

# Quality Improvement and Patient Safety Practicum

HQS-640

4 Credits

Oct 19, 2023 - Feb 7, 2024

## Course Description

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This practicum course is the final synthesis of theoretical foundations of health care quality and patient safety and their application across health care settings. Emphasis is placed on issue identification, assessment and prioritization, project management, implementation, and evaluation. Learners also explore the application of communication methods, emotional intelligence, high reliability principles, and conflict resolution. Practicum/field experience hours: 150. Fingerprint clearance required. Prerequisite: Successful completion of all previous coursework in the program.

## Instructor Contact Information

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### Cesalie Wallace

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## Class Resources

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### HQ Solutions: Resource for the Healthcare Quality Professional

Pelletier, L. R., & Beaudin, C. L. (Eds.). (2024). *HQ solutions: Resource for the healthcare quality professional* (5th ed.). Jones & Bartlett Learning. ISBN-13: 9781284249965

## Course Objectives

1. Develop a relationship with a preceptor to examine the connection between theory and practice.
2. Apply the theoretical foundations of health care quality and patient safety in a health care setting.
3. Engage in interprofessional practice.
4. Develop a comprehensive quality and safety project grounded in contemporary nursing theory and practice, nursing knowledge, and advanced critical-thinking and problem-solving skills.

## Statement on the Integration of Faith and Work

This course requires the use of the "Statement on the Integration of Faith and Work" from Grand Canyon University's One Foundation (2015).

<https://www.gcu.edu/sites/default/files/media/Documents/Statement-IFLW.pdf>

## **Guidelines for Graduate Field Experiences**

The purpose of the Guidelines for Graduate Field Experiences (*Graduate Field Experience Manual*) is to assist learners, faculty members, and preceptor/mentors in the tasks of practicum/clinical instruction, assessment, and mentoring for College of Nursing and Health Care Professions (CONHCP) Graduate Programs and serves as a guide for the Office of Field Experience (OFE).

It is important that all learners review the Guidelines for Graduate Field Experiences (*Graduate Field Experience Manual*), which contains important information for your practicum/clinical experience, including evaluation guidelines, and Master of Public Health and MSN Public Health Emphasis Practicum/Clinical Guidelines.

## **Lopes Activity Tracker**

The Lopes Activity Tracker (LAT) is used to track all direct clinical/practicum experience hours. All direct clinical/practicum experience hours are entered into Lopes Activity Tracker by the learner and submitted within 48 hours of the clinical/practicum experience. After the hours have been submitted, the preceptor/mentor will verify the hours. To submit hours, the learner will download an electronic summary of their clinical/practicum experience hours and upload it to the assignment dropbox. The hours will be reviewed and given final approval by the faculty through the submission.

Document your clinical/practicum hours using the Lopes Activity Tracker app, located in your student portal. Once you have opened the app, click on the link for your class.

## **Requirements for Successful Course Completion**

A passing letter grade is only awarded upon successful completion of all required deliverables, including those submissions designed to facilitate, evaluate, and document the project related clinical/practicum experiences and hours. Learners who fail to complete and submit all deliverables may receive a failing grade.

## **Grand Canyon University Policy Handbook**

Intentional or not, cheating is an academic integrity violation. All learners must have a solid understanding of what constitutes cheating, and how to avoid it. Please review the Grand Canyon University Policy Handbook to ensure you are in compliance with university standards. The handbook is available on the GCU website.

<https://www.gcu.edu/academics/academic-policies.php#h-university-policy-handbook>

## **Clinical/Practicum Remediation Document**

Read the "MSN-HQS Clinical/Practicum Remediation" document.

Learners who receive "Below Expectations" on any competency on the midterm evaluation will be required to

complete this remediation form with the clinical/practicum course instructor. This action plan will be signed by the learner and faculty. All areas will be reviewed and evaluated at the final evaluation submitted by the site supervisor and preceptor/mentor.

### **Field Experience Site Information Form**

Review the "Field Experience Site Information Form" located on the Student Success Center page under the MSN-HQS tab.

Submit this documentation to your instructor in the Topic 1 assignment.

<https://ssc.gcu.edu/#/page/conhcp>

### **Preconference Acknowledgement Form**

Utilize the "Preconference Acknowledgement Form" located on the Student Success Center page under the MSN-HQS tab.

Submit this documentation to your instructor in the Topic 1 assignment. Submission is a requirement for course.

<https://ssc.gcu.edu/#/page/conhcp>

### **Clinical/Practicum Evaluation Tool**

Review the "Clinical/Practicum Evaluation Tool," located on the Student Success Center page under the MSN-HQS tab.

Learners will need to take a paper copy of the "Clinical/Practicum Evaluation Tool" (C/PET) to their preceptor/mentor during the first week of clinical/practicum and discuss the expectations and competencies that must be met. This C/PET will be used as a rubric during your Midterm and Final Clinical/Practicum Evaluations.

<https://ssc.gcu.edu/#/page/conhcp>

### **Code of Ethics for Nurses with Interpretative Statements**

Read the "Code of Ethics for Nurses with Interpretative Statements ANA Code of Ethics," from the *American Nurses Association* (2015).

<https://www.nursingworld.org/coe-view-only>

### **LopesWrite**

Refer to the LopesWrite webpage for guidance regarding assignments requiring submission to LopesWrite.

<https://support.gcu.edu/hc/en-us/articles/201277380-LopesWrite>

## **GCU Zoom Resources**

Use Zoom to complete your topic assignments, as directed.

To create your free account, use your GCU email and follow the instructions in the "Zoom User Guide: Getting Started with Zoom" document, located on the Course Material Support page of the Student Success Center. Use this document to assist you with using Zoom for your courses while you are a GCU student.

<https://ssc.gcu.edu/#/page/course-material-support>

## **GCU Library Nursing and Health Sciences Research Guide**

Refer to the "Nursing and Health Sciences" Research Guide, located on the GCU Library website, for library resources and information pertaining to nursing and health sciences.

<https://libguides.gcu.edu/Nursing>

## **Library Walkthrough Tutorial**

Refer to the "Library Walkthrough Tutorial," located on the Student Success Center, for instruction on how to access and navigate the library website and how to conduct efficient searches for articles and books.

<https://www.gcumedia.com/lms-resources/student-success-center/?mediaElement=87A13BAE-9FC3-E911-A1DC-005056BD7343>

## **GCU Library Academic Writing Guide**

Refer to the "Academic Writing" Research Guide, located on the GCU Library website, to find writing resources and tutorials.

<https://libguides.gcu.edu/writing>

## **GCU Library Evaluating Sources Guide**

Review the "Evaluating Sources" Research Guide, located on the GCU Library website, for information on defining and evaluating scholarly sources, academic journal quality, reading a scientific article, and other aspects of evaluating sources.

<https://libguides.gcu.edu/EvaluatingSources>

## **GCU Library Citing Sources in APA Research Guide**

Refer to the "Citing Sources in APA" Research Guide, located on the GCU Library website, for assistance with citing and referencing sources using APA formatting.

<https://libguides.gcu.edu/APA>

## **GCU Library Research Guides Home Page**

Refer to the "Research Guides" home page, located on the GCU Library website, for library resources and information.

<https://libguides.gcu.edu/Home>

## **Journal of Patient Safety**

Use content from *Journal of Patient Safety*, located in Topic Resources, to reference in discussion questions and assignments.

<https://lopes.idm.oclc.org/login?url=http://ovidsp.ovid.com.lopes.idm.oclc.org/ovidweb.cgi?T=JS&CSC=Y&NEWS=N&PAGE=fulltext&DBLINK=ovft%7c01209203-00000000-00000%7cFull+Text&D=ovft>

## **Topic 1: Clinical/Practicum Project Preparation**

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Objectives:

1. Outline time management strategies for clinical/practicum experience.
2. Discuss potential project ideas with preceptor.
3. Develop goals for the clinical/practicum project based on the QSEN competencies.

Oct 19, 2023 - Oct 25, 2023    Max Points: 35

## **Resources**

### **How a Time Management Audit Can Help Leaders Bring Order to Their Schedules**

Read "How a Time Management Audit Can Help Leaders Bring Order to Their Schedules," by Geisler, from *Healthcare Financial Management* (2020).

<https://lopes.idm.oclc.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=143623161&site=ehost-live&scope=site>

### **Set SMART Goals**

Read "Chapter 33: Set SMART Goals," by Cumberland, from *100 Things Productive People Do: Little Lessons in*

*Getting Things Done* (2022).

<https://lopes.idm.oclc.org/login?url=http://library.books24x7.com.lopes.idm.oclc.org/library.asp?%5eB&bookid=163492&chunkid=467649299&rowid=143>

## **QSEN Graduate Competencies (2012)**

Read "Graduate-Level QSEN Competencies: Knowledge, Skills and Attitudes," by QSEN Education Consortium, from American Association of Colleges of Nursing (2012).

<https://www.aacnursing.org/Portals/42/AcademicNursing/CurriculumGuidelines/Graduate-QSEN-Competencies.pdf>

## **Quality and Safety Education for Nurses**

Explore the Quality and Safety Education for Nurses website.

