



Course Syllabus

Course Number: NURS 5383
Course Title: Applied Informatics: Quality, Safety and Cost

Course Faculty

Instructor's Name:	Cheryl D. Parker, PhD, MSN, RN-BC, CNE, FHIMSS
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Office Hours:	See Canvas calendar for virtual office hours—one-on-one hours by appointment

Course Description

Provides foundational education in the role of informatics in assisting healthcare organizations, clinicians and consumers to achieve the goals of: (1) quality care, (2) reducing the cost of healthcare, (3) improving the health of populations while improving the experience of the clinician.

Course Credit and Clock Hours: 3 credit hours (3 clock hours per week)

Class Time: Primarily asynchronous. Any scheduled live web meetings will be recorded for those who cannot attend in real-time. Those who cannot participate in real-time discussion will have a short assignment in addition to watching recorded webinar.

Prerequisites: None

Instructor Information: provided by term

Nursing Organization Mappings

- American Association of Colleges of Nursing (AACN) MSN Essentials III, V
- Quality and Safety Education for Nurses (QSEN) Competencies: Quality Improvement, Safety & Informatics

Student Learning Outcomes

Upon successful completion of this course, the student will be able to:

1. Demonstrate foundational understanding of the quality improvement process and patient safety by completing the Institute for Healthcare Improvement Open School's Basic Certificate in Quality and Safety and completing/presenting the design of a quality improvement project.
2. Analyze patient scenarios using quality improvement methodologies.
3. Practice presentation skills and demonstrate mastery of presentation software during presentation of quality improvement project.
4. Analyze and document a clinical workflow.
5. Select and analyze population health data from a national database and recommend an action plan for health improvement.

Course Topics

Based on the 2018 ANCC Test Plan for Certification in Nursing Informatics and the 2017 Healthcare Information and Management Systems Society (HIMSS) Certified Associate in Health Information and Management Systems (CAHIMS) Certification.

Module	Subject	Topics
1	Introduction, Objectives and course overview	<p>Begin the Institute for Healthcare Improvement Open School's Basic Certificate in Quality and Safety will take approximately 27 hours over next four weeks. Recommend completing the following lessons during this module:</p> <ul style="list-style-type: none"> • QI 101: Introduction to Health Care Improvement • QI 102: How to Improve with the Model for Improvement • QI 103: Testing and Measuring Changes with PDSA Cycles • QI 104: Interpreting Data: Run Charts, Control Charts, and Other Measurement Tools • QI 105: Leading Quality Improvement
2	Quality and Safety I	<p>Institute for Healthcare Improvement Open School's Basic Certificate in Quality and Safety - Recommend completing the following lessons during this module:</p> <ul style="list-style-type: none"> • PS 101: Introduction to Patient Safety • PS 102: From Error to Harm • PS 103: Human Factors and Safety • PS 104: Teamwork and Communication in a Culture of Safety • PS 105: Responding to Adverse Events
3	Quality and Safety II	<p>Institute for Healthcare Improvement Open School's Basic Certificate in Quality and Safety - Recommend completing the following lessons during this module:</p> <ul style="list-style-type: none"> • TA 101: Introduction to the Triple Aim for Populations • PFC 101: Introduction to Person- and Family Centered Care • L 101: Introduction to Health Care Leadership
4	Professional Development	Professional Organizations and Certifications in Informatics
5	Quality Improvement Methodologies I	Six Sigma LEAN
6	Quality Improvement Methodologies II	Failure Mode Effect Analysis and Root Cause Analysis
7		Mid Term Quiz Weeks 1-6
8	Quality Measures I	eCQI Using Core measures

Module	Subject	Topics
		Quality Data Model/Clinical Quality Language
9	Outcome Measures II	Patient satisfaction surveys
10	Clinical Workflow Analysis	Value stream mapping Overview of the clinical workflow analysis process
11	Change Management	Change Management experiences and theories
12	Patient Engagement	Technology Delivered Care Patient Education in a Connected World
13	Health care technology trends	Current Technology Trends - Student Presentations
14	Health care technology trends	Current Technology Trends - Student Presentations
Finals		Final Quiz Weeks 7-13

