COURSE DESCRIPTION:
Explores strategies that contribute to building a culture of safe, quality nursing practice. The focus is on incorporating quality assessment and improvement strategies as evidence-based practice in an interdisciplinary environment.

Prerequisites: Acceptance in the RN to BSN Program
Co-requisites: None

LEARNING RESOURCES:
1. Required text: Program textbooks plus resources from current literature.
2. Internet access to our Canvas site at: https://oregonstate.instructure.com
3. Online library access and other online resources to access supplemental readings

STUDENT LEARNING OUTCOMES:
Upon completion of this class, students in NUR 419 will be able to:
1. Assess an organization’s commitment to safe, quality patient care.
2. Construct a diagram depicting healthcare problems.
3. Apply strategies for healthcare improvement initiatives.
4. Research quality improvement initiatives.
5. Promote interdisciplinary quality care.

PROGRAM COMPETENCIES IN NURSING:
Upon satisfactory completion of the degree in Nursing, the students will have met the program competencies found at http://health.oregonstate.edu/degrees/competencies

COURSE CONTENT: Topics covered will include:
1. National quality improvement initiatives
2. Quality Assurance, Quality Control, Quality Improvement
3. National Patient Safety Goals
4. Cause and Effect diagrams
5. Interdisciplinary collaboration
EVALUATION OF STUDENT PERFORMANCE:

- Healthcare Quality Video: 20 pts
- National Patient Safety Goals: 20 pts
- Quality Initiatives Diagram: 30 pts
- Participation in Discussion: 30 pts
- Total: 100 pts

Grading Standard: 100 points possible
- A: 93-100%
- A-: 90-92%
- B+: 87-89%
- B: 83-86%
- B-: 80-82%
- C+: 77-79%
- C: 73-76%
- C-: 70-72%
- D+: 67-69%
- D: 63-66%
- D-: 60-62%
- F: 0-59%

Description of Evaluation Items

**Healthcare Quality Video. Due Week 3.**
You will choose an AHRQ video and write a synopsis of the quality video chosen. Include the topic and recommendations presented in the video. Incorporate at least one additional current professional reference to support your analysis of the video.

**National Patient Safety Goals. Due Week 6.**
Explore the Hospital 2017 National Patient Safety Goals and choose one of the NPSG related to your practice. Write a paper discussing the NPSG and include at least two additional current professional resources to support your assessment of the NPSG for healthcare and patient safety.

**Quality Initiatives Diagram. Due Week 9.**
Choose a healthcare quality initiative from your readings, and/or your experiences, and provide a summary using a fishbone diagram, a PDSA cycle, or a flow chart to illustrate in Power Point. Include at least three current professional resources to support your analysis of the quality initiative. Include speaker notes in the Power Point presentation.

**Participation in Discussion – Ongoing every week**

**Discussion question response:** Post a 150 – 200-word substantive response to the discussion question(s) posed by the due date. A substantive response needs to include the rationale for your answer as well as how it can be applied to practice. The substantive response needs to be supported by the readings for the week and/or your practice experience. Include examples if relevant.

**Participation:** Post substantive responses to at least two classmates’ discussion question responses. Substantive responses need to demonstrate critical analysis of the classmate’s posting and a thoughtful response supported by the readings for the week and/or your practice. Comments such as “good idea” or “I agree” do not constitute a substantive response.
DIVERSITY STATEMENT
The College of Public Health and Human Sciences strives to create an affirming climate for all students including underrepresented and marginalized individuals and groups. Diversity encompasses differences in age, color, ethnicity, national origin, gender, physical or mental ability, religion, socioeconomic background, veteran status, sexual orientation, and marginalized groups. We believe diversity is the synergy, connection, acceptance, and mutual learning fostered by the interaction of different human characteristics.

EXPECTATIONS FOR STUDENT CONDUCT
The Student Conduct Code establishes community standards and procedures necessary to maintain and protect an environment conducive to learning, in keeping with the educational objectives of Oregon State University. This code is based on the assumption that all persons must treat one another with dignity and respect in order for scholarship to thrive. For the full Student Conduct Code see http://oregonstate.edu/studentconduct/

Academic or Scholarly Dishonesty is prohibited and considered a serious violation of the Student Conduct Code. It is defined as an act of deception in which a Student seeks to claim credit for the work or effort of another person, or uses unauthorized materials or fabricated information in any academic work or research, either through the Student's own efforts or the efforts of another. For specifics related to offenses proscribed by the University see: http://oregonstate.edu/studentconduct/offenses-0.

RELIGIOUS HOLIDAY STATEMENT
Oregon State University strives to respect all religious practices. If you have religious holidays that are in conflict with any of the requirements of this class, please see me immediately so that we can make alternative arrangements.