<https://qsen.org/>

## **Managing Your Time**

Read "Managing Your Time," by Becker, located on the Sage Knowledge website (2022).

<https://lopes.idm.oclc.org/login?url=https://sk-sagepub-com.lopes.idm.oclc.org/skills/student-success/pdwb/managing-your-time>

## **Creating S.M.A.R.T. Goals**

Read "Creating S.M.A.R.T. Goals" to assist in writing your own goals.

## **Welcome to Your HQS Practicum Video**

View the "Welcome to Your HQS Practicum Video," located on the Student Success Center.

<https://ssc.gcu.edu/#/page/conhcp/4947>

## **Setting Improvement Goals in Complex Systems**

Read "Chapter 8: Setting Improvement Goals in Complex Systems," by Spath, from *Applying Quality Management in Healthcare: A Systems Approach* (2022).

<https://lopes.idm.oclc.org/login?url=http://library.books24x7.com.lopes.idm.oclc.org/library.asp?%5eB&bookid=163132&chunkid=190098193&rowid=446>

## Assessments

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### Summary of Current Course Content Knowledge

Start Date & Time	Due Date & Time	Points
Oct 19, 2023, 12:00 AM	Oct 19, 2023, 11:59 PM	0

#### Assessment Description

Academic engagement through active participation in instructional activities related to the course objectives is paramount to your success in this course and future courses. Through interaction with your instructor and classmates, you will explore the course material and be provided with the best opportunity for objective and competency mastery. To begin this class, review the course objectives for each Topic, and then answer the following questions as this will help guide your instructor for course instruction.

1. Which weekly objectives do you have prior knowledge of and to what extent?
  2. Which weekly objectives do you have no prior knowledge of?
  3. What course-related topics would you like to discuss with your instructor and classmates? What questions or concerns do you have about this course?
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### Class Introductions

Start Date & Time	Due Date & Time	Points
Oct 19, 2023, 12:00 AM	Oct 21, 2023, 11:59 PM	0

#### Assessment Description

Take a moment to explore your new classroom and introduce yourself to your fellow classmates. What are you excited about learning? What do you think will be most challenging?

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### Topic 1 DQ 1

Start Date & Time	Due Date & Time	Points
Oct 19, 2023, 12:00 AM	Oct 21, 2023, 11:59 PM	5

#### Assessment Description

Visit the Quality and Safety Education for Nurses (QSEN) website, located in the topic Resources, and review the graduate competencies. Consider your current skills, strengths, and areas that need improvement according to these competencies. How will you integrate this knowledge into developing your clinical/practicum project?

Set four S.M.A.R.T. goals for this course: two related to time management and two related to your project (project goals must be based on QSEN competencies).

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## Preconference Acknowledgment Form

Start Date & Time	Due Date & Time	Points
Oct 19, 2023, 12:00 AM	Oct 25, 2023, 11:59 PM	10

### Assessment Description

Completion of this assignment requires the "Preconference Acknowledgement Form," located on the Student Success Center page under the MSN-HQS tab.

A preconference will occur prior to the start of the clinical/practicum experience. This conference is intended for the learner and preceptor/mentor to review course and learner-specific learning objectives: the roles, responsibilities, and expectations of the learner and preceptor/mentor during the clinical/practicum experience. All faculty and preceptor/mentor contact information will be given to each party by the learner. The learner will provide any course or program information that the preceptor/mentor requests. During this conference, the learner and preceptor/mentor will discuss clinical/practicum goals, including the project(s) that are to take place. Faculty will review submitted documents and approve proposed projects at this time. Faculty will also send an introductory email to preceptor/mentor.

In order to receive a passing grade in the course, all course evaluations must be completed by preceptors/mentors and submitted by learners. All learners must submit a completed midterm and final evaluation of individual performance by the preceptor/mentor, with ratings sufficient for a passing grade. Additionally, all clinical/practicum hours must be approved by the preceptor/mentor prior to the last day of class in order to pass the course.

Learners and preceptors/mentors will attest to meeting by signing the "Preconference Acknowledgment Form" and submitting it to the instructor using the assignment dropbox in the first week of class for approval of the proposed experiences.

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## Upload Field Experience Site Information Form

Start Date & Time	Due Date & Time	Points
Oct 19, 2023, 12:00 AM	Oct 25, 2023, 11:59 PM	10

### Assessment Description

Once you are assigned a preceptor/mentor:

1. Provide your selected preceptor/mentor with a copy of the GCU "Guidelines for Graduate Field Experiences" resource.
2. Submit the "Field Experience Site Information" form, located on the Student Success Center page under the MSN-HQS tab, in the assignment dropbox.

APA style is not required, but solid academic writing is expected.

You are not required to submit this assignment to LopesWrite.



## Topic 1 Participation

Start Date & Time	Due Date & Time	Points
Oct 19, 2023, 12:00 AM	Oct 25, 2023, 11:59 PM	10

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## Topic 2: Organizational Leadership

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Objectives:

1. Discuss how emotional intelligence can be beneficial to strategic planning.
2. Analyze how the strategic planning process can be used both in organizations and in the clinical/practicum project.

Oct 26, 2023 - Nov 1, 2023    Max Points: 15

### Resources

#### **Volume to Value in Healthcare: Personnel and Organizational Management**

Read "Volume to Value in Healthcare: Personnel and Organizational Management," by Nelson and Potter, from *International Journal of Caring Sciences* (2020).

<https://lopes.idm.oclc.org/login?url=https://www.proquest.com/scholarly-journals/volume-value-healthcare-personnel-organizational/docview/2480381683/se-2>

#### **Using a Strategy Process Framework to Support the Implementation of an Evidence-Based Practice Initiative to Improve Clinical Judgment of Newly Hired Nurses**

Read "Using a Strategy Process Framework to Support the Implementation of an Evidence-Based Practice Initiative to Improve Clinical Judgment of Newly Hired Nurses," by Stuffle and Embree, from *Journal of Continuing Education in Nursing* (2022).

<https://lopes.idm.oclc.org/login?url=http://ovidsp.ovid.com.lopes.idm.oclc.org/ovidweb.cgi?T=JS&CSC=Y&NEWS=N&PAGE=fulltext&AN=00004733-202253110-00004&LSLINK=80&D=ovft>

#### **The Role of Transformational Leaders in Managing the Strategic Planning Process**

Read "The Role of Transformational Leaders in Managing the Strategic Planning Process," by Harrison, from *Essentials of Strategic Planning in Healthcare* (2021).

<https://lopes.idm.oclc.org/login?url=http://library.books24x7.com.lopes.idm.oclc.org/library.asp?%5eB&bookid=163124&chunkid=436251365&rowid=236>

## HQ Solutions

Read Section 1:

- Introduction
- Healthcare Quality Leadership and Complex Systems
- Leadership Frameworks and Models
- Leadership and Organizational Culture
- Strategic Planning and Performance Excellence
- Organizational Infrastructure for Quality and Safety

## The Influence of Emotional Intelligence and Personal Styles of Dealing with Conflict on Strategic Decisions

Read "The Influence of Emotional Intelligence and Personal Styles of Dealing with Conflict on Strategic Decisions," by Alharbi and Alnoor, from PSU Research Review (2022).

<https://www.emerald.com/insight/content/doi/10.1108/PRR-08-2021-0040/full/html>

## Assessments

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### Topic 2 DQ 1

Start Date & Time	Due Date & Time	Points
Oct 26, 2023, 12:00 AM	Oct 28, 2023, 11:59 PM	5

#### Assessment Description

Discuss what emotional intelligence is and how it can be beneficial to strategic planning.

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### Topic 2 Participation

Start Date & Time	Due Date & Time	Points
Oct 26, 2023, 12:00 AM	Nov 1, 2023, 11:59 PM	10

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## Topic 3: Change Management

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Objectives:

1. Identify short- and long-term goals for the clinical/practicum project.
2. Evaluate various change models.

## Resources

### **The Three Numbers You Need to Know About Healthcare: The 60-30-10 Challenge**

Read "The Three Numbers You Need to Know About Healthcare: The 60-30-10 Challenge," by Braithwaite, Glasziou, and Westbrook, from *BMC Medicine* (2020).

<https://lopes.idm.oclc.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=a9h&AN=143018722&site=ehost-live&scope=site&custid=s8333196&groupid=main&profile=ehost>

### **A Shared Governance Approach to Nursing Documentation Redesign Using Kotter's Change Management Model**

Read "A Shared Governance Approach to Nursing Documentation Redesign Using Kotter's Change Management Model," by Lindsay, from *Nursing Management* (2023).

<https://lopes.idm.oclc.org/login?url=http://ovidsp.ovid.com.lopes.idm.oclc.org/ovidweb.cgi?T=JS&CSC=Y&NEWS=N&PAGE=fulltext&AN=00006247-202303000-00004&LSLINK=80&D=ovft>

### **The Need for Lean Health Care for Now and Beyond**

Read "The Need for Lean Health Care for Now and Beyond," by Meyer and Crain, from *Cost Management* (2022).