Required Textbooks

American Psychological Association. (2009). *Publication manual of the American Psychological Association* (6th ed.). Washington, D.C.: Author. ISBN: 1433805618

McGonigle, D. & Mastrian, K. G. (2018) *Nursing informatics and the foundation of knowledge 6th edition*. Burlington, MA: Jones & Bartlett Learning ISBN: 9781284121247

Optional Textbooks:

American Nursing Association. (2015). *Nursing informatics: Scope: and standards of practice* (2nd ed.). Silver Springs, MD: Author. ISBN: 1558105794

Course Schedule

Census date: September 10, 2018

Last day to withdraw with no penalty: November 5, 2018

Course Schedule: Posted in Canvas

Grades and Grading

Specific guidelines and grading criteria for all assignments are in the Modules. Final grades for the course will be determined based upon the following point assignments:

- A - 90-100
- B - 80-89
- C - 70-79
- D - 60-69
- F - Below 60

Criteria for Evaluation:	Percentage of Grade
Discussions	20%
Webinars	10%
Completion of the Institute for Healthcare Improvement Open School's Basic Certificate in Quality and Safety	30%
Application Assignment - Documenting Workflow	10%
Mid Term (12.5%) and Final Quiz (12.5%)	25%
Pre-post class knowledge assessment surveys	5%
Total	100%

Assignments

Academic Integrity

Students are expected to assume full responsibility for the content and integrity of all academic work submitted. Refer to the *Graduate Nursing Student Guide* for policies regarding conduct and discipline.

Assignments Turn-In Process

All assignments will be submitted through the "Assignments" tab or can also be submitted in the Modules tab in Canvas unless otherwise indicated. Please use the following process to prepare and submit assignments:

- Prepare your assignment using Microsoft Word unless otherwise directed.
- Access the "Assignments" tab (or in the Modules tab) and click on the Assignment link.
- If you need more instructions on "how-to" submit files through the assignment link, please read the Canvas Help for Students located in the Tools area.

Assignments are a major part of the course work and should receive appropriate attention. All assignments must meet the standards for graduate level work (spelling, punctuation, syntax, grammar, content, and most of all scholarliness). It is expected that all assignments will be completed in a **timely manner**, unless arrangements have been made by you and your faculty. Five percent will be deducted each day an assignment is passed due unless prior arrangements have been made with your course faculty.

Written Assignments

Turnitin is a feature provided by Canvas that is designed to detect plagiarism or non-original student work. This feature is set up so that when you submit papers, they are automatically sent through Turnitin. The program checks your work against a comprehensive database of source material including previous students' work and other papers and materials found on the web. An originality report will be generated that indicates the percentage of non-original material (text that matches existing sources) found in your paper. The purpose of using Turnitin in your course is to ensure you are writing original papers and to encourage you and all students to properly attribute all sources used.

All submitted written material (papers, assignments, examinations, etc.) are the property of the School of Nursing and will be maintained in an archived file at UT Tyler.

Participation Expectations and Discussions Assignments

- Each student participant is responsible for participating in the asynchronous discussions for each Discussions post. This participation will include posting answers to questions posed by the instructor and replying to other participants' postings.
- Discussion postings should be made in a timely manner. Deadlines are listed in the Course Schedule. Please note that all discussion postings must be completed by 11:59pm Central Standard Time on the due date.
- Participants should plan on entering the Discussion area at least three times a week to read and comment on others' postings. Posting answers to the questions posed in the Discussion area should be done in advance of the deadline to allow other participants to have the opportunity to comment. The requirements for postings and responses to your peers are listed in each discussion assignment and may vary based on the discussion.

You may check your grades at any time on the Canvas website. Feedback on assignments will be provided via the gradebook.

Quizzes

Any quizzes are for your learning and to help you keep up your skills at completing multiple choice exams as all certifications in informatics require timed multiple-choice examinations. Quizzes in this class will be open book and students will have three attempts with the highest score received by due date recorded.

Pre/Post Class Knowledge Assessment Survey

Each of the classes in the informatics program will have a pre/post knowledge assessment survey to assist the faculty in understanding your own perception of your knowledge growth during this course. Points are awarded for completion of both surveys not on the content of the survey. Completion of only one survey is not sufficient to obtain the indicated points.