STUDENTS WITH DOCUMENTED DISABILITIES
“Accommodations for students with disabilities are determined and approved by Disability Access Services (DAS). If you, as a student, believe you are eligible for accommodations but have not obtained approval please contact DAS immediately at 541-737-4098 or at http://ds.oregonstate.edu. DAS notifies students and faculty members of approved academic accommodations and coordinates implementation of those accommodations. While not required, students and faculty members are encouraged to discuss details of the implementation of individual accommodations.”

OSU-CASCADES ETHOS STATEMENT
The guiding vision of OSU-Cascades is to contribute significantly to intellectual, cultural, ecological, social and economic vitality. To achieve that goal, the OSU-Cascades community will strive to model principles and practices of a thriving, equitable and sustainable society. A culture of learning and exploration provides significant rewards to its members; those rewards are best achieved when all community members (faculty, staff, administrators, students and Board of Advisors) strive to honor the following principles:

1. Respect the dignity and uniqueness of individuals. This principle applies to a diversity of cultures, belief systems, academic ranks and academic/ professional disciplines.
2. Aspire to excellence and integrity in every endeavor.
3. Consider current and future generations in every deliberation.
4. Demonstrate leadership in service to community.
Course Schedule

Week 1: Quality Improvement in Healthcare

Readings:

Supplemental Resources:

Discussion Questions:
✓ What Quality Improvement initiatives have you experienced in your practice?
✓ What has been the role of nursing in planning and implementing these initiatives?
✓ Based on the supplemental resources viewed this week, what do you think are quality improvement tools that might be useful in your practice area?

Week 2: Quality Improvement- NQF

Readings:
- National Quality Forum
    - Review NQF-Glossary (NQF Resources)

Supplemental Resources:
1. View: The beauty of collaboration in healthcare at https://youtu.be/pFXQWtS26Q4
2. View: Successful collaboration at https://youtu.be/wyx3fOEVuDo
3. View: How measuring performance data can improve quality (RWJF) at https://youtu.be/eWe1YGHC_Y8

Discussion Questions:
✓ Using the NQF glossary, provide the definition for 3 terms and the application to the healthcare system.
✓ Provide an example for each related to your nursing practice.

Week 3: Quality Improvement-AHRQ

Readings:
- Agency for Healthcare Research and Quality
  - Explore AHRQ at https://www.ahrq.gov/cpi/about/impact/index.html
  - Explore: Research Tools and Data at https://www.ahrq.gov/research/index.html

NUR 419 / Instructor / Term Year
Supplemental Resources:
1. Explore AHRQ videos at https://www.youtube.com/user/ahrqpatientsafety/videos

Assignment:
- Choose an AHRQ video from the link https://www.youtube.com/user/ahrqpatientsafety/videos
  Write a synopsis of the quality video chosen. Include the topic and recommendations presented in the video. Discuss strategies to incorporate the content of the video in your practice. Incorporate at least one additional current professional reference to support your analysis of the video.

Discussion Questions:
- Which of the quality and safety patient goals from AHRQ concerns you the most in your nursing practice?
- Why is this a priority concern?

Week 4: Quality Improvement- ANA & QSEN

Readings:
- American Nurses Association (ANA)
  - ANA-The National Database of Nurse Quality Indicators (NDNQI)
    http://www.nursingworld.org/MainMenuCategories/ANAMarketplace/ANAPeriodicals/OJIN/TableofContents/Volume122007/No3Sept07/NursingQualityIndicators.aspx?%3E
  - ANA-Nursing Quality
    http://www.nursingworld.org/MainMenuCategories/ThePracticeofProfessionalNursing/PatientSafetyQuality
  - ANA-Research & Measurement
    http://www.nursingworld.org/MainMenuCategories/ThePracticeofProfessionalNursing/PatientSafetyQuality/Research-Measurement
    - Read: The Impact of Nursing Care on Quality
- Quality & Safety Education for Nurses (QSEN)
  - QSEN http://qsen.org/
  - QSEN Competencies http://qsen.org/competencies/pre-licensure-ksas/

Supplemental Resources:
1. View: Healthcare should be a team sport at https://youtu.be/VT3XyORCFDA
2. View: Collaborating across disciplines at https://youtu.be/-yhdtjVNnWq

Discussion Questions:
- What is the relationship between Nurse Quality Indicators and QSEN Competencies?
- Provide a minimum of two examples.
Week 5: Quality Improvement-IHI

Readings:

