

**HCA 353: Quality and Safety in Long-term Care Administration**  
WKU Web Course

**Instructor Information:**

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**Course Information:**

**NOTE:** *This is an online course. Students must be able and willing to fully commit the time and effort necessary to get all assignments completed in the time allotted and by stated deadlines. In addition, enrolled students must have access to a computer, the internet and the required textbook from DAY 1 that the class begins. Students will not be allowed to submit late assignments due to internet or computer failure or due to not having access to the required textbook. Commitment and time management will be necessary for students to complete the required assignments and ultimately succeed in this course.*

**Office Hours and Communication:** I respond best by email as my office hours are limited. Therefore, all class communication between student and professor will be conducted via email. Office Hours are by appointment only and will be conducted via video or phone conferencing.

**Required Text:**

Spath, P.L. (2018). *Introduction to Healthcare Quality Management* (3<sup>rd</sup> ed.). Chicago, IL: Health Administration Press; Arlington, VA: AUPHA Press.

ISBN: 978-1-56793-985-9 (print), ebook or other formats are your decision

Optional/Recommended Text: American Psychological Association. (2009). *Publication Manual of the American Psychological Association* (6th ed.). Washington, D.C.: American Psychological Association (APA).  
ISBN: 978-1433805615

**Course Description and Overview:**

This course deals with the application of quality management techniques with special emphasis on the types of populations, facilities, and expectations involved in long-term care settings. The purpose of this course is to: develop professional awareness of the role of quality and major quality issues in the long term healthcare system; demonstrate an understanding of the practical definition of quality and tools for quality measurement, evaluation, and improvement in different levels of care; and analyze real life and contemporary problems as well as policy related to quality.

**Course Learning Objectives:**

By successfully completing this course, students will be able to demonstrate an understanding of:

- After completing all assigned readings and coursework, assess in broad terms the quality management competencies required of leaders and managers in long-term care, supports and services.

- Using the course textbook, supplemental materials and any available regulatory materials, demonstrate competency in the use of key tools/methods to measure, evaluate and continuously improve the performance of healthcare organizations.
- Without the aid of notes or references, explain how value-based reimbursement, cost containment and public reporting impact quality management practices in healthcare.
- Recall a variety of quality management terms and tools common with long-term care supports and services providers.

**Course Schedule:**

See Course Calendar and Grading Guide, available when course begins.

**WKU Policies:****WKU Policy on Plagiarism:**

To represent written work taken from another source as one's own is plagiarism. Plagiarism is a serious offense. The academic work of a student must be his/her own. One must give any author credit for source material borrowed from him/her. To lift content directly from a source without giving credit is a flagrant act. To present a borrowed passage without reference to the source after having changed a few words is also plagiarism.

\*Student work may be checked by plagiarism detection software at the instructor's discretion.

**WKU Policy on Cheating:**

No student shall receive or give assistance not authorized by the instructor in taking an examination or in the preparation of an essay, laboratory report, problem assignment or other project, which is submitted for purposes of grade determination.

**Students with Disabilities Who Require Accommodations:**

In compliance with university policy, students with disabilities who require accommodations (academic adjustments and/or auxiliary aids or services) for this course must contact the Office for Student Disability Services in Downing University Center A-200. The OFSDS telephone number is (270) 745-5004; TTY is (270) 745-3030. Per university policy, please DO NOT request accommodations directly from the professor or instructor without a letter of accommodation from the Office for Student Disability Services.

**University Closures:**

As this is a web course, even in the event that the university cancels classes, such as for severe weather, students will be expected to continue with readings as originally scheduled. Any assignments scheduled during university closure, such as an exam or paper, are due as originally scheduled unless otherwise notified by the instructor.

**Class Policies:**

1. The instructor reserves the right to alter the course schedule, assignments, reports, grading scale, and evaluation methods depending on class performance or other circumstances.
2. All correspondence will be through WKU email and blackboard. It is the student's responsibility to check their email and blackboard site regularly.