Email Communications

All students are required to use their student **Patriot email accounts** for all correspondence (Approved FO: 2/03). To communicate by email within the course with other participants or all participants, click the Tools link on the left side of the Canvas frame. Click Send E-mail to send a message. You are able to send messages

to All Users or Select Users in the course, including the instructor. Faculty will not respond to personal email (e.g. Gmail, Yahoo, Hotmail, AOL, ATT accounts, etc.). Please comply with University Policy regarding electronic communication. Your instructor's work email is listed in Canvas as a backup option.

Questions or problems other than technical problems may be submitted to the email address above. For technical issues, please refer to the Technical Information/Technical Support in this Syllabus.

Technical Information

The following information should be included in your syllabus to give direction to the students on how to obtain technical support should problems arise with Canvas. Also included is a short list of browser plug-ins and other suggested applications that students should make sure they have installed and/or updated.

Technical Support

If you experience technical problems or have a technical question about this course, please consult Campus Computing Services via the web at <http://www.uttyler.edu/ccs/help.php> or via email at itsupport@patriots.uttyler.edu or phone 903.565.5555.

When you email IT Support, please be sure to include a complete description of your question or problem including:

- The title and number of the course.
- The page in question.
- If you get an error message, a description and message number.
- What you were doing at the time you got the error message.

You may also visit the Help Tab in Canvas for helpful information.

Plug-ins and Helper Applications

UT Tyler online courses use Java, JavaScript, browser plug-ins, helper application and cookies. It is essential that you have these elements installed and enabled in your web browser for optimal viewing of the content and functions of your online course.

- **Adobe Reader** allows you to view, save, and print Portable Document Format (PDF) files.
<http://get.adobe.com/reader/>
- **Java Runtime Environment (JRE)** allows you to use interactive tools on the web.
<http://www.java.com/en/download/>
- **Adobe Flash Player** allows you to view content created with Flash such as interactive web applications and animations.
<http://get.adobe.com/flashplayer/>
- **Zoom** is a FREE cloud-based service that provides a simple solution for online meetings and video conferences. You can use Zoom to communicate with your instructor and classmates. Follow this link to set up your account: <https://uttyler.zoom.us>
- **QuickTime** allows users to play back audio and video files.
<http://www.apple.com/quicktime/download/>

- **Windows Media Player** allows you to view, listen and download streaming video and audio.
<http://windows.microsoft.com/en-US/windows/products/windows-media-player>
- **RealPlayer** allows you to view and listen to streaming video and audio.
<http://www.real.com/>

Netiquette Guide

"Netiquette" is network etiquette, the do's and don'ts of online communication. Netiquette covers both common courtesy online and informal "rules of the road" of cyberspace. Review and familiarize yourself with the guidelines provided.

<http://www.learnthenet.com/learn-about/netiquette/index.php>

<https://www.uttyler.edu/online/files/netiquette.pdf>

University Policies and Additional Information

The following course policies may be found at the website listed below: absence for religious observance, absence for university-supported trips, services to students with disabilities, grade replacement, state-mandated course drop policy, and Social Security and privacy.

<http://www.uttyler.edu/academicaffairs/files/syllabuspolicy.pdf>

UT Tyler Honor Code

Every member of the UT Tyler community joins together to embrace: Honor and integrity that will not allow me to lie, cheat, or steal, nor to accept the actions of those who do.

Students Rights and Responsibilities

To know and understand the policies that affect your rights and responsibilities as a student at UT Tyler, please follow this link: <http://www.uttyler.edu/wellness/rightsresponsibilities.php>

Campus Carry

We respect the right and privacy of students 21 and over who are duly licensed to carry concealed weapons in this class. License holders are expected to behave responsibly and keep a handgun secure and concealed. More information is available at <http://www.uttyler.edu/about/campus-carry/index.php>

UT Tyler a Tobacco-Free University

All forms of tobacco will not be permitted on the UT Tyler main campus, branch campuses, and any property owned by UT Tyler. This applies to all members of the University community, including students, faculty, staff, University affiliates, contractors, and visitors.

Forms of tobacco not permitted include cigarettes, cigars, pipes, water pipes (hookah), bidis, kreteks, electronic cigarettes, smokeless tobacco, snuff, chewing tobacco, and all other tobacco products.

