Healthcare Quality Improvement and Risk Management – C430

Overview

This course emphasizes principles of quality management and risk management in order to ensure safety, maximize patient outcomes, and continuously improve organizational outcomes. This course also examines the broader impact of organizational culture and its influence on productivity, quality, and risk.

Competencies

- Quality Approaches, Indicators, and Practices
  The graduate examines approaches, indicators, and practices in a healthcare setting to meet quality standards.

- Safety and Security
  The graduate examines the interrelationships of quality and risk regarding safety and security in healthcare organizations.

- Administrative Risk Management
  The graduate examines risks associated with human resources, finances, ethics, and communication.

- Clinical Risk Management
  The graduate examines risks associated with physicians, hospitals, long-term care, and infection control programs in clinical settings.

- Risk Management Plans
  The graduate evaluates risk management plans to reduce risk and improve quality for healthcare organizations.

Learning

Getting Started

Welcome to Healthcare Quality Improvement and Risk Management! In this course you will learn four topics: Quality and Risk Approaches, Practices, and Standards, Quality Improvement Indicators, Administrative Risk Management, and Clinical Risk Management. Within these topics, you will be asked to read text and external articles, watch videos, and complete "Engage" activities (a way to test your knowledge). Within the "Discover" section, you will see Challenge questions that you should try to answer – we have provided an Interactive Notebook where you can easily keep a record of your answers. Recording your notes will help increase your ability to gain competency in the course. Competency will be demonstrated by the successful completion of an Objective Assessment. To help you track your progress in the course, view the Pacing Guide located in the Course Information section. To get started, click "Go to Course Materials".

Note: We recommend you wait to take the preassessment after you have learned the content in this course. If you feel you already have a solid background in the content, discuss the timing of the preassessment with your mentor.

Assessments

- Pre-Assessment: Healthcare Quality Improvement and Risk Management
  STATUS: Not Attempted
  # OF ITEMS: 70
  TIME ALLOCATED: 180 minutes
  CODE: PKLC

  TAKE NOW

- Objective Assessment: Healthcare Quality Improvement and Risk Management
  STATUS: Not Attempted
  # OF ITEMS: 70
  TIME ALLOCATED: 180 minutes
  CODE: KLC1

A score of Competent or Exemplary is required to pass all assessments. Passing a preassessment does not guarantee you will pass the high-stakes assessment. On objective assessments, you will be charged a retake fee for the third attempt and every attempt thereafter. For more information click here.

Course Information

Pacing Guide

https://my.wgu.edu/courses/course/3540009