



# STARK STATE COLLEGE

## GENERAL SYLLABUS

### Course Information

**Course Name:** Quality Management in Healthcare  
**Course Number:** HIT224

### Required Materials

**Textbook(s):** Shaw, P. L., & Carter, D. (2025). *Quality and performance improvement in healthcare: Theory, practice, and management* (8th ed.). AHIMA Press.

**Required Readings:** NA  
**Additional Materials:** NA

### Course Outline/Calendar

The date of coverage and order of coverage may be modified based on the faculty member and events beyond the control of faculty members that interfere with class times and teaching.

Week	Chapter/Topic/Lab
Week 1	Chapters 1 & 2 1 Introduction and History of Performance Improvement 2 Defining a Performance Improvement Model
Week 2	Chapter 11 11 Decreasing Risk Exposure Key Terms Ch 11
Week 3	Chapter 16 Navigating the Accreditation, Certification, or Licensure Process Test Chapters 1,2,11,16
Week 4	Chapters 3 & 4 3 Identifying Improvement Opportunities Based on Performance Measurement 4 Using Teamwork in Performance Improvement
Week 5	Chapters 5 & 6 5 Aggregating and Analyzing Performance Improvement Data 6 Communicating Performance Improvement Activities and Recommendations Test Chapters 3,4,5,6
Week 6	Chapter 7 Measuring Customer Satisfaction
Week 7	Chapter 8 Refining the Continuum of Care
Week 8	Chapter 9 Improving the Provision of Care, Treatment, and Services Test Chapters 7,8,9

<b>Week</b>	<b>Chapter/Topic/Lab</b>
Week 9	Chapter 10 & 12 10 Preventing and Controlling Infectious Disease 12 Building a Safe Medication Management System
Week 10	Chapter 13 Managing the Environment of Care Capstone Group Project Open- Team Contract Due
Week 11	Chapter 14 Developing Staff and Human Resources Test Chapters 10,12,13,14
Week 12	Chapter 15 Organizing and Evaluating Performance Improvement
Week 13	Chapter 17 & 18 17 Implementing Effective Information Management Tools for Performance Improvement 18 Managing Healthcare Performance Improvement Projects
Week 14	Chapter 19 Managing the Human Side of Change Test Chapters 15,17,18,19
Week 15	Chapter 20 Understanding the Legal Implications of Performance Improvement Capstone Due
Week 16	Comprehensive Final Exam