

# Syllabus

**HCA-440:** Quality and Project Decision Making for Managers

## Course Description

Students in this course will evaluate quality improvement programs and project management concepts, including planning elements, for adaptability to the healthcare environment. Students will compare and contrast the reliability and validity of various outcomes assessment tools from both the patient and organizational perspectives. Students will examine from a biblical framework the critical decisions managers make when placed in a project management role.

**Credit Hours:** 3

**Prerequisite Courses:** None

**Prerequisite Skills and Knowledge:** Meet the requirements for admission to the BS-HCA program.

## Course Outcomes

**Upon completion of this course, you should be able to:**

1. Evaluate quality improvement programs and project management concepts for adaptability to the healthcare environment.
2. Compare and contrast various outcomes assessment tools, their reliability and validity, used in healthcare quality assessment.
3. Analyze outcomes from both patient and organizational perspectives.
4. Examine from a biblical perspective the critical decisions managers make when placed in a project management role.
5. Evaluate the planning elements of project management used by healthcare administration.

## Course Textbook

Spath, P. L. (2018). *Introduction to healthcare quality management* (3rd ed.). Chicago, IL: Health Administration Press.

Wedgwood, I. (2015). *Lean Sigma: Rebuilding capability in healthcare*. Upper Saddle River, NJ: Pearson Education, Inc.

## Grading Scale

Grade	Quality Points Per Credit	Percentage	Score
<b>A</b>	4.0	95%–100%	950–1,000
<b>A-</b>	3.7	92%–94.9%	920–949
<b>B+</b>	3.3	89%–91.9%	890–919
<b>B</b>	3.0	85%–88.9%	850–889
<b>B-</b>	2.7	82%–84.9%	820–849
<b>C+</b>	2.3	79%–81.9%	790–819
<b>C</b>	2.0	75%–78.9%	750–789
<b>C-</b>	1.7	72%–74.9%	720–749
<b>D+</b>	1.3	69%–71.9%	690–719
<b>D</b>	1.0	65%–68.9%	650–689
<b>F</b>	0.0	0%–64.9%	0–649

## Grading Policies

The grading policy for this course is dependent on your school and program. Grading policies can be found in the IWU Catalog.

## Letter Grade Equivalencies

Grade	Description of Work
A	Clearly stands out as excellent performance. Has unusually sharp insights into material and initiates thoughtful questions. Sees many sides of an issue. Articulates well and writes logically and clearly. Integrates ideas previously learned from this and other disciplines. Anticipates next steps in progression of ideas. Example "A" work should be of such nature that it could be put on reserve for all cohort members to review and emulate. The "A" cohort member is, in fact, an example for others to follow.

B	Demonstrates a solid comprehension of the subject matter and always accomplishes all course requirements. Serves as an active participant and listener. Communicates orally and in writing at an acceptable level for the degree program. Work shows intuition and creativity. Example "B" work indicates good quality of performance and is given in recognition for solid work; a "B" should be considered a good grade and awarded to those who submit assignments of quality less than the exemplary work described above.
C	Quality and quantity of work in and out of class are average. Has marginal comprehension, communication skills, or initiative. Requirements of the assignments are addressed at least minimally.
D	Quality and quantity of work are below average. Has minimal comprehension, communication skills, or initiative. Requirements of the assignments are addressed at below-acceptable levels.
F	Quality and quantity of work are unacceptable and do not qualify the student to progress to a more advanced level of work.

## Course Summary

Workshop	Devotional*	Assignment*	Discussion *	Total Points
<b>Workshop One</b>	1/0	2/140	1/30	170
<b>Workshop Two</b>	1/0	1/60	1/60	120
<b>Workshop Three</b>	1/0	2/160	1/60	220
<b>Workshop Four</b>	1/0	2/120	1/60	180
<b>Workshop Five</b>	1/0	1/250	1/60	310
<b>Course Totals</b>	<b>5/0</b>	<b>8/730</b>	<b>5/270</b>	<b>1,000</b>

