PPD 518: QUALITY OF CARE CONCEPTS
Summer 2023, 2 Units

USC Price

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Office Hours: Before and after class and by appointment

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Class Dates & Times	
Fri. June 2, 2 - 7pm; Sat. June 3, 9am - 3pm	RGL 219
Fri. July 7, 2 - 7pm; Sat. July 8, 9am - 3pm	RGL 219
Weekly Interaction with Instructor	Online

COURSE DESCRIPTION
This course is an introduction to healthcare quality of care. The course examines the state of healthcare quality including the types of quality issues. The course reviews tools and processes to improve healthcare quality and the different approaches used in the various healthcare venues.

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

Course Learning Objectives	Cognitive / Affective Domain	Level
1. Understand the types and complexities of quality issues	Cognitive	Application
2. Understand the use and importance of measurement in quality improvement	Cognitive/ Affective	Application/ Receiving
3. Plan a quality improvement project	Cognitive	Syntheses

REQUIRED READING AND SUPPLEMENTARY MATERIAL
- The Healthcare Quality Book – Vision, Strategy and Tools – Nash, David et al. (4th Edition) AUPHA Press – Core Text
- Executive Summary – IOM report – The Quality Chasm
- Executive Summary – IOM report – To Err is Human
- Other Articles as assigned

ACADEMIC CONDUCT

Plagiarism – presenting someone else's ideas as your own, either verbatim or recast in your own words – is a serious academic offense with serious consequences. Please familiarize yourself with the discussion of plagiarism in SCampus in Part B, Section 11, "Behavior Violating University Standards" policy.usc.edu/scampus-part-b. Other forms of academic dishonesty are equally unacceptable. See additional information in SCampus and university policies on scientific misconduct, policy.usc.edu/scientific-misconduct.

SUPPORT SYSTEMS

Counseling and Mental Health - (213) 740-9355 – 24/7 on call
studenthealth.usc.edu/counseling
Free and confidential mental health treatment for students, including short-term psychotherapy, group counseling, stress fitness workshops, and crisis intervention.

National Suicide Prevention Lifeline - 1 (800) 273-8255 – 24/7 on call
suicidepreventionlifeline.org
Free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week.

Relationship and Sexual Violence Prevention Services (RSVP) - (213) 740-9355(WELL), press "0" after hours – 24/7 on call
studenthealth.usc.edu/sexual-assault
Free and confidential therapy services, workshops, and training for situations related to gender-based harm.

Office of Equity and Diversity (OED) - (213) 740-5086 | Title IX – (213) 821-8298
equity.usc.edu, titleix.usc.edu
Information about how to get help or help someone affected by harassment or discrimination, rights of protected classes, reporting options, and additional resources for students, faculty, staff, visitors, and applicants.

Reporting Incidents of Bias or Harassment - (213) 740-5086 or (213) 821-8298
usc-advocate.symplicity.com/care_report
Avenue to report incidents of bias, hate crimes, and microaggressions to the Office of Equity and Diversity |Title IX for appropriate investigation, supportive measures, and response.

The Office of Disability Services and Programs - (213) 740-0776
[dsp.usc.edu](dsp.usc.edu)
Support and accommodations for students with disabilities. Services include assistance in providing readers/notetakers/interpreters, special accommodations for test taking needs, assistance with architectural barriers, assistive technology, and support for individual needs.

USC Campus Support and Intervention - (213) 821-4710
campussupport.usc.edu
Assists students and families in resolving complex personal, financial, and academic issues adversely affecting their success as a student.

Diversity at USC - (213) 740-2101
diversity.usc.edu
Information on events, programs and training, the Provost's Diversity and Inclusion Council, Diversity Liaisons for each academic school, chronology, participation, and various resources for students.

USC Emergency - UPC: (213) 740-4321, HSC: (323) 442-1000 – 24/7 on call
[dps.usc.edu](dps.usc.edu), emergency.usc.edu
Emergency assistance and avenue to report a crime. Latest updates regarding safety, including ways in which instruction will be continued if an officially declared emergency makes travel to campus infeasible.

