



This course supports the assessment for BKT1. The course covers 6 competencies and represents 4 competency units.

Introduction

Overview

Quality may be a subjective concept, but it is measured objectively in the healthcare environment. It also applies to human resource management and improving staff quality through support, professional development activities, respectful interaction, and collaboration.

Watch the following video for an overview of this course:

Note: View the video in full screen at 720p for best results.

Competencies

This course provides guidance to help you demonstrate the following 6 competencies:

- **Competency 732.1.1: Creating a Quality Improvement Model**
The graduate implements quality improvement initiatives in a healthcare environment in order to promote patient-centered care, build effective work teams, and influence organizational change.
- **Competency 732.1.2: Monitoring and Improving Quality Initiatives**
The graduate analyzes the implementation, monitoring, and evaluation of quality improvement projects to ensure they comply with both internal organizational processes and applicable standards established by external agencies.
- **Competency 732.1.3: Management of Quality Improvement Programs**
The graduate monitors a healthcare organization's application of standards defined by federal agencies and accrediting bodies to ensure the organization maintains the integrity of achieved quality improvement initiatives.
- **Competency 732.1.4: Performance Improvement: Supervision and Management of People**
The graduate applies human resource development techniques in a health information management department in order to create an environment of productivity, teamwork, and observance of applicable standards and guidelines in the workplace.
- **Competency 732.1.5: Performance Improvement: Developing Talent, Employee Counseling, and Discipline in the Workplace**
The graduate applies effective methods for staff retention, promotes professional development, counsels employees, and applies disciplinary action in an organization to maintain a productive work environment.
- **Competency 732.1.6: Performance Improvement: Professional Development in Supervisors**
The graduate enhances professional skills as preparation for assuming supervisory responsibility.



Activities at a Glance Outline

This course includes an "Activities at a Glance" outline to help you briefly visualize the elements of this course:

- ["Quality and Performance Management and Methods"](#)

This outline will also provide general pacing guidelines for your work through the course and can be printed and used as a quick checklist for your progress.

Course Instructor Assistance

As you prepare to successfully demonstrate competency in this subject, remember that course instructors stand ready to help you reach your educational goals. As subject matter experts, mentors enjoy and take pride in helping students become reflective learners, problem solvers, and critical thinkers. Course instructors are excited to hear from you and eager to work with you.

Successful students report that working with a course instructor is the key to their success. Course instructors are able to share tips on approaches, tools, and skills that can help you apply the content you're studying. They also provide guidance in assessment preparation strategies and troubleshoot areas of deficiency. Even if things don't work out on your first try, course instructors act as a support system to guide you through the revision process. You should expect to work with course instructors for the duration of your coursework, and you are encouraged to contact them as soon as you begin. Course instructors are fully committed to your success!

Preparing for Success

The information in this section is provided to detail the resources available for you to use as you complete this course.

Please view the following "Getting Started in Quality and Performance Management and Methods" video:

Learning Resources

The learning resources listed in this section are required to complete the activities in this course. For many resources, WGU has provided automatic access through the course. However, you may need to manually enroll in or independently acquire other resources. Read the full instructions provided to ensure that you have access to all of your resources in a timely manner.

This topic addresses the following competencies:

- **Competency 732.1.1: Creating a Quality Improvement Model**
The graduate implements quality improvement initiatives in a healthcare environment in order to promote patient-centered care, build effective work teams, and influence organizational change.
- **Competency 732.1.2: Monitoring and Improving Quality Initiatives**



The graduate analyzes the implementation, monitoring, and evaluation of quality improvement projects to ensure they comply with both internal organizational processes and applicable standards established by external agencies.

- **Competency 732.1.3: Management of Quality Improvement Programs**

The graduate monitors a healthcare organization's application of standards defined by federal agencies and accrediting bodies to ensure the organization maintains the integrity of achieved quality improvement initiatives.

- **Competency 732.1.4: Performance Improvement: Supervision and Management of People**

The graduate applies human resource development techniques in a health information management department in order to create an environment of productivity, teamwork, and observance of applicable standards and guidelines in the workplace.

- **Competency 732.1.5: Performance Improvement: Developing Talent, Employee Counseling, and Discipline in the Workplace**

The graduate applies effective methods for staff retention, promotes professional development, counsels employees, and applies disciplinary action in an organization to maintain a productive work environment.

- **Competency 732.1.6: Performance Improvement: Professional Development in Supervisors**

The graduate enhances professional skills as preparation for assuming supervisory responsibility.

Automatically Enrolled Resources

You will be automatically enrolled at the activity level for the following learning resources. Simply click on the links provided in the activities to access the learning materials.

Somo Learning Environment

The following learning environment will be utilized as the primary learning resource for completion of this course:

- [Quality and Performance Management and Methods](#)

This learning environment will contain links at the activity level to the following additional learning resources:

VitalSource E-Texts

The following textbooks are available to you as e-texts within the Somo learning environment. You will be directly linked to the specific readings required within the learning environment activities.