<https://lopes.idm.oclc.org/login?url=https://www.proquest.com/magazines/need-lean-health-care-now-beyond/docview/2756581658/se-2>

## HQ Solutions

Read Section 1:

- Change Management
- Diffusion of Innovation Model
- Healthcare Quality Leadership in the 21st Century
- Summary

## Change Management

Read "Change Management" in "Chapter 12 - Achieving Sustainable Performance," by Spath and DeVane, from *Introduction to Healthcare Quality Management* (2022).

## Assessments

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### Topic 3 DQ 1

Start Date & Time	Due Date & Time	Points
Nov 2, 2023, 12:00 AM	Nov 4, 2023, 11:59 PM	5

#### Assessment Description

Choose three change models to discuss. What are their similarities? What makes them different? Which model best fits your project? Provide your rationale.

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### Clinical/Practicum Journal 1

Start Date & Time	Due Date & Time	Points
Nov 2, 2023, 12:00 AM	Nov 8, 2023, 11:59 PM	40

#### Assessment Traits

 Requires LopesWrite

#### Assessment Description

Journaling provides a valuable tool for recording, reflecting on, and reviewing your learning. This approach provides an opportunity for you to "connect the dots" and observe the relationships between activities, interactions, and outcomes.

Unlike a personal journal of thoughts and feelings, this clinical/practicum journal is a record of your activities, assessments, and learning related to this academic experience.

Journal entries should include a record of the number of hours spent with your preceptor/mentor each week.

The "Quality Improvement and Patient Safety Clinical/Practicum Journal" template is required for this assignment.

Write a reflective journal entry of 750-1,500 words answering the following:

- Clinical/Practicum Activities Reflection: Provide observations and thoughts on the activities in your clinical/practicum setting since the beginning of the course.
- Health Care Quality and Patient Safety: What are the elements of the strategic planning process? How can this process benefit both health care organizations and your clinical/practicum project?
- Clinical/Practicum Project Preparation: Summarize your clinical/practicum project. Using the S.M.A.R.T. goal format, discuss the short- and long-term goals you have set for this project. Explain your rationale.
- Evidence: Find a current article related to something you have done in your clinical/practicum since the beginning of the course. Relate the article to your experience.

While APA style is not required for the body of this assignment, solid academic writing is expected, and

documentation of sources should be presented using APA formatting guidelines, which can be found in the APA Style Guide, located in the Student Success Center.

This assignment uses a rubric. Please review the rubric prior to beginning the assignment to become familiar with the expectations for successful completion.

You are required to submit this assignment to LopesWrite. A link to the LopesWrite technical support articles is located in Classroom Resources if you need assistance.

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### Topic 3 Participation

Start Date & Time	Due Date & Time	Points
Nov 2, 2023, 12:00 AM	Nov 8, 2023, 11:59 PM	10

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### Topic 4: Project Management

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Objectives:

1. Describe project management strategies.
2. Develop a project timeline.
3. Discuss the role of stakeholders in project support.
4. Describe the role of team leadership in successful project implementation.

Nov 9, 2023 - Nov 15, 2023    Max Points: 105

### Resources

#### How PMOs Can Scale a Change-Ready Culture

Read "How PMOs Can Scale a Change-Ready Culture," from *PM Network.com* (2023).

<https://lopes.idm.oclc.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=ofs&AN=161839312&site=ehost-live&scope=site&custid=s8333196&groupid=main&profile=ehost>

#### Project Management

Read "Chapter 6: Project Management," by Olson, McLaughlin, and Sharma, from *Healthcare Operations Management* (2022).

<https://lopes.idm.oclc.org/login?url=http://library.books24x7.com.lopes.idm.oclc.org/library.asp?%5eB&bookid=163143&chunkid=910948769&rowid=361>

## How AI Will Transform Project Management

Read "How AI Will Transform Project Management," by Nieto-Rodriguez and Viana Vargas, from *Harvard Business Review Digital Articles* (2023).

<https://lopes.idm.oclc.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=161930270&site=ehost-live&scope=site>

## Custom Connections: Recalibrating Engagement Strategies Can Help Keep Project Teams Running on All Cylinders

Read "Custom Connections: Recalibrating Engagement Strategies Can Help Keep Project Teams Running on All Cylinders," by Bishel, from *PM Network* (2019).

<https://search-ebscohost-com.lopes.idm.oclc.org/login.aspx?direct=true&db=bth&AN=135552209&site=ehost-live&scope=site>

## Managing the Schedule

Read "Managing the Schedule" in "Chapter 8 - Planning the Project - Schedule Management (Time Management)," by Fielding, from *How to Manage Projects: Essential Project Management Skills to Deliver On-Time, On-Budget Results* (2019).

<https://lopes.idm.oclc.org/login?url=http://library.books24x7.com.lopes.idm.oclc.org/library.asp?%5eB&bookid=145410&chunkid=293998663&rowid=279>

## Assessments

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### Topic 4 DQ 1

Start Date & Time	Due Date & Time	Points
Nov 9, 2023, 12:00 AM	Nov 11, 2023, 11:59 PM	5

#### Assessment Description


Investigate whether your clinical/practicum project will affect or be affected by any organizational, state, or federal accreditations and standards. Which ones? Do these cause a barrier to your project? (Do not forget standards of practice for different professions.)

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### Graphic Timeline

Start Date & Time	Due Date & Time	Points
Nov 9, 2023, 12:00 AM	Nov 15, 2023, 11:59 PM	65

## Assessment Traits

 Requires LopesWrite

### Assessment Description

The purpose of this assignment is to develop a graphic timeline for the implementation of your project. At a minimum, be sure to include the deadline or timeframe for your

- Project approval
- Needs assessment/gap analysis
- Education development
- Stakeholder education
- Implementation/go-live date
- Evaluation/assessment
- Reassessment

Include the roles and responsibilities of stakeholders in each implementation step. Be sure to provide sufficient detail.

APA style is not required, but solid academic writing is expected.

This assignment uses a rubric. Please review the rubric prior to beginning the assignment to become familiar with the expectations for successful completion.

You are required to submit this assignment to LopesWrite. A link to the LopesWrite technical support articles is located in Class Resources if you need assistance.

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### Lopes Activity Tracker Submission

Start Date & Time	Due Date & Time	Points
Nov 9, 2023, 12:00 AM	Nov 15, 2023, 11:59 PM	25

### Assessment Description

Download the electronic summary of your clinical/practicum experience from Lopes Activity Tracker. Save the file and submit it to the assignment dropbox. Submission is a requirement for course completion. In order to receive a passing grade in the course, learners are required to have met the required number of approved clinical/practicum hours by the end of the course. It is the learner's responsibility to remind the preceptor/mentor to regularly approve posted clinical/practicum hours.

This assignment uses a rubric. Please review the rubric prior to beginning the assignment to become familiar with the expectations for successful completion.

You are not required to submit this assignment to LopesWrite.

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### Topic 4 Participation

Start Date & Time	Due Date & Time	Points
Nov 9, 2023, 12:00 AM	Nov 15, 2023, 11:59 PM	10

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## Topic 5: Organizational Readiness

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Objectives:

1. Discuss how data supports quality improvement projects.
2. Evaluate the importance of transparency and accountability in health care.
3. Describe how to identify the need for a quality improvement or patient safety change.
4. Describe ways to prepare stakeholders for impending change.

Nov 16, 2023 - Nov 22, 2023    Max Points: 55

### Resources

#### **Towards an Interconnected Health Care System: How Can Interoperability and Transparency Get Us There?**

Read "Towards an Interconnected Health Care System: How Can Interoperability and Transparency Get Us There?" by Mandelbaum and Yeung, from *Journal of Health Care Compliance* (2022).

<https://lopes.idm.oclc.org/login?url=https://www.proquest.com/trade-journals/towards-interconnected-health-care-system-how-can/docview/2724915180/se-2>

#### **Data Speaks Volumes: Advancing Your Quality Improvement Initiatives**

Read "Data Speaks Volumes: Advancing Your Quality Improvement Initiatives," by Pelletier, from *Healthcare Executive* (2021).

<https://lopes.idm.oclc.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=151225002&site=ehost-live&scope=site>

### Frontline Leaders

Read "Chapter 5 - Frontline Leaders," by Toussaint, Barnas, and Adams, from *Becoming the Change: Leadership Behavior Strategies for Continuous Improvement in Healthcare* (2021).

<https://lopes.idm.oclc.org/login?url=http://library.books24x7.com.lopes.idm.oclc.org/library.asp?%5eB&bookid=151796&chunkid=640706902&rowid=182>

#### **Are You Using Data the Right Way? How Leaders Interpret Data Affects the Quality of Decision Making**

Read "Are You Using Data the Right Way? How Leaders Interpret Data Affects the Quality of Decision Making,"



by Bennett and Williams, from *Healthcare Executive* (2019).

<https://lopes.idm.oclc.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=ccm&AN=139227602&site=eds-live&scope=site&custid=s8333196&groupid=main&profile=eds>

## HQ Solutions

Read Section 2.

## Increasing Patient Safety in Hemodialysis Units by Improving Handoff Communication

Read "Increasing Patient Safety in Hemodialysis Units by Improving Handoff Communication," by McGrath, Elertson, and Morin, from *Nephrology Nursing Journal* (2020).

