THE UNIVERSITY
of NORTH CAROLINA
at CHAPEL HILL

HPM 630

IHI Course in Healthcare Quality Improvement

(1.5 Credit Hours)

Department of Health Policy and Management

Gillings School of Global Public Health

Syllabus Spring 2019

Class Location: *Online and Speakers Events*

Meeting Times: 2 in-person meetings

Instructor:	Dr. Bruce Fried	TA: Ryan Geoppinger
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Office Hours:	By Appointment	Office Hours: By Appointment

Course Overview:

The Institute for Health Improvement (IHI) Open School began online in 2008 to provide students and practitioners with a means of furthering their education in quality improvement. More than 250 chapters have been formed in over 40 countries including Africa, Latin America, and Europe. An IHI Certificate demonstrates that the student has achieved a strong knowledge base in quality improvement. Upon completion of this course, students will have met the requirements for the IHI Open School Basic Certificate in Quality and Safety and participated in two in-person educational sessions sponsored by the UNC IHI Student Chapter. Students will have an understanding of the quality movement in health care, the most widely used Quality Improvement (QI) methods in health care, the application of methods in a wide variety of care settings, the use of data for QI, and best practices for leading QI initiatives.

Learning Objectives and HPM Competencies:

	Course Learning	HPM Competencies
1.	Gain understanding of QI applications in health care in the US and abroad	**Systems thinking**
2.	Understand the process of planning QI projects for clinical settings	**Process management and organizational design**
3.	Learn how data is collected and used in QI and the differences between data collection and use for QI and data collection and use for research	**Analytical thinking Performance measurement**
4.	Learn best practices for communicating change	**Change management Communication skills**
5.	Understand the history of patient safety movement and how it is affecting health care	**Systems thinking**
6.	Identify safety problems and learn how to design interventions to improve patient safety	**Project management Team dynamics**

Resources:

This course has a Sakai site where you will submit your IHI certificate of completion. A how to get started guide has been posted in Sakai resources. You can read more about the Open School at www.ihi.orgt/openschool. A schedule of educational events will be provided to you as they are confirmed by the UNC IHI Student Chapter.

Students are strongly encouraged to join the UNC IHI Student Chapter to further reinforce IHI concepts and philosophies. Students may join the Chapter at the beginning of the semester, dues are $30.

 If you have further questions, please contact Ryan Geoppinger or Bruce Fried.

Requirements and Expectations:

The course requires completion of the Institute for Healthcare Improvement (IHI) Open School Certificate in Quality and Safety. This is the Basic certification The structure of the course is self-paced and is designed for Masters and PhD students in the Department of Health Policy & Management though is open to students of other departments. The certificate is earned through completion of thirteen modules in quality improvement, patient safety, and leadership, each requiring about 1.5 hours to complete. **Additionally, each student enrolled in HPM 630 must also attend at least 2 in-person IHI student chapter educational events (lunch and learns) where they will be exposed to further information and interaction that reinforces the online material.**

Specific requirements follow:

1. Complete all 13 online modules (you must get a minimum of 75% on each course quiz to continue to the next course).
   a. http://app.ihi.org/lmsspa/#/certificates/6cb1c614-884b-43ef-9abd-d90849f183d4 (Create new account if you have not already and complete Improvement Capability, Patient Safety, Leadership, Person-and-Family-Centered Care and Triple Aim for Populations to receive certificate).
2. Attend at least two UNC IHI Student Chapter educational events during the semester. Attendance will be taken at the event. If for some reason you are unable to attend two meetings, you will be asked to write a 2-3 pg. case study assignment. Please note that this will only be allowed under special circumstances, as determined on a case-by-case basis by the instructor.
   a. Events will be communicated via Sakai calendar
   b. Stay on track as you will be required to attend both events or you will receive an Incomplete in the course.
3. Submit a PDF version of your IHI Certificate under the appropriate Assignment on the course Sakai site by **midnight**, **April 29, 2019**.

Evaluation/Grading:

Component	% of Grade
Attendance at two educational events	50%
Submission of IHI Certificate to Sakai site	50%

Recognizing, Valuing, and Encouraging Diversity:

The importance of diversity is recognized in the mission statement of HPM. In the classroom, diversity *strengthens* the products, *enriches* the learning, and *broadens* the perspectives of all in the class. Diversity requires an atmosphere of inclusion and tolerance, which oftentimes challenges our own closely-held ideas, as well as our personal comfort zones. The results, however, create a sense of community and promote excellence in the learning environment. This class will follow principles of inclusion, respect, tolerance, and acceptance that support the values of diversity.

Diversity includes consideration of: (1) life experiences, including type, variety, uniqueness, duration, personal values, political viewpoints, and intensity; and (2) factors related to "diversity

of presence," including, among others, age, economic circumstances, ethnic identification, family educational attainment, disability, gender, geographic origin, maturity, race, religion, sexual orientation, social position, and veteran status.

UNC Honor Code:

The principles of academic honesty, integrity, and responsible citizenship govern the performance of all academic work and student conduct at the University as they have during the long life of this institution. Your acceptance of enrollment in the University presupposes a commitment to the principles embodies in the Code of Student Conduct and a respect for this most significant Carolina tradition. Your reward is the practice of these principles.

Your participation in this courses comes with the expectation that your work will be completed in full observance of the Honor Code. Academic dishonesty in any form is unacceptable, because any breach in academic integrity, however small, strikes destructively at the University's life and work.

If you have any questions about your responsibility or the responsibility of faculty members under the Honor Code, please consult with someone in either the Office of the Student Attorney General (919-966-4084), or the Office of the Dean of Students (919-966-4042).

Read "The Instrument of Student Judicial Governance" (http://instrument.unc.edu).

Course Evaluation:

HPM participates in the UNC—CH's online course evaluation system, enabled at the end of each semester. Your responses will be anonymous, with feedback provided in the aggregate. Open-ended comments will be shared with instructors, but not identified with individual students. Your participation in course evaluation is an expectation, since providing constructive feedback is a professional obligation. Feedback is critical, moreover, to improving the quality of our courses, as well as for instructor assessment.