability to become a competent professional Nurse. Attitudes or behaviors inconsistent with compassionate care; refusal by, or inability of, the student to participate constructively in learning or patient care; derogatory attitudes or inappropriate behaviors directed at patients, peers, faculty or staff; misuse of written or electronic patient records (e.g., accession of patient information without valid reason); substance abuse; failure to disclose pertinent information on a criminal background check; or other unprofessional conduct can be grounds for disciplinary measures including dismissal.

UNIVERSITY POLICY ON ACADEMIC MISCONDUCT

Academic honesty and integrity are fundamental values of the University community. Students should be sure that they understand the UF Student Honor Code at <http://www.dso.ufl.edu/students.php>. Students are required to provide their own privacy screen for all examination’s administered to student laptops. No wireless keyboards or wireless mouse/tracking device will be permitted during examinations.

University and College of Nursing Policies:

 Please see the College of Nursing website for a full explanation of each of the following policies - <http://nursing.ufl.edu/students/student-policies-and-handbooks/course-policies/>.

Attendance

UF Grading Policy

Accommodations due to Disability

Religious Holidays

Counseling and Mental Health Services

Student Handbook

Faculty Evaluations

Student Use of Social Media

REQUIRED TEXTBOOKS

Langley, G. J., Moen, R. D., Nolan, K. M., Nolan, T. W., Norman, C. L., and Provost, L. P. (2009). The Improvement Guide: A Practical Approach to Enhancing Organizational Performance. San Francisco, CA: Jossey-Bass

NOTE: The required textbook is available through UF Libraries’ Course Reserves (ARES) as an eBook with free unlimited access.

RECOMMENDED TEXBOOK

American Psychological Association. (2009). *Publication manual of the American Psychological Association* (6th ed.). Washington, DC: American Psychological Association

ARES ONLINE COURSE RESERVES

Required readings from the textbook, journal articles, and other sources are available on electronic reserve at the UF Libraries’ ARES Course Reserves.

In order to access Course Reserves, you must set-up and activate a virtual private network (VPN) that connects you remotely to the library system. For information on downloading, installing, and using the VPN client, please click here ([http://www.uflib.ufl.edu/login/vpn.html)](http://www.uflib.ufl.edu/login/vpn.html%29). If asistance is needed, contact the Health Science Center Library at (352) 273-8408 and ask for a Course Reserves staff member.

WEEKLY CLASS SCHEDUE

Each module will include objectives, resources, lectures, discussion forum, and assignments appropriate to the learning module.

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| MODULE | DATE | TOPIC | ASSIGNMENT |
| 1 | 08/22-09/04Due: 9/4 at 11:59 pm | Principles of Quality Improvement | IHI: QI 101Text: Ch. 1-2IntroductionsGroup formation |
| 2 | 09/05-09/18Due: 9/18 at 11:59 pm | Model for Improvement | IHI: QI 102Text: Ch. 3-5Discussion forum |
| 3 | 09/19-10/02Due: 10/2 at 11:59 pm | Root Cause and Systems Analysis | IHI: PS 103IHI: PS 104Text: Ch. 6-7Case study #1Peer Evaluation |
| 4 | 10/03-10/16Due: 10/16 at 11:59 pm | Measuring for Improvement | IHI: QI 103IHI: QI 104Text: Ch. 8-9Discussion forum |
| 5 | 10/17-10/30Due: 10/30 at 11:59 pm | PDSA Cycles and Run Charts | IHI: QI 105Case study #2Peer Evaluation |
| 6 | 10/31-11/13Due: 11/13 at 11:59 pm | Quality, Cost, and Value | IHI: QCV 100IHI: QCV 101Text: Ch. 10, 13Discussion forum |
| 7 | 11/14-11/27Due: 11/27 at 11:59 pm | Equity and Population Health | IHI: TA 101IHI: TA 102Text: Ch. 11-12Discussion forum |
| 8 | 11/28-12/07Due: 12/7 at 11:59 pm | Evidence and Improvement | IHI: L 101Text: Ch. 14Final QI paperPeer evaluation |

Approved: Academic Affairs Committee: 03/15

Faculty: 03/15

UF Curriculum: 04/15