<https://lopes.idm.oclc.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=ccm&AN=146661792&site=ehost-live&scope=site&custid=s8333196&groupid=main&profile=ehost>

## Assessments

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### Topic 5 DQ 1

Start Date & Time	Due Date & Time	Points
Nov 16, 2023, 12:00 AM	Nov 18, 2023, 11:59 PM	5

#### Assessment Description

Change can be difficult for some. Describe techniques that can be used to prepare for an impending change. Use examples from your professional experience.

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### Clinical/Practicum Journal 2

Start Date & Time	Due Date & Time	Points
Nov 16, 2023, 12:00 AM	Nov 22, 2023, 11:59 PM	40

#### Assessment Traits

 Requires LopesWrite

#### Assessment Description

Journaling provides a valuable tool for recording, reflecting on, and reviewing your learning. This approach provides an opportunity for you to "connect the dots" and observe the relationships between activities,

interactions, and outcomes.

Unlike a personal journal of thoughts and feelings, this clinical/practicum journal is a record of your activities, assessments, and learning related to this academic experience.

Journal entries should include a record of the number of hours spent with your preceptor/mentor each week.

The "Quality Improvement and Patient Safety Clinical/Practicum Journal" template is required for this assignment.

Write a reflective journal entry of 750-1,500 words answering the following:

- Clinical/Practicum Activities Reflection: Provide observations and thoughts on the activities in your clinical/practicum setting since the previous journal assignment.
- Health Care Quality and Patient Safety: Why are transparency and accountability so important in health care? Discuss this from both the organization and leadership perspective.
- Clinical/Practicum Project Preparation: How did you identify the need for a patient safety or quality improvement change (your project)? Summarize the process and results of your specific needs assessment, including any tools used. What type of data was analyzed? How will this change improve health care quality and/or patient safety?
- Evidence: What role does data play in quality improvement?

While APA style is not required for the body of this assignment, solid academic writing is expected, and documentation of sources should be presented using APA formatting guidelines, which can be found in the APA Style Guide, located in the Student Success Center.

This assignment uses a rubric. Please review the rubric prior to beginning the assignment to become familiar with the expectations for successful completion.

You are required to submit this assignment to LopesWrite. A link to the LopesWrite technical support articles is located in [Class Resources](#) if you need assistance.

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## Topic 5 Participation

Start Date & Time	Due Date & Time	Points
Nov 16, 2023, 12:00 AM	Nov 22, 2023, 11:59 PM	10

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## Topic 6: Regulation and Accreditation

Objectives:

1. Determine how the clinical/practicum project affects or is affected by organizational, state, and federal accreditations and standards.

Nov 23, 2023 - Nov 29, 2023    Max Points: 15

## Resources

### A Hospital's Roadmap for Improving Nursing Excellence Using AACN's Healthy Work Environment Standards

Read "A Hospital's Roadmap for Improving Nursing Excellence Using AACN's Healthy Work Environment Standards," by Blake, Sandoval, Sangalang, Reyes, Anderson, and Hunt, from *AACN Advanced Critical Care* (2022).

<https://lopes.idm.oclc.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=ccm&AN=157259099&site=ehost-live&scope=site&custid=s8333196&groupid=main&profile=ehost>

## HQ Solutions

Read Section 3.

### Accreditation Can Drive Business Capacity

Read "Accreditation Can Drive Business Capacity," by Domingos, from *HME News* (2021).

<https://lopes.idm.oclc.org/login?url=https://www.proquest.com/trade-journals/accreditation-can-drive-business-capacity/docview/2517546638/se-2>

### The Business Case for Quality Improvement

Read "The Business Case for Quality Improvement," by Fischer and Davis, from *Journal of Perinatology* (2020).

<https://lopes.idm.oclc.org/login?url=https://www.proquest.com/scholarly-journals/business-case-quality-improvement/docview/2407308479/se-2?accountid=7374>

## Assessments

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### Topic 6 DQ 1

Start Date & Time	Due Date & Time	Points
Nov 23, 2023, 12:00 AM	Nov 25, 2023, 11:59 PM	5

#### Assessment Description

Investigate to learn if your clinical/practicum project will affect or be affected by any organizational, state, or federal accreditations and standards. Which ones? Do these cause a barrier to your project? Do not forget standards of practice for different professions.

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## Topic 6 Participation

Start Date & Time	Due Date & Time	Points
Nov 23, 2023, 12:00 AM	Nov 29, 2023, 11:59 PM	10

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## Topic 7: Patient Safety

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Objectives:

1. Determine how patient safety and systems thinking are interconnected.
2. Identify interprofessional stakeholders within a health care organization.
3. Align National Patient Safety Goals to the clinical/practicum project.

Nov 30, 2023 - Dec 6, 2023    Max Points: 55

## Resources

### HQ Solutions

Read Section 4:

- Introduction
- The Patient Safety Imperative
- Concepts, Principles, and Practices

### Seeing the Big Picture: Leadership and Systems Thinking to Ensure Quality and Safety

Read "Seeing the Big Picture: Leadership and Systems Thinking to Ensure Quality and Safety," by Dolansky, from *The Oklahoma Nurse* (2021). □

<https://lopes.idm.oclc.org/login?url=https://www.proquest.com/trade-journals/seeing-big-picture-leadership-systems-thinking/docview/2564586975/se-2>

### Donabedian and the Three Criteria for Quality

Read "Donabedian and the Three Criteria for Quality" in "Chapter 12 - Quality, Safety, Patient Experience and Value," by Harrison, from *Essentials of Strategic Planning in Healthcare* (2021).

<https://lopes.idm.oclc.org/login?url=http://library.books24x7.com.lopes.idm.oclc.org/library.asp?%5eB&bookid=163124&chunkid=659659771&rowid=951>

## The Role of the Nurse in Quality Improvement and Patient Safety

Read "The Role of the Nurse in Quality Improvement and Patient Safety," by Hickey and Giardino, from *Journal of Neurological and Neurosurgical Nursing* (2019).

<https://apcz.umk.pl/PNIN/article/view/38132/32088>

## Equity Is Essential to Patient Safety: Most Organizations Are Beginning the Journey

Read "Equity Is Essential to Patient Safety: Most Organizations Are Beginning the Journey," by Finkel, from *Healthcare Executive* (2023).

<https://lopes.idm.oclc.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=162451060&site=ehost-live&scope=site>

## Assessments

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### Topic 7 DQ 1

Start Date & Time	Due Date & Time	Points
Nov 30, 2023, 12:00 AM	Dec 2, 2023, 11:59 PM	5

#### Assessment Description

Discuss how systems thinking can be used to promote a culture of safety. Provide an example from your clinical/practicum site.

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### Clinical/Practicum Journal 3

Start Date & Time	Due Date & Time	Points
Nov 30, 2023, 12:00 AM	Dec 6, 2023, 11:59 PM	40

#### Assessment Traits

 Requires LopesWrite

#### Assessment Description

Journaling provides a valuable tool for recording, reflecting on, and reviewing your learning. This approach provides an opportunity for you to "connect the dots" and observe the relationships between activities, interactions, and outcomes.

Unlike a personal journal of thoughts and feelings, this clinical/practicum journal is a record of your activities, assessments, and learning related to this academic experience.

Journal entries should include a record of the number of hours spent with your preceptor/mentor each week.

The "Quality Improvement and Patient Safety Clinical/Practicum Journal" template is required for this assignment.

Write a reflective journal entry of 750-1,500 words answering the following:

- Clinical/Practicum Activities Reflection: Provide observations and thoughts on the activities in your clinical/practicum setting since the previous journal assignment.
- Health Care Quality and Patient Safety: Research the National Patient Safety Goals set by AHRQ. Identify and discuss at least two your project will address.
- Clinical/Practicum Project Preparation: With any project implementation, you will need to collaborate with an interprofessional team of stakeholders. Who are the stakeholders involved in your project? How are they involved? What role do they play in project support?
- Evidence: Find a current article related to something you have done in your clinical/practicum since the previous journal assignment. Relate the article to your experience.

While APA style is not required for the body of this assignment, solid academic writing is expected, and documentation of sources should be presented using APA formatting guidelines, which can be found in the APA Style Guide, located in the Student Success Center.

This assignment uses a rubric. Please review the rubric prior to beginning the assignment to become familiar with the expectations for successful completion.

You are required to submit this assignment to LopesWrite. A link to the LopesWrite technical support articles is located in [Class Resources](#) if you need assistance.

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## Topic 7 Participation

Start Date & Time	Due Date & Time	Points
Nov 30, 2023, 12:00 AM	Dec 6, 2023, 11:59 PM	10

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## Topic 8: Evaluation and Improvement

Objectives:

1. Discuss the importance of mindfulness in high-reliability organizations.
2. Determine a risk that might be mitigated by the clinical/practicum project.
3. Evaluate evidence-based patient safety tools.

Dec 7, 2023 - Dec 13, 2023    Max Points: 175

## Resources

### HQ Solutions

Read Section 4:

- Leadership
- Tools and Techniques
- Evaluating and Improving Patient Safety
- Patient Safety and the Learning Organization
- Transforming Patient Safety in the 21st Century
- Summary

## From Awareness to Action: Assessing for Human Trafficking in Primary Care

Read "From Awareness to Action: Assessing for Human Trafficking in Primary Care," by Stevens and Dinkel, from *The Journal for Nurse Practitioners* (2021).

