J. Sargeant Reynolds Community College
Course Content Summary

Course Prefix and Number: HIM 229 **Credits:** 2

Course Title: Performance Improvement in Healthcare Settings

Course Description: Focuses on concepts of facility-wide performance improvement, resource management, and risk management. Applies tools for data collection and analysis. Prerequisite: Admittance into the Advanced Medical Coder Career Studies Certificate. Lecture 1 hour. Laboratory 2 hours. Total 3 hours per week.

General Course Purpose: Required for the Advanced Medical Coder Career Studies Certificate, this course is designed to give the student an introduction to the broad topic of quality management and improvement in the healthcare environment. Special emphasis is placed on developing analytical skills for performance improvement, utilization review, and risk management activities.

Course Prerequisites and Co-requisites:
Prerequisite: Admittance into the Advanced Medical Coder Career Studies Certificate

Course Objectives:
Upon completing the course, the student will be able to:
a. Summarize the concept of quality and its importance in healthcare;
b. Explain the various performance improvement (PI) principles;
c. Discuss PI tools and techniques used to facilitate communication, identify root causes of performance problems;
d. Discuss tools used to collect ,analyze, and report data;
e. Describe the process of team-based performance improvement;
f. Summarize the importance of patient safety and national patient safety goals;
g. Define and differentiate between the terms: clinical quality assessment, infection control, utilization management, case management, and risk management;
h. Explain the elements included in a quality assessment (QA) program; and
i. Identify the major organizations that publish clinical quality standards and guidelines.

Major Topics to Be Included:
a. Quality management functions and infrastructure
b. Planning and implementing an improvement strategy
c. Measurement, assessment, and improvement
d. Performance information and reference databases
e. Utilization and risk management
f. TJC, external regulators, reviewers, and standards
g. CMS and PRO functions and responsibilities

Effective Date of Course Content Summary: September 21, 2015