\* Number of Activities/Sum Point Totals

## Course Assignments

### Workshop One

Title	Due Dates	Time	Points
<b>1.1 Devotional: Doing Good with What You Have</b>	Due by the end of the workshop.	1 hour	0
<b>1.2 Assignment: Successes and Failures in Healthcare Products and Services</b>	Due by the end of the workshop.	2.5 hours	60
<b>1.3 Discussion: Quality Management Building Blocks, Lean Sigma, and Transformational Change</b>	Initial post due by the end of the fourth day of the workshop; two responses due by the end of the workshop.	2.5 hours	30
<b>1.4 Assignment: Final Project</b>	Due by the end of the workshop.	10 hours	80
<b>Totals</b>		<b>16 hours*</b>	<b>170</b>

## Workshop Two

Title	Due Dates	Time	Points
<b>2.1 Devotional: Doing Good with What You Have</b>	Due by the end of the workshop.	1 hour	0
<b>2.2 Discussion: Healthcare Improvement Performance Tools</b>	Initial post due by the end of the fourth day of the workshop; two responses due by the end of the workshop.	6 hours	60
<b>2.3 Assignment: Final Project Update—Reflection Paper</b>	Due by the end of the workshop.	2 hours	60
<b>Totals</b>		<b>9 hours*</b>	<b>120</b>

## Workshop Three

Title	Due Dates	Time	Points
<b>3.1 Devotional: Doing Good with What You Have</b>	Due by the end of the workshop.	1 hour	0
<b>3.2 Assignment: Lean Sigma and Six Sigma Principles</b>	Due by the end of the workshop.	4 hours	100
<b>3.3 Discussion: Continuous Improvement and Performance Improvement Tools</b>	Initial post due by the end of the fourth day of the workshop; two responses due by the end of the workshop.	4 hours	60
<b>3.4 Assignment: Final Project Update—Reflection Paper</b>	Due by the end of the workshop.	2 hours	60
<b>Totals</b>		<b>11 hours*</b>	<b>220</b>

## Workshop Four

Title	Due Dates	Time	Points
<b>4.1 Devotional: Doing Good with What You Have</b>	Due by the end of the workshop.	1 hour	0
<b>4.2 Discussion: Improving Patient Safety</b>	Initial post due by the end of the fourth day of the workshop; two responses due by the end of the workshop.	4 hours	60
<b>4.3 Assignment: 15-Item List</b>	Due by the end of the workshop.	4 hours	60
<b>4.4 Assignment: Final Project Update—Reflection Paper</b>	Due by the end of the workshop.	2 hours	60
<b>Totals</b>		<b>11 hours*</b>	<b>180</b>

## Workshop Five

Title	Due Dates	Time	Points
<b>5.1 Devotional: Doing Good with What You Have</b>	Due by the end of the workshop.	1 hour	0
<b>5.2 Assignment: Comprehensive Final Project</b>	Due by the end of the workshop.	6 hours	250
<b>5.3 Discussion: Final Project Discussion</b>	Initial post due by the end of the fourth day of the workshop, two responses due by the end of the workshop.	2 hours	60
<b>End of Course Survey</b>	Due by the end of the workshop.	-	10 Extra Credit
<b>Totals</b>		<b>9 hours*</b>	<b>310</b>
<b>Course Totals</b>		<b>56 hours*</b>	<b>1,000</b>

## Course Development Resources

All photos © Fotolia unless otherwise noted.

Credits Page: [HCA-440 Credit Page.pdf](#)

## Expectations, Policies, and Important Student Information

School/Division	Link
DeVoe School of Business Division of Liberal Arts School of Services and Leadership	<a href="#">View School/Division Expectations, Policies, and Student Information</a>

School/Division	Link
School of Educational Leadership	<a href="#">View School/Division Expectations, Policies, and Student Information</a>
Wesley Seminary @ IWU	<a href="#">View School/Division Expectations, Policies, and Student Information</a>
Nursing - Undergraduate	<a href="#">View School/Division Expectations, Policies, and Student Information</a>
Nursing - Graduate	<a href="#">View School/Division Expectations, Policies, and Student Information</a>

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