<https://lopes.idm.oclc.org/login?url=https://www.proquest.com/scholarly-journals/awareness-action-assessing-human-trafficking/docview/2516208074/se-2?accountid=7374>

## Improving Patient Safety

Read "Improving Patient Safety" in "Chapter 8 - Improving Patient Safety," by Spath and DeVane, from *Introduction to Healthcare Quality Management* (2022).

<https://lopes.idm.oclc.org/login?url=http://library.books24x7.com.lopes.idm.oclc.org/library.asp?%5eB&bookid=163623&chunkid=512010893&rowid=588>

## Improving Long-Term Care Services: Insights From High-Reliability Organizations

Read "Improving Long-Term Care Services: Insights From High-Reliability Organizations," by Memar Zadeh and Haggerty, from *Leadership in Health Services* (2022).

<https://www-emerald-com.lopes.idm.oclc.org/insight/content/doi/10.1108/LHS-07-2021-0064/full/html>

## Assessments

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### Topic 8 DQ 1

Start Date & Time	Due Date & Time	Points
Dec 7, 2023, 12:00 AM	Dec 9, 2023, 11:59 PM	5

#### Assessment Description

Discuss three evidence-based patient safety tools (e.g., PDSA model). Provide examples of when each would be used. Which tool would be the most appropriate to implement and evaluate the effectiveness of your project?

## Level of Risk in Practicum Project

Start Date & Time	Due Date & Time	Points
Dec 7, 2023, 12:00 AM	Dec 13, 2023, 11:59 PM	65

### Assessment Traits

 Requires LopesWrite

### Assessment Description

The purpose of this assignment is to assess the level of risk for the issue of focus in the practicum project and to determine if the practicum site is a high-reliability organization.

Include the following in a 1,000-1,250-word paper:

- Briefly describe your quality/safety improvement project.
- Assess the 13 categories of enterprise risk management, as mentioned by Pelletier and Beaudin in the textbook. Provide the rationale why each category does or does not apply to your project.
- Describe how the practicum project will help to mitigate one or more of these risks.
- Discuss what a high-reliability organization is.
- Describe why it is important for high-reliability organizations to be mindful.
- Explain whether the practicum site is a high-reliability organization. Provide your rationale.

APA format is not required for the body of this assignment, but solid academic writing is expected. All citations and references must be written in APA format.

This assignment uses a rubric. Please review the rubric prior to beginning the assignment to become familiar with the expectations for successful completion.

You are required to submit this assignment to [LopesWrite](#). A link to the [LopesWrite](#) technical support articles is located in [Class Resources](#) if you need assistance.

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## Lopes Activity Tracker Submission

Start Date & Time	Due Date & Time	Points
Dec 7, 2023, 12:00 AM	Dec 13, 2023, 11:59 PM	25

### Assessment Description

Download the electronic summary of your clinical/practicum experience from Lopes Activity Tracker. Save the file and submit it to the assignment dropbox. Submission is a requirement for course completion. In order to receive a passing grade in the course, learners are required to have met the required number of approved clinical/practicum hours by the end of the course. It is the learner's responsibility to remind the preceptor/mentor to regularly approve posted clinical/practicum hours.

This assignment uses a rubric. Please review the rubric prior to beginning the assignment to become familiar with the expectations for successful completion.

You are not required to submit this assignment to LopesWrite.

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## Midterm Clinical/Practicum Evaluation of Learner by Preceptor/Mentor



Start Date & Time	Due Date & Time	Points
Dec 7, 2023, 12:00 AM	Dec 13, 2023, 11:59 PM	60

#### Assessment Description

The preceptor/mentor will perform a midterm evaluation of the learner with the faculty. The preceptor/mentor will input the evaluation content into ThunderTime. The learner will access the evaluation in Lopes Activity Tracker and upload the evaluation to assignment dropbox after meeting with the preceptor/mentor to discuss the midterm evaluation. Any learner who scores "Below Expectations" or "Unacceptable" at midterm will meet with the faculty and preceptor/mentor to complete a remediation success plan.

Submission of this assignment with sufficient ratings for a passing grade is required to receive a final grade in the course.

Failure to submit the required midterm evaluation in a timely manner can result in a nonpassing grade regardless of the letter grade received on other assignments submitted in the course

This assignment uses a rubric. Please review the rubric prior to beginning the assignment to become familiar with the expectations for successful completion.

You are not required to submit this assignment to LopesWrite.

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### Midterm Evaluation Conference

Start Date & Time	Due Date & Time	Points
Dec 7, 2023, 12:00 AM	Dec 13, 2023, 11:59 PM	10

#### Assessment Traits

 In Person

#### Assessment Description

The preceptor/mentor will hold a midterm conference with the faculty. The preceptor/mentor and the faculty will discuss the items on the midterm evaluation in reference to the learner as well as the learner's overall performance. This is an opportunity for the preceptor/mentor and the faculty to discuss successes, concerns, and/or answer any questions.

Completion of this assignment is required to receive a final grade in the course.

The learner is NOT responsible for submitting anything to the dropbox for this assignment.

This assignment uses a rubric. Please review the rubric prior to beginning the assignment to become familiar with the expectations for successful completion.

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### Topic 8 Participation

Start Date & Time	Due Date & Time	Points
Dec 7, 2023, 12:00 AM	Dec 13, 2023, 11:59 PM	10

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## Topic 9: Interprofessional Communication

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Objectives:

1. Explain the importance of interprofessional collaboration.
2. Create a communication plan for project stakeholders.
3. Describe conflict resolution management in an interprofessional setting.
4. Discuss how emotional intelligence affects communication.

Dec 14, 2023 - Dec 20, 2023    Max Points: 55

### Resources

#### Addressing Fear of Conflict

Read "Addressing Fear of Conflict," by Hofmann and Nelson, from *Managing Healthcare Ethically, Vol. 1: Leadership Roles and Responsibilities* (2022).

<https://lopes.idm.oclc.org/login?url=http://library.books24x7.com.lopes.idm.oclc.org/library.asp?%5eB&bookid=163140&chunkid=440111581&rowid=62>

#### Combating Toxic Work Culture Starts With Conflict Resolution

Read "Combating Toxic Work Culture Starts With Conflict Resolution," by Hobsbawm, from *Bloomberg.com* (2022).

<https://lopes.idm.oclc.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=160068105&site=ehost-live&scope=site&custid=s8333196&groupid=main&profile=ehost>

#### Collaborate With Stakeholders

Read "1.9 Collaborate With Stakeholders," by Griffiths, from *PM Illustrated: A Visual Learner's Guide to Project Management* (2021).

<https://lopes.idm.oclc.org/login?url=http://library.books24x7.com.lopes.idm.oclc.org/library.asp?%5eB&bookid=163684&chunkid=664870737&rowid=777>

#### Quality Improvement: Assessing Your Clinical Microsystem

Read "Quality Improvement: Assessing Your Clinical Microsystem," by Thomas, from *Nephrology Nursing Journal* (2022).

<https://lopes.idm.oclc.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=ccm&AN=156612054&site=ehost-live&scope=site>

## Trust and Communication Satisfaction as Mediators in the Relationship Between Emotional Intelligence and Work-Related Outcomes: A Conceptual Framework

Read "Trust and Communication Satisfaction as Mediators in the Relationship Between Emotional Intelligence and Work-Related Outcomes: A Conceptual Framework," by Alsayed, from *International Journal of Contemporary Management and Information Technology* (2022).

<https://ijcmit.com/wp-content/uploads/2022/01/Alsayed-2022.pdf>

## Assessments

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### Topic 9 DQ 1

Start Date & Time	Due Date & Time	Points
Dec 14, 2023, 12:00 AM	Dec 16, 2023, 11:59 PM	5

#### Assessment Description

Discuss how an effective leader would facilitate conflict resolution in an interprofessional team setting. What role does emotional intelligence play in effective communication?

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### Clinical/Practicum Journal 4

Start Date & Time	Due Date & Time	Points
Dec 14, 2023, 12:00 AM	Dec 20, 2023, 11:59 PM	40

#### Assessment Traits

 Requires LopesWrite

#### Assessment Description

Journaling provides a valuable tool for recording, reflecting on, and reviewing your learning. This approach provides an opportunity for you to "connect the dots" and observe the relationships between activities, interactions, and outcomes.

Unlike a personal journal of thoughts and feelings, this clinical/practicum journal is a record of your activities, assessments, and learning related to this academic experience.

Journal entries should include a record of the number of hours spent with your preceptor/mentor each week.

The "Quality Improvement and Patient Safety Clinical/Practicum Journal" template is required for this assignment.

Write a reflective journal entry of 750-1,500 words answering the following:

- Clinical/Practicum Activities Reflection: Provide observations and thoughts on the activities in your clinical/practicum setting since the previous journal assignment.
- Health Care Quality and Patient Safety: Describe the importance of interprofessional collaboration in health care.
- Clinical/Practicum Project Preparation: Prepare a communication plan for your stakeholders, referring to the timeline you made in Topic 4. Include education, implementation, and evaluation communication points.
- Evidence: Find a current article related to something you have done in your clinical/practicum since the previous journal assignment. Relate the article to your experience.

