Quality and Performance Management and Methods – C815

Overview

Quality and Performance Management and Methods examines quality initiatives within healthcare. Quality issues cover human resource management, employee performance and patient safety. This course focuses on quality improvement initiatives and performance improvement with the health information management perspective.

Competencies

▲ **Evaluating Quality Improvement Programs in an HIM Department**
   The graduate evaluates quality improvement projects to ensure they comply with both internal organizational processes and applicable standards established by external agencies.

▲ **Creating a Quality Improvement Plan**
   The graduate develops a quality improvement plan in a healthcare environment in order to promote patient-centered care, build effective work teams, and influence organizational change.

▲ **Performance Improvement: Supervision and Management of People**
   The graduate develops management techniques to monitor and promote productivity, teamwork, and regulatory compliance in a health information management environment.

▲ **Performance Improvement: Talent Development**
   The graduate develops best practices and procedures to engage employees in professional development, promote employee satisfaction, and maintain appropriate disciplinary structures.

▲ **Performance Improvement: Professional Development in Supervisors**
   The graduate develops professional skills to prepare for assuming supervisory responsibility.
Welcome to Quality and Performance Management and Methods! This course examines quality initiatives in healthcare. When you are ready to begin the course, select the “Go to Course Material” button to access Soomo, the primary learning platform and where you will find your learning materials. Each topic in the course will relate to specific modules in Soomo. A pacing guide is provided as a suggestion for weekly goals and time management. Your mentor will help guide you in how to best schedule time for reading and coursework, help you prepare for the pre-assessment, and provide feedback on your progress. Frequent communication with your mentor will help you succeed. Competency will be demonstrated by the successful completion of a performance assessment at the end of the course.

Assessments

Performance Assessment: Quality and Performance Management and Methods

Status: Not Attempted
Code: IUP1

Course Information

The Writing Center
WGU Library
Accessibility Policy
Student Success Centers
VitalSource Navigational Video
Course Instructor: Group

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Announcements

Course Tips

Course Search