There are several cessation programs available to students looking to quit smoking, including counseling, quitlines, and group support. For more information on cessation programs please visit www.uttyler.edu/tobacco-free.

Grade Replacement/Forgiveness and Census Date Policies

Students repeating a course for grade forgiveness (grade replacement) must file a Grade Replacement Contract with the Enrollment Services Center (ADM 230) on or before the Census Date of the semester in which the course will be repeated. (For Fall 2018, the Census Date is Monday, September 10, 2018.) Grade Replacement Contracts are available in the Enrollment Services Center or at <http://www.uttyler.edu/registrar>. Each semester's Census Date can be found on the Contract itself, on the Academic Calendar, or in the information pamphlets published each semester by the Office of the Registrar.

Failure to file a Grade Replacement Contract will result in both the original and repeated grade being used to calculate your overall grade point average. Undergraduates are eligible to exercise grade replacement for only three course repeats during their career at UT Tyler; graduates are eligible for two grade replacements. Full policy details are printed on each Grade Replacement Contract.

The Census Date (Monday, September 10, 2018) is the deadline for many forms and enrollment actions of which students need to be aware. These include:

- Submitting Grade Replacement Contracts, Transient Forms, requests to withhold directory information, approvals for taking courses as Audit, Pass/Fail or Credit/No Credit.
- Receiving 100% refunds for partial withdrawals. (There is no refund for these after the Census Date).
- Schedule adjustments (section changes, adding a new class, dropping without a "W" grade)
- Being reinstated or re-enrolled in classes after being dropped for non-payment.
- Completing the process for tuition exemptions or waivers through Financial Aid.

State-Mandated Course Drop Policy

Texas law prohibits a student who began college for the first time in Fall 2007 or thereafter from dropping more than six courses during their entire undergraduate career. This includes courses dropped at another 2-year or 4-year Texas public college or university. For purposes of this rule, a dropped course is any course that is dropped after the census date (See Academic Calendar for the specific date).

Exceptions to the 6-drop rule may be found in the catalog. Petitions for exemptions must be submitted to the Enrollment Services Center and must be accompanied by documentation of the extenuating circumstance. Please contact the Enrollment Services Center if you have any questions.

Disability/Accessibility Services

In accordance with Section 504 of the Rehabilitation Act, Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA) the University of Tyler at Texas offers accommodations to students with learning, physical and/or psychological disabilities. If you have a disability, including non-visible a diagnosis such as a learning disorder, chronic illness, TBI, PTSD, ADHD, or you have a history of modifications or accommodations in a previous educational environment, you are encouraged to visit <https://hood.accessiblelearning.com/UTTyler> and fill out the New Student application. The **Student Accessibility and Resources (SAR)** office will contact you when your application has been submitted and an appointment with Cynthia Lowery, Assistant Director Student Services/ADA Coordinator. For more

information, including filling out an application for services, please visit the SAR webpage at <http://www.uttyler.edu/disabilityservices>, the SAR office located in the University Center, # 3150 or call 903.566.7079.

Student Absence due to Religious Observance

Students who anticipate being absent from class due to a religious observance are requested to inform the instructor of such absences by the second class meeting of the semester.

Student Absence for University-Sponsored Events and Activities

If you intend to be absent for a university-sponsored event or activity, you (or the event sponsor) must notify the instructor at least two weeks prior to the date of the planned absence. At that time the instructor will set a date and time when make-up assignments will be completed.

Social Security and FERPA Statement

It is the policy of The University of Texas at Tyler to protect the confidential nature of social security numbers. The University has changed its computer programming so that all students have an identification number. The electronic transmission of grades (e.g., via e-mail) risks violation of the Family Educational Rights and Privacy Act; grades will not be transmitted electronically.

Emergency Exits and Evacuation

Everyone is required to exit the building when a fire alarm goes off. Follow your instructor's directions regarding the appropriate exit. If you require assistance during an evacuation, inform your instructor in the first week of class. Do not re-enter the building unless given permission by University Police, Fire department, or Fire Prevention Services.