- Institute for Healthcare Improvement
  - Quality Improvement Essentials Toolkit
    http://www.ihi.org/resources/Pages/Tools/Quality-Improvement-Essentials-Toolkit.aspx?
    http://www.ihi.org/resources/Pages/Tools/Quality-Improvement-Essentials-Toolkit.aspx?
    - View Tools (pdf) at the IHI website and explore the following:
      - Cause and Effect Diagram
      - Driver Diagram
      - Flowchart
      - Histogram
      - PDSA Worksheet
      - Project Planning Form
      - Scatter Diagram

Supplemental Resources:
1. Review the PDSA Cycle at https://deming.org/management-system/pdsacycle
2. The Problem with Plan-Do-Study-Act Cycles
   http://qualitysafety.bmj.com/content/early/2016/01/12/bmjqs-2015-005076
3. View PDSA Cycle at https://youtu.be/1hCWdJ_W9Ws
4. View: Cause and Effect Fishbone Diagram at https://youtu.be/wImI1ItrgfI
5. View: Lean Cause & Effect at https://youtu.be/11_pvMrWnks

Discussion Questions:
- Choose one of the diagrams from the Quality Improvement Essentials Toolkit to discuss.
- Include the purpose and provide two examples of the diagram’s use for quality improvement initiatives.

Week 6: Quality Improvement- TJC

Readings:

- The Joint Commission
  - Topic Library Resources https://www.jointcommission.org/topics/
  - Standards https://www.jointcommission.org/standards_information/standards.aspx
  - Review: 2017 National Patient Safety Goals
    https://www.jointcommission.org/standards_information/npsgs.aspx

Supplemental Resources:
1. Explore the video “What Healthcare will look like in 2020” at https://youtu.be/esugL07XANg
2. View the video “What if we only paid for healthcare that worked?” https://youtu.be/rrlGRPzltMg

Assignment:
  Choose one of the NPS Goals related to your practice. Write a paper discussing the NPSG and include at least two additional current professional resources to support your assessment of the NPSG for healthcare and patient safety.
Discussion Questions:
✓ Where and how are the NPSG’s addressed in your organization?
✓ What strategies would you recommend to ensure more nurses are aware of the importance of meeting the NPSGs?

Week 7: Quality Improvement- CMS

Readings:
• Center for Medicare & Medicaid Service
  o CMS-Quality of Care Center https://www.cms.gov/Center/Special-Topic/Quality-of-Care-Center.html

Supplemental Resources:

Discussion Questions:
✓ Where and how are the CMS quality core measures addressed and implemented in your organization? Select one of the core measures.
✓ What strategies would you recommend to incorporate this quality core measure when planning interdisciplinary care?

Week 8: Quality Improvement- HRSA

Readings:
• Health Resources and Services Administration
Supplemental Resources:

Discussion Questions:
✓ Describe 3 examples of the purpose of HRSA in relation to healthcare quality and public safety.
✓ Provide an example for each in nursing practice.

Week 9: Quality Improvement- NAQC

Readings:
- **Nursing Alliance for Quality Care**
  o Read The Guiding Principles for Patient Engagement at [http://www.naqc.org/Main/CaseStudies/Guiding-Principles-Released.html](http://www.naqc.org/Main/CaseStudies/Guiding-Principles-Released.html)
  o Read the NAQC Whitepaper at [http://www.naqc.org/Main/Resources/Publications/March2013-FosteringSuccessfulPatientFamilyEngagement.pdf](http://www.naqc.org/Main/Resources/Publications/March2013-FosteringSuccessfulPatientFamilyEngagement.pdf)

Supplemental Resources:
1. View the RWJF video: Transforming Care at the Bedside: Empowering Better Nursing Care at [https://youtu.be/_CtXFdITU8w](https://youtu.be/_CtXFdITU8w)
2. View the NAQC video “Making a Difference” at [https://youtu.be/RpatUiOQ_Kw](https://youtu.be/RpatUiOQ_Kw)
3. View the Commonwealth Fund Video at [https://youtu.be/OPWtIAoBDtE](https://youtu.be/OPWtIAoBDtE)

Assignment:
- Choose a healthcare quality initiative from your readings, and/or your experiences, and provide a summary using a fishbone diagram, a PDSA cycle, or a flow chart to illustrate in Power Point. Include at least three current professional resources to support your analysis of the quality initiative. Include speaker notes in the Power Point presentation.

Discussion Questions:
✓ What 3 things do you do in your nursing practice to engage patients and families in their care?
✓ What is the significance of your patient engagement?

Week 10:

Textbook Readings: None

Supplemental Resources: Review the Quality Initiative Power Point Presentations posted by your colleagues.

Assignment:
- Pose at least two questions and respond to questions raised by your colleagues related to your Quality Initiative power point presentation.

Discussion Questions:
✓ Upon completion of the three assignments for this course: Discuss one of the healthcare problems discovered.
✓ What was your greatest ‘aha’ moment in this class?
✓ How will this new insight impact your practice?