HITT 2343 2A1 FALL 2024

CREDIT
3 credit hours (3 hours lecture)

MODE OF INSTRUCTION
ONLINE

PREREQUISITE/CO-REQUISITE:
HITT 1301, HITT 1345

COURSE DESCRIPTION
Study of quality standards and methodologies in the health information management environment. Topics include licensing, accreditation, compilation and presentation of data in statistical format, quality management and performance improvement functions, utilization management, risk management, and medical staff data quality issues.

COURSE OBJECTIVES
Upon completion of the course, the student should be able to:

1. Monitor compliance with governmental and organizational regulations and Accreditation standards

2. Implement tools and methods for quality assessment and improvement

3. Identify potential risk management issues

4. Coordinate utilization and resource management functions

5. Assist in medical staff quality improvement functions

Refer to the AHIMA Entry-Level Competency Matrix appended to the syllabi for a list of Domains and Competencies met within the HIT curriculum.

INSTRUCTOR CONTACT INFORMATION

Instructor:	Tena Cobb
Email:	tmcobb@lit.edu
Office Phone:	409-247-0328
Office Location:	MPC 248
Office Hours:	Monday – Thursday 8:30 am-3:00 pm, Friday 9:00 am-11:00 am

Approved: SW/08.20.24

REQUIRED TEXTBOOK AND MATERIALS

1. Quality and Performance Improvement in Healthcare: Theory, Practice, and Management by Patricia L. Shaw, EdD, RHIA,FAHIMA & Darcy Carter, DHSc,MHA, RHIA, 7th edition. AHIMA Press

   ISBN: 978-1-58426-663-1

2. Internet access

ATTENDANCE POLICY
Students must log on 3-4 times a week.

DROP POLICY
If you wish to drop a course, you are responsible for initiating and completing the drop process. If you stop coming to class and fail to drop the course, you will earn an "F" in the course.

COURSE CALENDAR

DATE	TOPIC	DUE DATES	
Week 1 Unit 1	**Chapter 1**: Introduction and History of Performance Improvement Semester Project Group Meet and Greet **Discussion 1 Introduce Yourself**	Online Module: **Unit 1** Introduction p. xv – xxxiv Textbook: Chapter 1 p. 3-20	9/4 **8/29**
Week 2 Unit 1	**Chapter 2:** Defining a Performance Improvement Model Chapters 1 and 2 Quiz Meet & Greet Collaborate Chapter 2 Semester Project Topic Assignment	Online Module: **Unit 1** Chapter 2 Textbook: p. 23-37	9/4 9/4 9/6
Week 3 Unit 1	**Chapter 3:** Identifying Improvement Opportunities Based on Performance Measurement Chapter 3 Quiz Subpoena Assignment Chapter 3 Create A Mission & Vision Statement	Online Module: **Unit 1** Chapter 3 Textbook p.39-50	9/11 9/11 9/13
Week 4 Unit 1	**Chapter 4:** Using Teamwork in Performance Improvement Chapter 4 First Draft of Survey Questions **Discussion Chapter 4**	Online Module: **Unit 1** Chapter 4 Textbook: p. 51-67	9/18 **9/18**

Week 5 Unit 1	**Chapter 5:** Aggregating and Analyzing Performance Improvement Data Chapter 5 Quiz	Online Module: **Unit 1** Chapter 5 Textbook: p. 69-94	9/25
Week 6 Unit 1	**Chapter 6:** Communicating Performance Improvement Activities and Recommendations Chapter 6 Quiz Chapter 6 Review & Finalize Survey Questions **UNIT 1 TEST**	Online Module: **Unit 1** Chapter 6 Textbook: p.95-105	9/25 **9/26**
Week 7 Unit 2	**Chapter 7:** Measuring Customer Satisfaction Chapter 7 Quiz Chapter 7 Assignment Conduct Survey on Campus, via social media, email and submit Analyzed Data **Discussion Chapter 7** **Chapter 8:** Refining the Continuum of Care Chapter 8 Quiz Chapter 8 Survey Data Analysis and graphs	Online Module: **Unit 2** Chapter 7 Textbook: p.109-128 Chapter 8 Textbook: p. 129-151	10/2 **10/2** 10/9
Week 8 Unit 2	**Chapter 9:** Improving the Provision of Care, Treatment, and Services Chapter 9 Quiz Chapter 9 Case Study Assignment **Discussion Chapter 9** **Chapter 10:** Preventing and Controlling Infectious Disease AHIMA Code of Ethics assignment	Online Module: **Unit 2** Chapter 9 Textbook: p. 153-173 Chapter 10 Textbook: p. 175-192	10/16 **10/16** 10/23
Week 9 Unit 2	**Chapter 11:** Decreasing Risk Exposure Chapter 11 Quiz Chapter 11 Finalized Semester Project Survey Charts	Online Module: **Unit 2** Chapter 11 Textbook: p. 193-215	10/23

Week 10 Unit 2	**Chapter 12:** Building a Safe Medication Management System Chapter 12 Quiz Chapter 12 Review Questions Assignment **UNIT 2 TEST**	Online Module: **Unit 2** Chapter 12 Textbook: p. 219-231	10/30 **10/31**
Week 11 Unit 3	**Chapter 13:** Managing the Environment of Care Emergency Evacuation Plan **Chapter 14:** Developing Staff and Human Resources Chapter 14 Quiz Chapter 14 Semester Project Recommendations **Discussion Chapter 14**	Online Module: **Unit 3** Chapter 13 Textbook: p. 233-270 Chapter 14 Textbook: p. 271-299	11/6 11/13 **11/13**
Week 12 Unit 3	**Chapter 15:** Organizing for Performance Improvement Chapter 15 Quiz Checking your Understanding assignment **Chapter 16:** Navigating the Accreditation, Certification, or Licensure Process Chapter 16 Quiz Chapter 16 Case Study **UNIT 3 TEST** **STORYBOARD PROJECT DUE**	Online Module: **Unit 3** Chapter 15 Textbook: p. 303-328 Chapter 16 Textbook: p. 329-345	11/13 11/20 **11/21** **11/25**
Week 13 Unit4	**Chapter 17:** Implementing Effective Information Management Tools for Performance Improvement Chapter 17 Quiz Discussion Chapter 17 **Chapter 18**: Managing Healthcare Performance Improvement Projects Chapter 18 Quiz Leadership Assignment	Online Module **Unit 4** Chapter 17 Textbook: p. 347-363 Chapter 18 Textbook: p. 365-377	11/24 11/24