Student Standards of Academic Conduct

Disciplinary proceedings may be initiated against any student who engages in scholastic dishonesty, including, but not limited to, cheating, plagiarism, collusion, the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, any act designed to give unfair advantage to a student or the attempt to commit such acts.

- i. "Cheating" includes, but is not limited to:
 - copying from another student's test paper;
 - using, during a test, materials not authorized by the person giving the test;
 - failure to comply with instructions given by the person administering the test;
 - possession during a test of materials which are not authorized by the person giving the test, such as class notes or specifically designed "crib notes". The presence of textbooks constitutes a violation if they have been specifically prohibited by the person administering the test;
 - using, buying, stealing, transporting, or soliciting in whole or part the contents of an unadministered test, test key, homework solution, or computer program;

- collaborating with or seeking aid from another student during a test or other assignment without authority;
 - discussing the contents of an examination with another student who will take the examination;
 - divulging the contents of an examination, for the purpose of preserving questions for use by another, when the instructors has designated that the examination is not to be removed from the examination room or not to be returned or to be kept by the student;
 - substituting for another person, or permitting another person to substitute for oneself to take a course, a test, or any course-related assignment;
 - paying or offering money or other valuable thing to, or coercing another person to obtain an unadministered test, test key, homework solution, or computer program or information about an unadministered test, test key, home solution or computer program;
 - falsifying research data, laboratory reports, and/or other academic work offered for credit;
 - taking, keeping, misplacing, or damaging the property of The University of Texas at Tyler, or of another, if the student knows or reasonably should know that an unfair academic advantage would be gained by such conduct; and
 - misrepresenting facts, including providing false grades or resumes, for the purpose of obtaining an academic or financial benefit or injuring another student academically or financially
- ii. “Plagiarism” includes, but is not limited to, the appropriation, buying, receiving as a gift, or obtaining by any means another’s work and the submission of it as one’s own academic work offered for credit.
- iii. “Collusion” includes, but is not limited to, the unauthorized collaboration with another person in preparing academic assignments offered for credit or collaboration with another person to commit a violation of any section of the rules on scholastic dishonesty.
- iv. All written work that is submitted will be subject to review by plagiarism software.

UT Tyler Resources for Students

- [UT Tyler Writing Center](mailto:writingcenter@uttyler.edu) (903.565.5995), writingcenter@uttyler.edu
- [UT Tyler Tutoring Center](mailto:tutoring@uttyler.edu) (903.565.5964), tutoring@uttyler.edu
- [The Mathematics Learning Center](#), RBN 4021, this is the open access computer lab for math students, with tutors on duty to assist students who are enrolled in early-career courses.
- [UT Tyler Counseling Center](tel:903.566.7254) (903.566.7254)
- [UT Tyler Muntz Library](tel:903.566.7343) (903 566-7343), Library Liaison for Nursing, Suzanne Abbey (903.566.7165) email: sabbey@uttyler.edu

UT Tyler School of Nursing Computer Requirements

<http://www.uttyler.edu/nursing/college/student-resources.php>

Graduate students in clinical – the UT Tyler patch is to be worn on the on the front left pocket area of the lab coat.

Course Evaluation

UT Tyler may ask you to complete a voluntary evaluation to help them make improvements and adjustments in their overall online learning forums.

Also, an end of semester evaluation specifically for this course will be made available for you to complete in the last week of instruction. Your comments and recommendations will be considered seriously as the course is updated. Your input throughout the semester contributes to our commitment to improve continually the quality and relevance of this course.

Completion Time

You should expect to spend as much time on an online course as you do in a face-to-face course. As a rough guide, you should plan to spend six to ten hours per week on this course. The actual amount of time will vary from individual to individual. This estimate includes the time you spend in reading, discussions, and assignments.

You will have access to most of the course materials from the start of the course to the end. You may look and study ahead, or go back and review, at any time during the course. All assignments have set due dates.

Due dates are as of midnight Central Standard Time on that date.

Getting Started

Please refer to the information contained in this Syllabus anytime you have a question regarding the basic course information. After you have read the information posted in the “Course Information” menu, you may begin clicking on the Modules menu located on the left-hand navigation bar as well as at the bottom of the Home page.

*The content of this syllabus or web-based course is subject to change at the discretion of the faculty according to current learning needs.