



**Description:** This course has been designed to provide students with understanding of the conceptual principles of health care quality and safety definition and measurement, and of the practical issues involved in applying these principles in a variety of health care settings.

**Learning Objectives:**

Through classroom presentations and discussions, readings, and work applying classroom learning to a quality measurement project, students will be able to:

1. Identify conceptual frameworks which have been developed to measure quality and safety in health care
2. Locate and critique existing measures of quality and safety as applied to a particular clinical area, demographically-defined population, and/or delivery setting
3. Identify how the organization, financing and delivery of services impacts on the quality and safety of health care
4. Apply learning to development of quality and safety measurement plans in a variety of care delivery and population health settings
5. Recognize commonalities and differences between approaches to measurement of quality and approaches to measurement of safety
6. Understand how policy decisions can improve or impede quality and safety in health care, including populational health outcomes, within a systems framework

## Weekly Syllabus

### **Week 1: September 10**

Introduction and Overview

- Review of Course Syllabus and Administration
- Current State of Quality and Safety in the United States

### **Week 2: September 17**

Quality and Safety Conceptualization and Measurement

- Definitions and conceptual frameworks for Quality and Safety
- The Donabedian Triad: Structure, Process, and Outcome
- Defining medical errors and near misses
- Systems thinking as applied to quality and safety

*Group Project Assignment Discussed and Groups Formed*

Readings: Text Chapters 1, 2, 4 and bulk pack

### **Week 3: September 24**

The Quality and Safety Policy Environment

- Identifying stakeholder groups and organizations
- The regulatory and policy environments
- Introduction to strategies for measurement and improvement

Data Sources and Measurement Properties

- Administrative records, medical records, patients, and providers
- Validity and reliability
- Case Study: HEDIS measure development and implementation

*Assignment 1 Distributed*

Readings: Text Chapter 5, 13 and bulk pack

### **Week 4: October 1**

Defining and Measuring Outcomes

- Conceptual frameworks for defining and measuring outcomes
- Relationships between process and outcomes
- Intermediate outcomes
- Finding outcomes measurement tools

Severity Adjustment

- When is severity adjustment needed?
- Overview of severity adjustment tools and strategies

Guest Presenter: Daniel Z. Louis, Managing Director, Center for Research on Medical Education and Health Care

*Assignment 1 Due*

Readings: Text Chapter 6 and bulk pack

**Week 5: October 8**

Measuring Q&S – the Doctor's Perspective

Evidence-based medicine

Development of guidelines

Measurement of care practices against guidelines

Guest Presenter: David B. Nash, MD, MBA, Dean, Jefferson School of Population Health

Readings:

Text Chapter 8 and bulk pack

**Week 6: October 15**

Measuring Quality in the Inpatient Hospital Setting

History and scope of authority of the Joint Commission

Core Measures

Sentinel events and never events

Measuring and preventing healthcare associated infections

Sources of data on hospital quality

Guest Presenter: Tricia Middaugh, RD, Director of Quality Improvement, Lankenau Hospital

*Group Project 1-page Descriptions Due*

Readings: Bulk pack

**Week 7: October 22**

Measuring Safety of Inpatient Hospital Care

The role of risk management

Use of checklists and electronic systems

Medication safety

Case study: The Pennsylvania Patient Safety Authority

Guest Presenter: Stanton Smullens, MD, Chief Medical Officer, Jefferson Health System

*Midterm Exam Distributed*

Readings: Bulk pack

**Week 8: October 29**

Measuring Quality and Safety in Ambulatory Care

Challenges in measuring doctor and medical group quality

Electronic medical records and impact on quality and safety

Case study: The JUP Clinical Care Subcommittee and the PPPSA

Guest Presenters: The JUP CCS Performance Measurement Team

*Midterm Exam Due*

Readings: Bulk pack

**Week 9: November 5**

Measuring Quality and Safety for Seniors

- CMS' (Medicare's) role in driving the quality agenda
- The role of the Quality Improvement Organization (QIO)
- Measuring quality and safety in long term care facilities
- Hospice quality: challenges in measuring outcomes
- Home care and alternative forms of senior care
- Case study: the CMS Physician Quality Reporting Initiative (PQRI)

Guest Presenter: Donald Wilson, MD, Chief Medical Officer, Quality Insights of Pennsylvania

*Assignment 2 Distributed*

Readings: Bulk pack

Text Chapter 12

**Week 10: November 12**

Measuring Quality and Safety for Underserved Populations

- Federal and State roles in Medicaid quality and safety
- Challenges in measuring quality and safety for underserved populations
- Measuring access to care
- Measuring quality in behavioral healthcare
- Case study: Quality measurement in a Medicaid managed care plan

Guest Presenter: Denise Christian, MD, Chief Medical Officer, Americhoice

*Assignment 2 Due*

Readings:

Text Chapter 11 and bulk pack

**Week 11: November 19**

Measuring Quality and Safety from the Employer-Purchaser Perspective

- Value-based purchasing of health benefits, and definitions of value
- The role of employers and employer coalitions in driving the quality and safety agenda
- Case study: The Bridges to Excellence pay-for-performance program
- Case study: The Leapfrog Group on Patient Safety

Guest Presenter: Greg Paradiso, Benefits Manager, Glatfelter Inc.

Readings:

Text Chapter 9 and bulk pack

**Week 12: December 3**

Engaging Consumers in Quality and Safety

- The CAHPS family of measurement instruments
- Recap of consumer sources of quality and safety information
- Reliability of consumer-reported information
- Use of information and incentives to drive consumer behavior
- Case study: The Institute for Interactive Patient Care

Guest Presenter: David Wright, CEO, IIPC

*Final Examination Distributed*

Readings: Text Chapter 10 and bulk pack

**NO CLASS November 26 (Thanksgiving)**

**Week 13: December 10**

Student Project presentations and discussion

*Final Examination Due*

**Week 14: December 17**

Course wrap-up: What's on the horizon for quality and safety measurement?

Final exams returned and discussed

Course evaluation

Text Chapter 14, 16 and bulk pack

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