USC Department of Public Safety - UPC: (213) 740-6000, HSC: (323) 442-120 – 24/7 on call
[dps.usc.edu](dps.usc.edu)
Non-emergency assistance or information.

Office of the Ombuds - (213) 821-9556 (UPC) / (323-442-0382 (HSC)
ombuds.usc.edu
A safe and confidential place to share your USC-related issues with a University Ombuds who will work with you to explore options or paths to manage your concern.

PPD 518 COURSE COMPETENCY OUTLINE

MHA Competency	Level (B/I/A)	Course Objective(s)	Assessment Methods
Domain 1: Knowledge of Health Care Environment			
1.1 Demonstrate knowledge of established and evolving issues in health care, and the ability to apply this knowledge to diverse health organizations	I	1	Individual presentations, team projects
Domain 2: Critical Thinking and Analysis			
2.1 Demonstrate the ability to understand a situation, issue or problem by breaking it into smaller pieces and tracing its implications in a step-by-step manner	I	3	Team project, individual presentations
2.2 Apply complex concepts, develop creative and innovative solutions or adapt previous solutions in new ways	A	3	Team projects
2.3 Demonstrate the ability to consider business, demographic, ethno-cultural, political, and regulatory implications of decisions, and to develop strategies that improve the long-term success and viability of the organization	A	1,3	Team projects, Article reviews
Domain 3: Business and Management Knowledge			
3.2 Understand and use administrative and clinical decision support tools in process and performance improvement	B	2	Team projects
3.3 Understand and use the formal and informal-decision-making structures in health care organizations and the health care industry, and the ability to analyze and improve an organization's processes	B	2	Team projects

Domain 4: Policy and Community Advocacy			
4.2 Align one's own and the organization's priorities with the needs and values of the community	I	1,3	Article presentations, team projects
Domain 5: Communication			
5.1 Demonstrate the ability to facilitate a group, and to prepare and present cogent business presentations	I	3	Team projects, presentations
5.2 Demonstrates the ability to persuade others to support a point of view, position, or recommendation, while assessing and responding to the feelings and concerns of others	I	3	Team projects, presentations
Domain 6: Leadership			
6.1 Demonstrate leadership characteristics including speaking and acting as an ethical professional and accepting accountability for the impact of decisions on others	I	3	Article presentations, team projects
6.2 Demonstrates the ability to work as a team member and to support and value diverse opinions and perspectives	I	3	Team projects

COURSE REQUIREMENTS AND FINAL GRADE DETERMINATION

ASSIGNMENT	DUE DATE	% OF GRADE
Quality Article Written Review	June 2, 2023 in Class	10%
Quality Article Oral Presentation	June 2, 2023 in Class	20%
Team Project Write-Up	July 8, 2023 in Class	20%
Team Project Oral Presentation	July 8, 2023 in Class	20%

Weekly On-line Assignments and Discussion	On-line Weekly	15%
In-Class Participation	All In-Person Classes	15%
TOTAL		**100%**

GRADE	CRITERIA
A	Work of excellent quality
B	Work of good quality
C	Minimum passing for graduate credit
D	Failed in courses for graduate credit
E	Failed

ADDITIONAL POLICIES

Incomplete (IN) is assigned when work is not completed because of documented illness or other "emergency" occurring after the twelfth week of the semester (or the twelfth week equivalent for any course that is scheduled for less than 15 weeks).

Registrar's Note: Recommended definition of emergency: "A situation or event which could not be foreseen and which is beyond the student's control, and which prevents the student from taking the final examination or completing other work due during the final examination period. Also note that as defined above, a student may not request an IN before the end of the twelfth week (or twelfth week equivalent for any course scheduled for less than 15 weeks); the rationale is that the student still has the option to drop the course until the end of the twelfth week (or twelfth week equivalent). The grade of IN exists so there is a remedy for illness or emergency which occurs after the drop deadline.