Week 14 **Unit 4**	**Chapter 19:** Managing the Human Side of Change Chapter 19 Quiz **Chapter 20:** Understanding the Legal Implications of Performance Improvement Chapter 20 Quiz Chapter 20 SWOT Analysis Assignment	Online Module: **Unit 4** Chapter 19 Textbook: p. 379-387 Chapter 20 Textbook: p. 389-397	12/6 12/6
Week 15 **Unit 4**	**FINAL EXAM UNIT** **Under Chapter 20**		**12/9 due by 5:00 pm**

COURSE EVALUATION

Final grades will be calculated according to the following criteria:

Course assignments	20%
Quizzes	10%
Storyboard Project & Presentation	15%
Discussions	10%
Unit Exams	30%
Final Exam	15%

GRADE SCALE

- 90-100   A
- 80-89   B
- 70-79   C
- 60-69   D
- 0-59   F

TECHNICAL REQUIREMENTS

The latest technical requirements, including hardware, compatible browsers, operating systems, etc. can be online at https://lit.edu/online-learning/online-learning-minimum-computer-requirements. A functional broadband internet connection, such as DSL, cable, or WiFi is necessary to maximize the use of online technology and resources.

DISABILITIES STATEMENT

The Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973 are federal anti-discrimination statutes that provide comprehensive civil rights for persons with disabilities. LIT provides reasonable accommodations as defined in the Rehabilitation Act of 1973, Section 504 and the Americans with Disabilities Act of 1990, to students with a diagnosed disability. The Special Populations Office is located in the Eagles' Nest Room 129 and helps foster a supportive and inclusive educational environment by maintaining partnerships with

faculty and staff, as well as promoting awareness among all members of the Lamar Institute of Technology community. If you believe you have a disability requiring an accommodation, please contact the Special Populations Coordinator at (409)-951-5708 or email specialpopulations@lit.edu. You may also visit the online resource at Special Populations - Lamar Institute of Technology (lit.edu).

STUDENT CODE OF CONDUCT STATEMENT
It is the responsibility of all registered Lamar Institute of Technology students to access, read, understand and abide by all published policies, regulations, and procedures listed in the *LIT Catalog and Student Handbook*. The *LIT Catalog and Student Handbook* may be accessed at www.lit.edu. Please note that the online version of the *LIT Catalog and Student Handbook* supersedes all other versions of the same document.

ARTIFICIAL INTELLIGENCE STATEMENT
Lamar Institute of Technology (LIT) recognizes the recent advances in Artificial Intelligence (AI), such as ChatGPT, have changed the landscape of many career disciplines and will impact many students in and out of the classroom. To prepare students for their selected careers, LIT desires to guide students in the ethical use of these technologies and incorporate AI into classroom instruction and assignments appropriately. Appropriate use of these technologies is at the discretion of the instructor. Students are reminded that all submitted work must be their own original work unless otherwise specified. Students should contact their instructor with any questions as to the acceptable use of AI/ChatGPT in their courses

STARFISH
LIT utilizes an early alert system called Starfish. Throughout the semester, you may receive emails from Starfish regarding your course grades, attendance, or academic performance. Faculty members record student attendance, raise flags and kudos to express concern or give praise, and you can make an appointment with faculty and staff all through the Starfish home page. You can also login to Blackboard or MyLIT and click on the Starfish link to view academic alerts and detailed information. It is the responsibility of the student to pay attention to these emails and information in Starfish and consider taking the recommended actions. Starfish is used to help you be a successful student at LIT.

ADDITIONAL COURSE POLICIES/INFORMATION
1. Students must provide their own textbooks, writing instruments, and other necessary supplies for classes.
2. Students must log onto Blackboard and access this course a minimum of 3 – 4 times per week.
3. Students must respect one another and all faculty.
4. Internet Usage – Students are expected to use proper net etiquette while participating in course emails, assignment submissions, and online discussions.
5. No cheating of any kind will be tolerated. Students caught cheating or helping someone to cheat can and will be removed from the class for the semester. Cheating can result in expulsion from LIT.

6. All exams will be taken on the scheduled dates. If a test is missed due to an emergency situation, the student will have one week to make it up; otherwise a grade of "0" will be assigned. **The instructor MUST be contacted to receive prior approval to take the exam late.**
7. All assignments are due when stated. Assignments submitted late will have -11 points deducted.
8. Additional course policies are outlined in "Classroom Policies" provided at the beginning of the semester.
9. Students are expected to follow the Lamar Institute of Technology Code of Conduct and Disciplinary Policy
10. Any violation of classroom/online policies may result in student being asked to leave class and result in an absence.
11. **If you wish to drop a course, the student is responsible for initiating and dropping the course. If you stop logging-in to the course and do not complete the course drop process, then you will earn an "F" grade for the course.**
12. The instructor will respond to e-mail and voice mail communication within 24 hours Monday through Friday. Assignment grades will be published within 2 weeks of the assignment due date.