APA format is not required for the body of this assignment, but solid academic writing is expected. All citations and references must be written in APA format.

This assignment uses a rubric. Please review the rubric prior to beginning the assignment to become familiar with the expectations for successful completion.

You are required to submit this assignment to LopesWrite. A link to the LopesWrite technical support articles is located in Class Resources if you need assistance.

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## Topic 9 Participation

Start Date & Time	Due Date & Time	Points
Dec 14, 2023, 12:00 AM	Dec 20, 2023, 11:59 PM	10

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## Topic 10: Process Improvement Approaches

Objectives:

1. Compare historical perspectives on health care quality to current approaches.
2. Determine your clinical/practicum organization's plan for process improvement.

Dec 21, 2023 - Dec 27, 2023    Max Points: 15

## Resources

### Tools to Assist With Reorganization or Process Improvement

Read "Tools to Assist With Reorganization or Process Improvement" in "Chapter 15 - Process and Quality Improvement and the Effect on Reorganization," by Dunn, from *Dunn and Haimann's Healthcare Management* (2021).

<https://lopes.idm.oclc.org/login?url=http://library.books24x7.com/lopes.idm.oclc.org/library.asp?%5eB&bookid=163128&chunkid=923985161&rowid=839>

## HQ Solutions

Read Section 5:

- Introduction
- Evolution of Performance Improvement
- Healthcare Quality Movement into the 21st Century
- Performance Improvement Approaches
- Performance Management and Organizational Strategy

## Chapter 11 - Process Improvement and Patient Flow

Read "Chapter 11 - Process Improvement and Patient Flow," by Olson, McLaughlin, and Sharma, from *Healthcare Operations Management* (2022).

<https://lopes.idm.oclc.org/login?url=http://library.books24x7.com.lopes.idm.oclc.org/library.asp?%5eB&bookid=163143&chunkid=440341804&rowid=800>

## Chapter 1 - Overview of Healthcare Quality

Read "Chapter 1 - Overview of Healthcare Quality," by Joshi, Ransom, Ransom, and Nash, from *The Healthcare Quality Book: Vision, Strategy, and Tools* (2022).

<https://lopes.idm.oclc.org/login?url=http://library.books24x7.com.lopes.idm.oclc.org/library.asp?%5eB&bookid=163622&chunkid=269647583&rowid=23>

## Assessments

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### Topic 10 DQ 1

Start Date & Time	Due Date & Time	Points
Dec 21, 2023, 12:00 AM	Dec 23, 2023, 11:59 PM	5

#### Assessment Description

Organizations tend to follow a preferred quality improvement process. Describe the plan for process improvement at your clinical/practicum organization. Discuss how one of the early pioneers of quality improvement has influenced the way quality improvement is viewed at your clinical/practicum site today.

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### Topic 10 Participation

Start Date & Time	Due Date & Time	Points
Dec 21, 2023, 12:00 AM	Dec 27, 2023, 11:59 PM	10

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## Topic 11: Monitoring and Process Improvement Tools

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Objectives:

1. Compare quality process improvement tools.
2. Discuss the training needed prior to project implementation.

Dec 28, 2023 - Jan 3, 2024    Max Points: 55

### Resources

#### HQ Solutions Chapters

Read Section 5:

- Performance Monitoring and Evaluation
- Performance Improvement Tools
- Leading Organization Change and Excellence
- Aligning Rewards to Support Quality
- Recognition and Quality Awards
- Education and Training in a Learning Organization
- Summary

#### Chapter 6 - Performance Improvement Tools

Read "Chapter 6 - Performance Improvement Tools," by Spath and DeVane, from *Introduction to Healthcare Quality Management* (2022).

<https://lopes.idm.oclc.org/login?url=http://library.books24x7.com.lopes.idm.oclc.org/library.asp?%5eB&bookid=163623&chunkid=950499364&rowid=434>

#### Monitoring Performance

Read "Monitoring Performance" in "Chapter 9 - Achieving Reliable Quality and Safety," by Spath and DeVane, from *Introduction to Healthcare Quality Management* (2022).

<https://lopes.idm.oclc.org/login?url=http://library.books24x7.com.lopes.idm.oclc.org/library.asp?%5eB&bookid=163623&chunkid=725353627&rowid=685>

#### Addressing User Resistance Would Have Prevented a Healthcare AI Project Failure

Read "Addressing User Resistance Would Have Prevented a Healthcare AI Project Failure," by Reis, Maier, Mattke, Creutzenberg, and Weitzel, from *MIS Quarterly Executive* (2022).

<https://lopes.idm.oclc.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=bth&AN=147658495&site=ehost-live&scope=site>

## Assessments

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### Topic 11 DQ 1

Start Date & Time	Due Date & Time	Points
Dec 28, 2023, 12:00 AM	Dec 30, 2023, 11:59 PM	5

#### Assessment Description

What level of stakeholders must receive education and training when a quality improvement project is put into place? Explain your rationale and provide an example.

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### Clinical/Practicum Journal 5

Start Date & Time	Due Date & Time	Points
Dec 28, 2023, 12:00 AM	Jan 3, 2024, 11:59 PM	40

#### Assessment Traits

 Requires LopesWrite

#### Assessment Description

Journaling provides a valuable tool for recording, reflecting on, and reviewing your learning. This approach provides an opportunity for you to "connect the dots" and observe the relationships between activities, interactions, and outcomes.

Unlike a personal journal of thoughts and feelings, this clinical/practicum journal is a record of your activities, assessments, and learning related to this academic experience.

Journal entries should include a record of the number of hours spent with your preceptor/mentor each week.

The "Quality Improvement and Patient Safety Clinical/Practicum Journal" template is required for this assignment.

Write a reflective journal entry of 750-1,500 words answering the following:

- Clinical/Practicum Activities Reflection: Provide observations and thoughts on the activities in your clinical/practicum setting since the previous journal assignment.
- Health Care Quality and Patient Safety: Compare and contrast three quality process improvement tools. Which one is most applicable to your project?
- Clinical/Practicum Project Preparation: Discuss what type of staff development is necessary for your project. Will this be one-time or ongoing? How will you ensure it is completed?
- Evidence: Find a current article related to something you have done in your clinical/practicum since the

previous journal assignment. Relate the article to your experience.

APA format is not required for the body of this assignment, but solid academic writing is expected. All citations and references must be written in APA format.

This assignment uses a rubric. Please review the rubric prior to beginning the assignment to become familiar with the expectations for successful completion.

You are required to submit this assignment to LopesWrite. A link to the LopesWrite technical support articles is located in Class Resources if you need assistance.

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## Topic 11 Participation

Start Date & Time	Due Date & Time	Points
Dec 28, 2023, 12:00 AM	Jan 3, 2024, 11:59 PM	10

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## Topic 12: Implementation

Objectives:

1. Determine processes to measure successful outcomes after project implementation.
2. Determine the existing or potential barriers faced during project implementation.

Jan 4, 2024 - Jan 10, 2024    Max Points: 40

## Resources

### Integrating a Reflective Learning Activity to Ensure Quality Improvement Project Success

Read "Integrating a Reflective Learning Activity to Ensure Quality Improvement Project Success," by Davey, Dolansky, Harris, and Singh, from *Nursing Education Perspectives* (2020).

<https://lopes.idm.oclc.org/login?url=http://ovidsp.ovid.com.lopes.idm.oclc.org/ovidweb.cgi?T=JS&CSC=Y&NEWS=N&PAGE=fulltext&AN=00024776-202009000-00028&LSLINK=80&D=ovft>

### Using the Quality Improvement (QI) Tool Failure Modes and Effects Analysis (FMEA) to Examine Implementation Barriers to Common Workflows in Integrated Pediatric Care

Read "Using the Quality Improvement (QI) Tool Failure Modes and Effects Analysis (FMEA) to Examine Implementation Barriers to Common Workflows in Integrated Pediatric Care," by Tamene, Morris, Feinberg, and Bair-Merritt, from *Clinical Practice in Pediatric Psychology* (2020).

<https://lopes.idm.oclc.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=pdh&AN=2020-70172-007&site=ehost->



## Effects of Practice Turnover on Primary Care Quality Improvement Implementation

Read "Effects of Practice Turnover on Primary Care Quality Improvement Implementation," by Baron et al., from *American Journal of Medical Quality* (2020).

<https://lopes.idm.oclc.org/login?url=http://ovidsp.ovid.com/lopes.idm.oclc.org/ovidweb.cgi?T=JS&CSC=Y&NEWS=N&PAGE=fulltext&AN=00008488-202001000-00002&LSLINK=80&D=ovft>

## Quality Improvement Engagement: Barriers and Facilitators

Read "Quality Improvement Engagement: Barriers and Facilitators," by Blok, Alexander, Tschannen, and Milner, from *Nursing Management* (2022).

