

# JACKSONVILLE

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U N I V E R S I T Y

**Teri M. Chenot, Ed.D., R.N.**

**Designing an Innovative Quality and Safety Graduate  
Nursing Course**

**2012 QSEN National Forum  
Tucson, AZ**

# **NUR 533: Quality and Safety in Healthcare**

- **Developed in 2011 as a core course for an MSN – Leadership track.**
- **Online and/or Ground-based course.**
- **Online – 16 week format currently under revision as an 8 week course.**

# **NUR 533: Quality and Safety in Healthcare**

- **Catalog Description:**
  - **Students will examine and analyze quality management and safety for system effectiveness to improve the outcomes of healthcare. Topics will include quality improvement efforts, research and ethical issues, basic safety design principles, and national patient safety resources.**

# **NUR 533: Quality and Safety in Healthcare**

- **Course Objectives include most of the QSEN Quality and Safety KSA's.**

# NUR 533: Quality and Safety in Healthcare

- **Textbooks:**
  - Kelly, D. L. (2011). *Applying quality management in healthcare: A systems approach* (3<sup>rd</sup> ed.). Chicago, IL: Health Administration Press.
  - Page, A. (Ed.). (2004). *Keeping patients safe: Transforming the work environment of nurses*. (Institute of Medicine Report). Washington, DC: National Academies Press.

# **NUR 533: Quality and Safety in Healthcare**

- **Evaluation Methods:**

- **Discussion Board (10@10 points) = 100**
- **Interview with a Quality Mgt. Analyst = 100**
- **Quality Mgt. Professional Meeting = 100**
- **Patient Safety Paper and Presentation = 100**
- **Collaborative Learning Team Project = 200**
- Total = 600**

# **NUR 533: Quality and Safety in Healthcare**

- **Discussion Board (Examples):**
  - CPHQ credential
  - Scholarly Journal Articles, i.e. *Journal of Nursing Care Quality*
  - James Reason's Swiss Cheese Model
  - AONE Guiding Principles for the Role of the Nurse Executive in Patient Safety

# **NUR 533: Quality and Safety in Healthcare**

- **Interview with a Quality Management Analyst:**
  - Describe your role in the organization.
  - Involvement with the National Patient Safety Goals?
  - Quality Management tools used/reports?
  - Organizational challenges?



# **NUR 533: Quality and Safety in Healthcare**

- **Quality Management Professional Meeting:**
  - Target Membership?
  - Agenda?
  - Keynote speaker?
  - Issues discussed?
  - Beneficial to join?

# **NUR 533: Quality and Safety in Healthcare**

- **Patient Safety/Health Outcomes Organization Paper and Presentation:**
    - **Overview**
    - **Review of the Current Literature**
    - **Impact of the Organization on Patient Safety/Health Outcomes**
    - **Future Considerations**
- Examples: IOM, NPSF, and the Joint Commission**

# **NUR 533: Quality and Safety in Healthcare**

- **Collaborative Learning Team Paper and Presentation on a Quality/Safety Issue:**
    - **Introduction of the Quality/Safety Issue**
    - **Review of the Current Literature**
    - **Impact of the Quality/Safety Issue on Healthcare**
    - **Future Considerations**
- Examples: Medication Errors, Patient Falls, Needle Sticks, and Wrong-Site Surgery**

# **NUR 533: Quality and Safety in Healthcare**

- **Student Response (1<sup>st</sup> course offering was in the Fall 2011 Semester):**
  - **Excellent!**
  - **Interviewed and attended meetings that had never been involved in previously – new contacts within their own place of employment.**
  - **Greater appreciation and awareness of patient safety issues.**
  - **New career considerations in Quality Management.**

# **NUR 533: Quality and Safety in Healthcare**

- **Questions?**
- **Contact Information:**
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