

APPLICATION FOR NEW COURSE

1. Submitted by College of HEALTH SCIENCE Date 7/29/2004
 Department/Division offering course HEALTH SCIENCES EDUCATION AND RESEARCH
2. Proposed designation and Bulletin description of this course
 a. Prefix and Number CLM 445 b. Title* Quality and Productivity Improvement and Evaluation
 *NOTE: If the title is longer than 24 characters (including spaces), write
 A sensible title (not exceeding 24 characters) for use on transcripts Quality and Productivity
- c. Lecture/Discussion hours per week 3 d. Laboratory hours per week 0
 e. Studio hours per week 0 f. Credits 3
- g. **Course description:** A core program course that focuses on leadership and management knowledge, skills, and practices that promote clinical quality, efficiency, and productivity. Methods to measure, monitor, and evaluate quality and productivity will be discussed. Please see attached course outline for additional details.
- h. * Prerequisites (if any): Admission to the CLM Program or consent of instructor
- i. May be repeated to a maximum of N/A
4. To be cross-listed as:
 Prefix and Number _____ Signature, Chairman, cross-listing department _____
5. Effective Date Fall 2005 (semester and year)
6. Course to be offered Fall Spring Summer
7. Will the course be offered each year? Yes No
 (Explain if not annually)
8. Why is this course needed?
 This course is part of the core curriculum for a BHS in Clinical Leadership and Management. It will focus on quality and productivity management, measurement, and evaluation as it pertains to clinical departments.
9. a. By whom will the course be taught? Thomas C. Robinson, PhD, Professor
- b. Are facilities for teaching the course now available? Yes No
 If not, what plans have been made for providing them?
10. What enrollment may be reasonably anticipated? 20
11. Will this course serve students in the Department primarily? Yes No
 Will it be of service to a significant number of students outside the Department? Yes No
 If so, explain. It may serve as upper level division elective
- Will the course serve as a University Studies Program course? Yes No
- If yes, under what Area? _____
12. Check the category most applicable to this course
- traditional; offered in corresponding departments elsewhere;
- relatively new, now being widely established
- not yet to be found in many (or any) other universities

13. Is this course applicable to the requirements for at least one degree or certificate at the University of Kentucky? X Yes No
14. Is this course part of a proposed new program? If yes, which? X Yes No
 This course is part of a program revision – revising the BHS in Health Services Management to a BHS in Clinical Leadership and Management
15. Will adding this course change the degree requirements in one or more programs? Yes X No
 If yes, explain the change(s) below
16. Attach a list of the major teaching objectives of the proposed course and outline and/or reference list to be used.
17. If the course is a 100-200 level course, please submit evidence (e.g., correspondence) that the Community College System has been consulted. Check here if 100-200.
18. If the course is 400G or 500 level, include syllabi or course statement showing differentiation for undergraduate and graduate students in assignments, grading criteria, and grading scales. X Check here if 400G-500.
19. Within the Department, who should be contacted for further information about the proposed course?

Name Elizabeth D Schulman, PhD Phone Extension 323-1100, x80565

*NOTE: Approval of this course will constitute approval of the program change unless other program modifications are proposed.

Signatures of Approval:

Lucie J. Bell
 Department Chair

9 Sept 2004
 Date

Levi Rosenberg
 Dean of the College

9-20-04
 Date

UNDERGRADUATE COUNCIL

9-20-04
 Date of Notice to the Faculty

*Undergraduate Council

2-1-05
 Date

*University Studies

Date

*Graduate Council

Date

Tom

*Academic Council for the Medical Center

10/19/04
 Date

*Senate Council (Chair)

Date of Notice to University Senate

*If applicable, as provided by the Rules of the University Senate

CLM 445 Append D

ACTION OTHER THAN APPROVAL

APPLICATION FOR NEW COURSE

COURSE OUTLINE FOR CLM 445: Quality and Productivity Improvement and Evaluation

COURSE OVERVIEW: This course focuses on the knowledge, skills, and practices that promote clinical quality, efficiency, and productivity. Methods to measure, monitor, and evaluate quality and productivity will be discussed.

COURSE OBJECTIVES: Upon completion of this course, students should be able to:

1. Explain various clinical assessment strategies,
2. Develop and implement effective and appropriate assessment strategies within their workplace,
3. Explain performance management and how to improve employee contributions to quality and productivity,
4. Develop and implement effective and appropriate performance management strategies within their workplace,
5. Explain process management and the utilization of various charts to analyze process variation,
6. Explain quality assurance and improvement and various techniques for continuous quality improvement,
7. Explain program and system evaluation, benchmarking, measures of success, and outcome measurement.
8. Develop and implement an effective and appropriate system evaluation and a quality assurance and improvement program within their workplace,
9. Explain corporate responsibility, ethics, and customer satisfaction,
10. Develop and Implement an effective and appropriate customer satisfaction program within the workplace.

COURSE TOPICS - OUTLINE

1. Introduction, Course Overview, and Course Expectations
2. Clinical Assessment
 - A. Systems approach
 - B. Data collection and analysis
3. Performance management
 - A. Employee input and empowerment
 - B. Creating a quality culture
 - C. Quality improvement teams
4. Process management
 - A. Using run and control charts to analyze process variation
 - B. Monitoring results
 - C. Auditing
 - i. critical success factors
5. Quality Assurance and Improvement
 - A. Demming
 - B. TQM
 - C. CQI
 - D. Sigma Six

- 6. Evaluation
 - A. Benchmarking
 - B. Measures of success
 - C. Outcomes
- 7. Compliance and corporate responsibility
- 8. Patient/Customer Satisfaction

COURSE EXPECTATIONS

- 1. Assigned readings
- 2. 2 exams
- 3. Critique and oral presentation of a scholarly article concerning a health care quality/productivity study – detailing the purpose, study design/methodology, principle findings, and a critical analysis of the author(s) conclusions and implications
- 4. The development of a quality/productivity plan within your clinical discipline (10-12 paper and oral presentation): discuss the purpose, rationale, methodology, intended outcomes, and evaluation plan.

GRADING SCALE

90 – 100	A
80 – 89	B
70 – 79	C
60 – 69	D
> 60	E

GRADING WEIGHTS

2 Exams (25% each)	50%
Journal Critique (10%) and oral presentation (5%)	15%
Quality/Productivity Plan Paper (25%) and oral presentation (10%)	35%