- LaTour, K., Maki, S., & Oachs, P. (Eds.). (2013). *Health information management: Concepts, principles, and practice* (4th ed.). Chicago, IL: AHIMA. ISBN-13: 9781584263593
- McCuen, C., Sayles, N., & Schnering, P. (2008). *Case studies in health information management*. Clifton Park, New York: Delmar, Cengage Learning. ISBN 9781418055462.



- Schnering, P. (2014). *Professional review guide for the RHIA and RHIT examinations*. Cengage. ISBN 9781305325111

SkillSoft and Books24x7

You will access SkillSoft items at the activity level within the Soomo learning environment. For more information on accessing SkillSoft items, please see the ["Accessing SkillSoft Learning Resources"](#) page.

The following Books24x7 e-texts will be used in this course:

- Fitzwater, T. (1999). *Manager's pocket guide to employee relations*. Amherst, MA: HRD Press. ISBN:9780874254761
- Fottler, M. D., Ford, R.C., & Heaton, C.P. (2002). *Achieving service excellence: Strategies for healthcare*. Chicago: Health Administration Press. ISBN:9781567931907
- Finnegan, R. P. (2010). *Rethinking retention in good times and bad*. Boston: Nicholas Brealey Publishing. ISBN:9780891062387
- Spath, P. (2009). *Introduction to healthcare quality management*. Health Administration Press. ISBN 9781567933239

Note: These e-texts are available to you as part of your program tuition and fees, but you may purchase hard copies at your own expense through a retailer of your choice. If you choose to do so, please use the ISBN listed to ensure that you receive the correct edition.

Pacing Guide

The pacing guide suggests a weekly structure to pace your completion of learning activities. It is provided as a suggestion and does not represent a mandatory schedule. Follow the pacing guide carefully to complete the course in the suggested timeframe.

- [Pacing Guide: Quality and Performance Management and Methods](#)

Note: This pacing guide does not replace the course. Please continue to refer to the course for a comprehensive list of the resources and activities.

Quality and Performance Management and Methods

Learning Environment

All reading activities, discussion questions, quizzes, and learning resources for this course of study are found by accessing the Quality and Performance Management and Methods learning environment.

Competencies covered by this subject

732.1.1 - Creating a Quality Improvement Model

The graduate implements quality improvement initiatives in a healthcare environment in order to promote patient-centered care, build effective work teams, and influence organizational change.

732.1.2 - Monitoring and Improving Quality Initiatives

The graduate analyzes the implementation, monitoring, and evaluation of quality improvement projects to ensure they comply with both internal organizational processes and applicable



standards established by external agencies.

732.1.3 - Management of Quality Improvement Programs

The graduate monitors a healthcare organization's application of standards defined by federal agencies and accrediting bodies to ensure the organization maintains the integrity of achieved quality improvement initiatives.

732.1.4 - Performance Improvement: Supervision and Management of People

The graduate applies human resource development techniques in a health information management department in order to create an environment of productivity, teamwork, and observance of applicable standards and guidelines in the workplace.

732.1.5 - Performance Improvement: Developing Talent, Employee Counseling, and Discipline in the Workplace

The graduate applies effective methods for staff retention, promotes professional development, counsels employees, and applies disciplinary action in an organization to maintain a productive work environment.

732.1.6 - Performance Improvement: Professional Development in Supervisors

The graduate enhances professional skills as preparation for assuming supervisory responsibility.

Learning Environment

The material for this course of study is housed in a separate learning environment. In this learning resource, you will be able to

- complete the activities and reading assignments to prepare for the assessment for this course;
- answer the quizzes to gauge your learning; and
- communicate with your mentor and other students as you study.

Once you have completed the material within the learning environment, you should return to this course of study for the information for your exam.

Learning Materials

Access the learning environment for this course at the following link and complete the readings, activities, and quizzes found therein:

- [Quality and Performance Management and Methods](#)

Final Steps

Congratulations on completing the activities in this course! This course has prepared you to complete the assessment associated with this course. If you have not already been directed to complete the assessment, schedule and complete your assessment now.

Assessment Information

The activities in this course of study have prepared you to complete the BKT1 performance assessment. The following activities will guide you through the assessment process if you have not already completed the assessment.

Assessing Performance Assessments



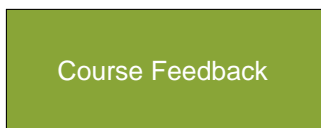
You should have completed the following tasks as you worked through this course of study. If you have not completed the tasks in [TaskStream](#), do so now.

- BKT1 Task 1
- BKT1 Task 2
- BKT1 Task 3

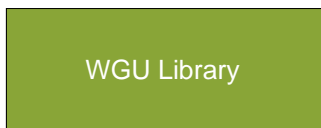
For directions on how to receive access to performance assessments, see the ["Accessing Performance Assessments"](#) page.

Student Support

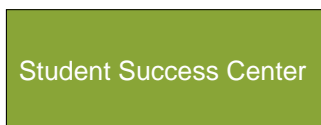
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