

## **HS249F QUALITY ASSESSMENT Syllabus**

Winter Quarter, January 11 – March 15, 2006  
Wednesdays, 3:00-6:00 p.m.  
RAND Conference Room 5312  
1776 Main Street, Santa Monica

The purpose of this course is to acquaint students with the principles of quality assessment, quality assurance, continuous quality improvement, and the measurement of health status and patient satisfaction. The major textbooks of the course will be A. Donabedian, *The Definition of Quality and Approaches to its Assessment - Volume I*. In addition, there will be an assigned reading list on the various topics. The course will meet on 10 consecutive Wednesdays from 3:45-6:45 p.m. and thus consist of 30 hours of lectures/seminars.

Grades for the course will be based on a research paper, which will be due at the end of the 10-week course. The research paper can concern any other topic covered in the course and should answer some very specific questions. For instance, one paper might discuss the state-of-the-art of measuring patient satisfaction in an acute psychiatric hospital and what might be done to improve such measures. Another paper might address the issue of what a state should require from a nursing home in order to certify its ability to render care. The paper can be written at a psychometric, research, or policy level, and should address a specific problem or question. It can reflect care rendered by physicians, nurses, hospitals, nursing homes, or any other institution or professional group. The paper can be discussed with any member of the faculty for this course, including Drs. Brook, Hays, Wells, McGlynn and Rubenstein. All of these instructors are available at RAND, (310) 393-0411. Titles of the 10 lectures of the course and the order are listed on the next page.

**HS249F QUALITY ASSESSMENT  
Syllabus**

Winter Quarter, January 11 – March 15, 2006  
Wednesdays, 3:00-6:00 p.m.  
RAND Conference Room 5312  
1776 Main Street, Santa Monica

LECTURE	DATE	GIVEN BY	TOPIC
1	January 11	Dr. Robert Brook	Introduction to Quality Improvement and Quality Assessment
2	January 18	Dr. Robert Brook	Quality Assessment Principles
3	January 25	Dr. Robert Brook	How to Measure Appropriateness of Care
4	February 1	Dr. Ronald Hays	Health-Related Quality of Life Assessment as an Indicator of Quality of Care
5	February 8	Dr. Ronald Hays	Evaluating Self-Report Data Using Psychometric Methods
6	February 15	Dr. Ronald Hays	Patient Reports and Ratings of the Quality of Care
7	February 22	Dr. Beth McGlynn	Measuring the Technical Quality of Care / QA Tools
8	March 1	Dr. Ken Wells	Quality Improvement in Mental Health
9	March 8	Dr. Lisa Rubenstein	Quality Improvement, Part I
10	March 15	Dr. Lisa Rubenstein	Quality Improvement, Part II

There are no resources maintained in the library for this course. However, in Dr. Brook's office at RAND there is a file on "quality of care" that includes over a thousand articles. Any student may use this file if he or she contacts Shannon Thomas at 310.393.0411 x6316.