<https://lopes.idm.oclc.org/login?url=http://ovidsp.ovid.com/lopes.idm.oclc.org/ovidweb.cgi?T=JS&CSC=Y&NEWS=N&PAGE=fulltext&AN=00006247-202203000-00005&LSLINK=80&D=ovft>

## Assessments

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### Topic 12 DQ 1

Start Date & Time	Due Date & Time	Points
Jan 4, 2024, 12:00 AM	Jan 6, 2024, 11:59 PM	5

#### Assessment Description

In the frame of your project, what will successful outcomes be? What measures are you putting into place to measure your outcomes? In other words, how will you know your project is successful?

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### Lopes Activity Tracker Submission

Start Date & Time	Due Date & Time	Points
Jan 4, 2024, 12:00 AM	Jan 10, 2024, 11:59 PM	25

#### Assessment Description

Download the electronic summary of your clinical/practicum experience from Lopes Activity Tracker. Save the file and submit it to the assignment dropbox. Submission is a requirement for course completion. In order to receive a passing grade in the course, learners are required to have met the required number of approved clinical/practicum hours by the end of the course. It is the learner's responsibility to remind the preceptor/mentor to regularly approve posted clinical/practicum hours.

This assignment uses a rubric. Please review the rubric prior to beginning the assignment to become familiar

with the expectations for successful completion.

You are not required to submit this assignment to LopesWrite.

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## Topic 12 Participation

Start Date & Time	Due Date & Time	Points
Jan 4, 2024, 12:00 AM	Jan 10, 2024, 11:59 PM	10

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## Topic 13: Implementation - Continued

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Objectives:

1. Determine the costs of change implementation.
2. Describe ethical principles in the health care setting.
3. Analyze personal ethics and values as they apply to the health care setting.

Jan 11, 2024 - Jan 17, 2024    Max Points: 55

## Resources

### Statement on the Integration of Faith and Work

Read the "Statement on the Integration of Faith and Work" from Grand Canyon University's One Foundation (2015).

<https://www.gcu.edu/sites/default/files/media/Documents/Statement-IFLW.pdf>

### Using Quality Improvement Methodology to Reduce Costs While Improving Efficiency and Provider Satisfaction in a Busy, Academic Musculoskeletal Radiology Division

Read "Using Quality Improvement Methodology to Reduce Costs While Improving Efficiency and Provider Satisfaction in a Busy, Academic Musculoskeletal Radiology Division," by Baccei, Henderson, Lo, and Reynolds, from *Journal of Medical Systems* (2020).

<https://lopes.idm.oclc.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=ccm&AN=143571476&site=ehost-live&scope=site&custid=s8333196&groupid=main&profile=ehost>

### Cost of Quality

Read "Cost of Quality" in "Chapter 9 - Quality Improvement in Healthcare," by Olson, McLaughlin, and Sharma, Page 34

from *Healthcare Operations Management* (2022).

<https://lopes.idm.oclc.org/login?url=http://library.books24x7.com.lopes.idm.oclc.org/library.asp?%5eB&bookid=163143&chunkid=801739341&rowid=634>

## The Case for a COQ Project

Read "The Case for a COQ Project," by Dawson and Quintenz, from *MLO: Medical Laboratory Observer* (2019).

<https://search-ebSCOhost-com.lopes.idm.oclc.org/login.asp?direct=true&db=ccm&AN=138273278&site=ehost-live&scope=site>

## What is the Cost of Quality?

Read "What is the Cost of Quality?" in "Chapter 24 - Clinical Quality," by Burandt, Rider, and Papavaritis, from *ATD Talent Development and Training in Healthcare Handbook* (2022).

<https://lopes.idm.oclc.org/login?url=http://library.books24x7.com.lopes.idm.oclc.org/library.asp?%5eB&bookid=158585&chunkid=975073073&rowid=642>

## The Electronic Health Record, Activity-Based Approach for Measuring Nursing Care Value and Costs: A Quality Improvement Project

Read "The Electronic Health Record, Activity-Based Approach for Measuring Nursing Care Value and Costs: A Quality Improvement Project," by Diehl, Moore, Islim, Passow, Apgar, and Shever-Doletzky, from *Nursing Economic\$* (2022).

<https://lopes.idm.oclc.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=a9h&AN=160273518&site=ehost-live&scope=site&custid=s8333196&groupid=main&profile=ehost>

## Bridging the Racial Divide: Nurses Leading by Christ's Example

Read "Bridging the Racial Divide: Nurses Leading by Christ's Example," by Dockery, from *Journal of Christian Nursing* (2022).

<https://lopes.idm.oclc.org/login?url=http://ovidsp.ovid.com.lopes.idm.oclc.org/ovidweb.cgi?T=JS&CSC=Y&NEWS=N&PAGE=fulltext&AN=00005217-202207000-00012&LSLINK=80&D=ovft>

## Assessments

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### Topic 13 DQ 1

Start Date & Time	Due Date & Time	Points
Jan 11, 2024, 12:00 AM	Jan 13, 2024, 11:59 PM	5

### Assessment Description

Describe how personal values and a Christian worldview may influence ethical decision-making. Provide professional examples.

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## Clinical/Practicum Journal 6

Start Date & Time	Due Date & Time	Points
Jan 11, 2024, 12:00 AM	Jan 17, 2024, 11:59 PM	40

### Assessment Traits

 Requires LopesWrite

### Assessment Description

Journaling provides a valuable tool for recording, reflecting on, and reviewing your learning. This approach provides an opportunity for you to "connect the dots" and observe the relationships between activities, interactions, and outcomes.

Unlike a personal journal of thoughts and feelings, this clinical/practicum journal is a record of your activities, assessments, and learning related to this academic experience.

Journal entries should include a record of the number of hours spent with your preceptor/mentor each week.

The "Quality Improvement and Patient Safety Clinical/Practicum Journal" template is required for this assignment.

Write a reflective journal entry of 750-1,500 words answering the following:

- Clinical/Practicum Activities Reflection: Provide observations and thoughts on the activities in your clinical/practicum setting since the previous journal assignment.
- Health Care Quality and Patient Safety: There are many different things that determine cost when implementing change. What cost factors should be reviewed prior to change implementation?
- Clinical/Practicum Project Preparation: What actual and potential barriers are you facing with your project implementation? How do you plan to challenge these?
- Interprofessional Collaboration: Identify an ethical dilemma that is likely to be found in the health care setting. Describe how ethical principles are used by interprofessional teams to facilitate resolutions.

APA format is not required for the body of this assignment, but solid academic writing is expected. All citations and references must be written in APA format.

This assignment uses a rubric. Please review the rubric prior to beginning the assignment to become familiar with the expectations for successful completion.

You are required to submit this assignment to LopesWrite. A link to the LopesWrite technical support articles is located in Class Resources if you need assistance.

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## Topic 13 Participation

Start Date & Time	Due Date & Time	Points
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## Topic 14: Data Collection and Tracking

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Objectives:

1. Evaluate tools used to analyze project data.
2. Discuss the importance of data-driven decision-making in quality improvement.

Jan 18, 2024 - Jan 24, 2024 Max Points: 15

### Resources

#### **Meaningful Detection: Health Care Organizations Are Increasingly Looking to the Promise of Predictive Analytics and Data Science to Improve Patient Outcomes**

Read "Meaningful Detection: Health Care Organizations Are Increasingly Looking to the Promise of Predictive Analytics and Data Science to Improve Patient Outcomes," by Chavis, from *For The Record* (2019).

<https://search-ebcsohost-com.lopes.idm.oclc.org/login.aspx?direct=true&db=ccm&AN=139123986&site=ehost-live&scope=site>

#### **A Community Medical Center Data-Driven Staffing Model: A Quality Improvement Project**

Read "A Community Medical Center Data-Driven Staffing Model: A Quality Improvement Project," by Crabtree and Leh, from *Nursing Economic\$* (2022).

<https://lopes.idm.oclc.org/login?url=http://ovidsp.ovid.com.lopes.idm.oclc.org/ovidweb.cgi?T=JS&CSC=Y&NEWS=N&PAGE=fulltext&AN=00006073-202211000-00004&LSLINK=80&D=ovft>

### HQ Solutions

Read Section 6.

### Statistical Tools for Quality Improvement

Read "Chapter 4 - Statistical Tools for Quality Improvement," by Balestracci, from *The Healthcare Quality Book: Vision, Strategy, and Tools* (2022).

<https://lopes.idm.oclc.org/login?url=http://library.books24x7.com.lopes.idm.oclc.org/library.asp?%5eB&bookid=163622&chunkid=349564476&rowid=363>

## A Theoretical Model of Health Management Using Data-Driven Decision-Making: The Future of Precision Medicine and Health

Read "A Theoretical Model of Health Management Using Data-Driven Decision-Making: The Future of Precision Medicine and Health," by Kriegova, Kudelka, Radvansky, and Gallo, from *Journal of Translational Medicine* (2021).

<https://lopes.idm.oclc.org/login?url=https://www.proquest.com/scholarly-journals/theoretical-model-health-management-using-data/docview/2491325137/se-2>

### Assessments

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#### Topic 14 DQ 1

Start Date & Time	Due Date & Time	Points
Jan 18, 2024, 12:00 AM	Jan 20, 2024, 11:59 PM	5

#### Assessment Description

Describe what tools would be best to analyze your project's data for effectiveness. How does data-driven decision-making affect quality?

