This course supports the assessment for Quality and Performance Management and Methods. 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.

Because quality issues encompass patient safety, risk management, reimbursement, compliance with federal regulations and managed care contracts, a thorough understanding of this area is essential to the Health Informatics workforce.

This course should not be attempted until all of the healthcare finance, compliance and information governance coursework has been completed. It should be completed before you become involved with the second of the PPE courses.

Successful completion of the performance assessments will allow you to pass this course. The assessment consists of three tasks in Taskstream, each of which is an essay question. These essays will focus on the quality performance models and the management of these quality components in the industry and facility levels.

You can sign into your Taskstream account from the Assessment tab.

**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.

Course Instructor Assistance
As you prepare to demonstrate competency in this subject, remember that Course Instructors stand ready to help you reach your educational goals. As subject matter experts, instructors 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, so you are welcome to contact them as soon as you begin. Course Instructors are fully committed to your success!

Getting Started

The “Course at a Glance” pacing guide for Quality and Performance Management and Methods is located inside Soomo under “Welcome to the Soomo Learning Environment.” The pacing guide suggests a weekly structure to pace the completion of your learning activities. The guide is provided as a suggestion and does not represent a mandatory schedule. The Soomo lessons in your pacing guide are constructed in a manner that builds on previous lessons, so make sure to complete each section in order. Each lesson has reading materials, videos and optional quizzes and discussion.

It is essential to read the materials prior to attempting the performance assessment to ensure you have a full understanding of the concepts and competencies required for successful completion of the three tasks.

Learning Resource

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

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

### AHIMA E-Text


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.

### VitalSource E-Texts

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


*Note: These e-texts are available to you as part of your program tuition and fees, but you may purchase a hard copy at your own expense through VitalSource or a retailer of your choice. If you choose to do so, please use the ISBN listed to ensure that you receive the correct edition. The following sites provide instruction on how to create a VitalSource account, use features such as downloading your e-texts for offline use, and purchase a print-on-demand option, if available.*

- [VitalSource Navigational Video](#)
- [Print-On-Demand Option](#)

### 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:

Final Assessment Steps

To access Taskstream, click the “Assessment” tab and navigate to Taskstream.

The instructions in Taskstream will include any necessary directions for each of the tasks along with other documents needed for reference.

Each task is to be completed as a professional paper with APA style in-text citations and the matching APA style bibliography.

These tasks will vary in length but must contain sufficient discussion of the various components shown in the task rubric. The rubric is accessible through a link at the bottom left section in each task.

Instructor Tips

Early contact with course instructors will make the successful completion of the tasks easier.

Complete the quizzes to gauge your learning progress. Reviewing the reading materials and websites in the Soomo learning environment before starting any of the tasks is important.

A thorough understanding of each of the task rubrics is crucial.

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, so you are welcome to contact them as soon as you begin. Course instructors are fully committed to your success!