3. Late assignments will not be accepted except in extreme circumstances or emergencies. If you are unable to complete an assignment due to an unexpected emergency situation, you MUST notify me via BOTH phone 270-745-5854 AND email [Melanie.Eaton@wku.edu](mailto:Melanie.Eaton@wku.edu) BEFORE the assignment is due. It will be up to the Instructor's discretion to determine if a late submission will be allowed or a zero (0) will be given for that assignment.
4. All assignments must be submitted via blackboard unless otherwise noted.
5. All items in each Module are due by 11:59 PM on the date specified on your calendar and in Blackboard. Any late submissions, even if it is only one minute, will NOT be accepted.
6. **Exceptions or late submissions will not be allowed regardless of computer failures, inability to access a computer, not having the required textbook, travel or personal events even if associated with WKU or other courses, submission errors or internet access connection problems will not be acceptable excuses for late assignments.** Every student is responsible to submit assignments in a timely manner to avoid these last minute problems. Other than quizzes, students will be allowed up to 2 submission attempts to avoid these issues.
7. Specific formatting requirements for papers and assignments will be given for each assignment.
8. Cheating and plagiarism of any kind will not be tolerated in this course. Suspicion of either of these offenses may result in a failing grade for the assignment or assessment given or the entire course. The instructor reserves the right to report all instances of cheating or plagiarism to the university as is appropriate or necessary.
9. If you have any questions or need assistance, please contact me via email. I will typically respond to all emails within 48 hours Monday - Thursday and 72 hours Friday - Sunday.

### **Course Content and Evaluation:**

**Course Assignments/Requirements:** Students are expected to read and access the required textbook chapters and topics in order to learn the material. Provided supplemental materials should be reviewed. Learning is further facilitated and graded by utilization of the following methods:

**Discussion Boards:** As this is an online course, we will utilize discussion boards to facilitate interaction among class members. This will constitute the class participation portion of your grade. In order to receive full credit, a student will be required with each discussion to respond adequately to the posted question/statement/activity and then comment thoughtfully on at least two (2) of their peers' responses. More detail available on the Discussion Board Grading Guide/Rubric.

**Reading Quizzes:** Reading quizzes are based on the assigned readings and other supplemental material for the module. Once the quiz is submitted, students will no longer be able to view quiz questions, only the corresponding grade. Any specific questions about the quiz will be directed to the professor via email.

Quizzes are typically time limited. Students that step away from their computers or that lose connection access due to inactivity or time expiration will not be allowed to redo these items. It is the student's responsibility to assure that he/she has a working computer

and both sufficient internet access and time to complete the reading quiz in the allotted time. Only one attempt is allowed and the quiz submission will be automatic if time expires before the student submits the quiz. You are expected to review and understand the assigned material prior to beginning your quiz; the time allocated does not allow you to look up each answer. The quiz may include matching, true/false, short answer, multiple choice.

*Chapter Content Review:* For Discussion questions will be completed for each chapter covered during this course. Each question must be answered thoughtfully to provide evidence of learning and understanding the material for that corresponding chapter. In addition, **the page number(s) where the information was found in your required textbook must be provided with each answer**. More detail and examples are provided in the “For Discussion” Questions Grading Guide/Rubric.

*Writing Assignment:* One or two writing assignments may be required for this course.

Examinations- There are no examinations required for this course.

Grading/Evaluation: The standard university grading scale will be used: 90-100 (A); 80-90 (B); 70-79 (C); 60-69 (D); below 60 (F). Any grade at a .5 or higher is rounded up to the next number. Any grade at a .4 or lower is rounded down.

The requirements outlined above may be subject to change by the instructor.

### **NAB Accredited Health Care Administration Program with Long-Term Care Administration Certificate:**

This course is a core requirement for the Long Term Care Administration (LTCA) Certificate Program (<http://www.wku.edu/ltca>).

The market demand for LTC is growing at a rapid rate. At the same time, the elderly population currently seeking care is relatively knowledgeable of health care, social, and psychological needs. Further, current trends in the industry are placing increasing reliance on other forms of adult care (assisted living, adult daycare, home care, memory care, hospice, home and community based services, etc.).

WKU Students that complete the *Bachelor of Science in Health Care Administration with the Long Term Care Certificate and applicable internship* will graduate with a NAB Accredited degree program. This accreditation provides students with the experience and/or education requirement that is one component of eligibility for the Long Term Care Administrator license in Kentucky (other states may also apply; a full list can be found at [www.nabweb.org](http://www.nabweb.org)).

Currently there are less than 15 NAB Accredited programs in the United States.