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#### Topic 14 Participation

Start Date & Time	Due Date & Time	Points
Jan 18, 2024, 12:00 AM	Jan 24, 2024, 11:59 PM	10

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### Topic 15: Evaluation

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Objectives:

1. Evaluate the clinical/practicum project.
2. Reflect on the clinical/practicum experience.

Jan 25, 2024 - Jan 31, 2024    Max Points: 215

### Resources

## Gender Affirming Sexual Assault Nurse Examiner Care: A Program Evaluation and Quality Improvement Project at a Community-Based Rape Crisis Center

Read "Gender Affirming Sexual Assault Nurse Examiner Care: A Program Evaluation and Quality Improvement Project at a Community-Based Rape Crisis Center," by Mackler, Williams, and Sharpe, from *Journal of Forensic Nursing* (2023).

<https://lopes.idm.oclc.org/login?url=http://ovidsp.ovid.com.lopes.idm.oclc.org/ovidweb.cgi?T=JS&CSC=Y&NEWS=N&PAGE=fulltext&D=ovft&AN=01263942-900000000-99785&PDF=y>

## Reflective Practice and Faith Integration: An Example From Psychology That Can Be Applied Across Disciplines

Read "Reflective Practice and Faith Integration: An Example From Psychology That Can Be Applied Across Disciplines," by Baucke and Seifert, from *Perspectives on Science and Christian Faith* (2022).

<https://lopes.idm.oclc.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=rh&AN=ATLAIiGW7220912000001&site=ehost-live&scope=site>

## GCU Library Public Speaking and Presentations Guide

Review the "Public Speaking and Presentations" Research Guide, located on the GCU Library website, for assistance on the "Benchmark - Final Project Presentation and Video" assignment.

<https://libguides.gcu.edu/PublicSpeaking>

## Through the Looking Glass: The Rabbit Hole of Reflective Practice

Read "Through the Looking Glass: The Rabbit Hole of Reflective Practice," by Mahon and O'Neill, from *British Journal of Nursing* (2020).

<https://lopes.idm.oclc.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=ccm&AN=144505140&site=eds-live&scope=site&custid=s8333196&groupid=main&profile=eds1>

## Assessments

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### Topic 15 DQ 1

Start Date & Time	Due Date & Time	Points
Jan 25, 2024, 12:00 AM	Jan 27, 2024, 11:59 PM	5

Assessment Description


Discuss how the actual outcomes of your project compare to those you expected to receive when you began. How do they compare to the evidence you found?

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## Benchmark - Final Project Presentation and Video

Start Date & Time	Due Date & Time	Points
Jan 25, 2024, 12:00 AM	Jan 31, 2024, 11:59 PM	130

### Assessment Traits

 Requires LopesWrite

 Benchmark

### Assessment Description

Throughout your clinical/practicum experience, you have been designing and implementing a quality or safety improvement project.

The purpose of this assignment is to develop a professional presentation that will review and reflect on your clinical/practicum project. Use PowerPoint, Zoom, Prezi, or another application to record your presentation with audio, and then upload it to a video-hosting site such as YouTube or Vimeo. Prior to recording your video, make sure you practice your presentation skills.

### **You will submit only a Word Document with the link to your video.**

Include the following elements:

- Identify your site/organization.
- Describe the needs assessment results or how you identified quality and safety improvement opportunities.
- Identify the project topic.
- Describe the project goals.
- What evaluation strategies were developed to monitor and modify the project?
- What was the project outcome (or anticipated outcome if not implemented)?
- How was your project received by stakeholders?
- If you implemented your project, how will it be sustained? If it is not sustainable, how will the one-time implementation make a difference?
- If you did not implement your project, how did you perform a hand-off for the next steps?
- What were the professional goals you set for yourself and the QSEN competencies you hoped to achieve?
- Ultimately, what did you learn from this project?

Include an additional slide for References at the end.

Note: If you are using Zoom, refer to the Class Resources for guidance.

While APA style is not required for the body of this assignment, solid academic writing is expected, and documentation of sources should be presented using APA formatting guidelines, which can be found in the APA Style Guide, located in the Student Success Center.

This assignment uses a rubric. Please review the rubric prior to beginning the assignment to become familiar with the expectations for successful completion.



You are not required to submit this assignment to LopesWrite.

### **Benchmark Information**

*This benchmark assignment assesses the following programmatic competencies:*

*MSN Health Quality Safety*

*6.5: Develop evaluation strategies to monitor and modify quality and safety initiatives.*

*6.3: Interpret data in order to identify quality and safety improvement opportunities.*

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### **Evaluation of Preceptor/Mentor and Clinical Site/Agency by Learner**

Start Date & Time	Due Date & Time	Points
Jan 25, 2024, 12:00 AM	Jan 31, 2024, 11:59 PM	10

#### Assessment Description

Access the Lopes Activity Tracker to complete an evaluation of your preceptor/mentor and the agency in which you conducted your clinical/practicum. Upload and submit the evaluation to the assignment dropbox.

Although this is an ungraded submission, it is a requirement for course completion.

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### **Final Evaluation of Learner by Preceptor/Mentor**

Start Date & Time	Due Date & Time	Points
Jan 25, 2024, 12:00 AM	Jan 31, 2024, 11:59 PM	60

#### Assessment Description

The preceptor/mentor will complete a final evaluation of the learner with the faculty. The preceptor/mentor will input the evaluation content into ThunderTime. The learner will access the evaluation in Lopes Activity Tracker and upload the final evaluation to the assignment dropbox after meeting with the preceptor/mentor to discuss the final evaluation.

Submission of this assignment with sufficient ratings for a passing grade is required to receive a final grade in the course.

Failure to submit the required final evaluation before the last day of class will result in a nonpassing grade, regardless of the letter grade received on other assignments submitted in the course.

This assignment uses a rubric. Please review the rubric prior to beginning the assignment to become familiar with the expectations for successful completion.

You are not required to submit this assignment to LopesWrite.

## Topic 15 Participation

Start Date & Time	Due Date & Time	Points
Jan 25, 2024, 12:00 AM	Jan 31, 2024, 11:59 PM	10

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## Topic 16: Project Dissemination

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Objectives:

1. Disseminate the clinical/practicum project.

Feb 1, 2024 - Feb 7, 2024    Max Points: 40

### Resources

#### Reporting and Publishing Quality Improvement Projects

Read "Reporting and Publishing Quality Improvement Projects," by Roberts and Radford, from *Australian Journal of Rural Health* (2020).

<https://lopes.idm.oclc.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=ccm&AN=147877947&site=ehost-live&scope=site&custid=s8333196&groupid=main&profile=ehost>

#### Disseminating Scholarly Work Through Nursing Presentations

Read "Disseminating Scholarly Work Through Nursing Presentations," by Schafer Astroth and Hain, from *Nephrology Nursing Journal* (2019).

<https://lopes.idm.oclc.org/login?url=https://search.ebscohost.com/login.aspx?direct=true&db=ccm&AN=138924680&site=eds-live&scope=site&custid=s8333196&groupid=main&profile=eds1>

#### Dissemination of Quality Improvement Project Results After Local Presentation

Read "Dissemination of Quality Improvement Project Results After Local Presentation," by Morris et al., from *American Journal of Medical Quality* (2021).

<https://lopes.idm.oclc.org/login?url=http://ovidsp.ovid.com.lopes.idm.oclc.org/ovidweb.cgi?T=JS&CSC=Y&NEWS=N&PAGE=fulltext&AN=00008488-202111000-00003&LSLINK=80&D=ovft>

#### Unleash Your Inner Author: Getting Published in a Professional Nursing Journal

Read "Unleash Your Inner Author: Getting Published in a Professional Nursing Journal," by Baker, from *Nursing* (2022).

<https://lopes.idm.oclc.org/login?url=http://ovidsp.ovid.com.lopes.idm.oclc.org/ovidweb.cgi?T=JS&CSC=Y&NEWS=N&PAGE=fulltext&AN=00152193-202210000-00010&LSLINK=80&D=ovft>

## Assessments

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### Topic 16 DQ 1

Start Date & Time	Due Date & Time	Points
Feb 1, 2024, 12:00 AM	Feb 3, 2024, 11:59 PM	5

#### Assessment Description

Post your dissemination video for peer feedback. Be respectful and offer creative feedback (no more than two) to videos.

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### Final Lopes Activity Tracker Submission

Start Date & Time	Due Date & Time	Points
Feb 1, 2024, 12:00 AM	Feb 7, 2024, 11:59 PM	25

#### Assessment Description

Download an electronic summary of your clinical/practicum hours from Lopes Activity Tracker. Save the file and submit it to the assignment dropbox. In order to receive a passing grade in the course, learners are required to have met the required number of approved clinical/practicum hours. It is the learner's responsibility to remind the preceptor/mentor to regularly approve posted clinical/practicum hours.

This assignment uses a rubric. Please review the rubric prior to beginning the assignment to become familiar with the expectations for successful completion.

You are not required to submit this assignment to LopesWrite.

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### Topic 16 Participation

Start Date & Time	Due Date & Time	Points
Feb 1, 2024, 12:00 AM	Feb 7, 2024, 11:59 PM	10