Marks of IN must be completed within one year from the date of the assignment of the IN. If not completed within the specified time limit, marks of IN automatically become marks of IX (expired incomplete) with the exception of thesis, dissertation, and non-letter-graded courses, and are computed in the GPA as a grade of F (zero grade points). A student may petition the Committee on Academic Policies and Procedures (CAPP) for an extension of time to complete an Incomplete. Extensions beyond the specified time limit are rarely approved, particularly if the student has enrolled in subsequent

PPD 518 Course Outline

Date	Topic
May 28, 2023	Introductions to class with comments to be posted on Discussion Board - directions posted at the beginning of the week.
June 2, 2023 **In Class Session**	**Please read Chapters 1-4 of text and IOM Executive Summaries of "To Err is Human" and "The Quality Chasm" prior to attending class.** 1. Class Introduction and Article Presentations 2. Providing Quality of Care through Leadership and Courage 3. The Fundamentals of Quality Improvement 4. The State of Healthcare Quality in America 5. Quality of Care and Affordable Care Act 6. Medicare STARS Program **Due: Quality Article Written Review** **Due: Quality Article Oral Presentation**
June 3, 2023 **In Class Session**	1. Improving Patient and Provider Experience 2. Healthcare Quality at Kaiser Permanente 3. Delegated Model and QI at the Medical Group Level 4. Quality Medicaid Program 5. The Use of Data and Analytics in QI 6. Team Project and Mock Quality of Care Descriptions
June 11, 2023	Timely article assigned to be read and then comment on Discussion Board - Reading and comment directions posted at the beginning of the week.
June 25, 2023	Timely article assigned to be read and then comment on Discussion Board - Reading and comment directions posted at the beginning of the week.
July 7, 2023 **In Class Session**	1. Change Management 2. Economics of Quality Improvement: Population Health 3. Value-Based Care in ACO and PCMH 4. Clinical Performance Measurement and Improvement Team Project Final Preparation Time
July 8, 2023 **In Class Session**	1. Team Project Presentations **Due: Team Project Write-Up** **Due: Team Project Oral Presentation**

July 16, 2023	Timely article assigned to be read and then comment on Discussion Board - Reading and comment directions posted at the beginning of the week.
July 23, 2023	Timely article assigned to be read and then comment on Discussion Board - Reading and comment directions posted at the beginning of the week.
July 30, 2023	Timely article assigned to be read and then comment on Discussion Board - Reading and comment directions posted at the beginning of the week.
Aug 6, 2023	Timely article assigned to be read and then comment on Discussion Board - Reading and comment directions posted at the beginning of the week.

USC Student Affairs

APPENDIX A: ACADEMIC DISHONESTY SANCTION GUIDELINES

Violation	Recommended Sanction for Undergraduates*
Copying answers from other students on any course work. **	F for course.
One person allowing another to cheat from his/her exam or assignment.	F for course.
Possessing or using material exam (crib sheets, notes, books, etc.) which is not expressly permitted by the instructor.	F for course.
Continuing to write after exam has ended.	F for course.
Taking exam from room and later claiming that the instructor lost it.	F for course and recommendation for further disciplinary action (possible suspension).

Changing answers after exam has been returned.	F for course and recommendation for further disciplinary action (possible suspension).
Fraudulent possession of exam prior to administration	F for course and recommendation for suspension.
Obtaining a copy of an exam or answer key prior to administration	Suspension or expulsion from the university; F for course
Having someone else complete course work for oneself.	Suspension or expulsion from the university for both students; F for course.
Plagiarism – Submitting other's work as one's own or giving an improper citation.	F for course.
Submission of purchased term papers or papers done by others.	F for the course and recommendation for further disciplinary action (possible suspension).
Submission of the same assignment to more than one instructor, where no previous approval has been given.	F for course.
Unauthorized collaboration on an assignment.	F for the course for both students.
Falsification of information in admission applications (including supporting documentation).	Revocation of university admission without opportunity to reapply.
Documentary falsification (e.g., petitions and supporting materials; medical documentation).	Suspension or expulsion from the university; F for course when related to a specific course
Plagiarism in a graduate thesis or dissertation.	Expulsion from the university when discovered prior to graduation; revocation of degree when discovered subsequent to graduation. ***

* Assuming first offense
** Exam, quiz, tests, assignments or other course work.
*** Applies to graduate students