

**Healthcare Quality Improvement and Informatics
Fall 2005**

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Class Time:	12:00 – 1:50 PM, Monday & Wednesday	
Class Room:	41-268 CHS	
Office Hours:	after class or please e-mail for appointment	

Introduction

The techniques for improving health care workplace processes, such as performance measurement, rapid cycle testing, breakthrough series, and collaboratives, have benefited the productivity and quality of many organizations. Quality improvement techniques have been applied to health care after adaptation from other industries. Application of these techniques to assess the structures, processes, and outcomes of medical services complement advancements in management practices and information technology. Increasing competitive pressures, demands for better data on quality of care, and continued advances in computer hardware and networks will accelerate the application of broader process redesigns and comprehensive information systems in coming years. Combining advances in information technology with a process view can create organizations with higher quality, decreased error, and higher value.

Course Objectives

The objectives of the course are:

- To provide the student with a basic understanding of the principles of quality measurement, improvement, and operations process as applied in practice.
- To provide theories for understanding the organizational context within which new management practices are applied.
- To convey fundamental technical knowledge, conceptual frameworks, and terminology for the student to become an informed user and manager of information systems.
- To penetrate informatics and information systems interface with organizations and can be used to improve organizational performance

Textbook and Readings

The required texts for the class are:

CP McLaughlin and AD Kaluzny, *Continuous Quality Improvement in Health Care*, 3rd Edition, Sudbury, MA; Jones and Bartlett Publishers, 2005.

KA Wager, FW Lee, and JP Glasser, *Managing Health Care Information Systems: a Practical Approach for Health Care Executives*, San Francisco: Jossey-Bass, 2005.

Supplemental handouts or downloads sites will be distributed

Materials should be read before class so that students can participate fully in the discussions.

Course Methodology

Conceptual frameworks, context, and applications will be presented by the instructors through lectures, discussion, visiting speakers, and computer demonstrations supplemented by readings. Analyses of cases will allow the students to apply this knowledge to real organizational examples. Theory and content will be expressed in class, cases, and examinations. Dr. Parkerton will teach Quality Improvement and Dr. Luck Informatics.

Prerequisites: Summer internship or equivalent work experience

Grading

Grades will be based on class participation and performance on the following assignments:

1. Verbal discussion of three cases in class (format will be distributed)
2. Written outlines of individual analyses of cases are due before discussion
3. Quality improvement examination--take home
4. Information systems examination—during finals week
5. Specified contribution to the class selected from list of choices

Points may be accrued as follows:

<u>Activity</u>	<u>Written</u>	<u>Discussion/Presentation</u>
Case 1: QI	5	5 individual
Case 2: QI/Inf	5	5 team
Case 3: QI/Inf	10	5 individual
Examination: QI (short answer)	20	individual take-home
Initiative: QI/Inf		15 team presentation
Examination: Inf (essay and case)	20	individual take-home
Contribution to course	10	team/individual
Total	<u>60</u>	<u>10</u> <u>30</u>
<u>TOTAL</u>	<u>100</u>	

Class Calendar

Day	Date	Topics	Readings/Assignment	Faculty
1 Mon	10/3	Introductions, syllabus review Activities, case study analysis	Video: <i>Escape Fire</i>	Luck
2 Wed	10/5	<i>US health system performance</i> <i>Quality measurement concepts</i>	Online publications	Luck
3 Mon	10/10	<i>Health care data: sources,</i> <i>quality</i> <i>Data driven analysis</i>	WLG Chap. 1, 2 M/K, Chap. 4	Luck
4 Wed	10/12	<i>Data driven analysis (cont)</i> <i>Info systems overview</i>	WLG Chap 15	Luck
5 Mon	10/17	<i>Concepts, techniques</i> <i>Quality and its measurement</i>	MK, Chap. 1-3 Kaiser-Permanente	Luck/Parkerton? P. Albert, MPH
6 Wed	10/19	<i>TBD</i>	MK Case __	Luck/Parkerton?
7 Mon	10/24	<i>QI Case</i>	MK, Chap. Case 1 due/discuss	Class Parkerton
8 Wed	10/26	<i>Customer focus, Teams</i>	<i>Initiative 3 form team</i>	Parkerton
9 Mon	10/31	<i>QI case: Business Case-Group</i> <i>Perspectives, Collaboratives</i>	Case 2 due/discuss Pdf file	Class Parkerton
10 Wed	11/02	<i>Why not just change?</i>	MK, Chap.	Parkerton
11 Mon	11/07	<i>Change process in Integrated</i> <i>system</i>	MK, Chap Kaiser-Permanente	Parkerton N. Hays MPH
12 Wed	11/09	<i>Improve quality in academic</i> <i>health system</i>	UCLA Health System Distribute Exam	T. Rosenthal MD Parkerton
13 Mon	11/14	<i>Info systems concepts & issues</i> <i>Networks & the Internet</i>	QI Examination. Due WLG Chap 4, 8	Luck
14 Wed	11/16	<i>EHRs, NHII, CPOE, Standards</i> <i>EMR demo</i>	WLG Chap 5, 9	Luck
15 Mon	11/21	<i>Quality/Informatics Initiatives</i>	Initiative 3 present	Class Parkerton/ Luck
Wed	11/23	Thanksgiving	no class	
16 Mon	11/28	<i>Software</i> <i>IS development & management</i>	WLG Chap 6, 7, 11	Luck Guest speaker
17 Wed	11/30	<i>IHC Case</i> <i>Database concepts</i>	Case 3 due/discuss	Luck
18 Mon	12/05	<i>Privacy & Security, HIPAA</i> <i>Kaiser Health Connect IS</i>	WLG Chap 10, 12, 14	Luck Guest speaker
19 Wed	12/07	<i>Managed care info systems</i> <i>Emerging areas of informatics</i>		Luck
	12/	Informatics examination	Informatics Exam	Luck

