



THE UNIVERSITY OF ARIZONA

Mel & Enid Zuckerman
College of Public Health

**Mel and Enid Zuckerman College of Public Health
University of Arizona**

PHPM 561 Introduction to Health Care Quality and Safety

Catalog Description: This course provides an overview of health care quality and safety. Students will learn quality improvement concepts and techniques and will practice the techniques in teams. (3 units)

Course Topics:

- Health Care Quality
- CAHPS and Risk Management
- Preventing Medical Errors
- Defining Quality & QI
- Problem Statements
- QI Project Management
- Measuring Quality
- RCA, FMEA

Course Objectives: During this course, students will:

- Research health care safety concerns and share findings with other students.
- Learn and practice Quality Improvement (QI) methods and tools.
- In teams, develop a comprehensive plan to improve a health care safety concern.

Learning Outcomes (Competencies Obtained): Upon completion of this course students will be able to:

1. Identify safety concerns in health care organizations
2. Use QI tools to analyze problems within a system
3. Identify and prioritize potential interventions to improve a system
4. Develop a comprehensive implementation schedule to improve and monitor a system
5. Perform effectively on interprofessional teams
6. Apply systems thinking tools to a public health issue
7. Create organizational change strategies
8. Propose human, fiscal and other resources to achieve a strategic goal
9. Design a system-level intervention to address a public health issue
10. Propose interprofessional team approaches to improving public health
11. Apply quality and performance improvement practices to improve health outcomes
12. Apply systems thinking for resolving organizational problems
13. Critique, analyze and evaluate administrative, management and regulatory issues that impact the delivery of medical care in the US