



# Health Information Management and Technology | 2013-2014 Assessment Plan

## 1. Which outcome will you assess?

Apply critical and creative thinking, problem solving, and effective inter-professional communication skills related to health information management.

## 2. Which technique will you use to assess this outcome?

We will use an embedded assessment. An overview of the assignment that will be used for the assessment is included.

## 3. Which course or group of students will you assess on the outcome chosen above and when?

The assessment is included in HIMT 430 Quality Assessment and Improvement. Students enrolled in this course are in the 'Management' track of the program.

## HIMT 430 Quality Assessment and Improvement

### Project Overview

For this activity you will be playing the role of the HIMT in-house expert on developing and monitoring QI projects for a midsize community hospital. You need to devise an effective QI plan to reduce medication errors on the medical-surgical unit at the hospital.

1. Review the provided case study documentation and other supporting literature.
2. Review the EHR report showing medication errors for the previous 12 months and answer the questions in this activity.
3. Review the hospital policy on medication administration and medication error (i.e., "incident") reporting.
4. Perform a chart audit to review a small set of completed medication error reports in the EHR. Answer the corresponding review and analysis questions in this activity.
5. Based on your data review and analysis, formulate an appropriate QI intervention plan to address the root cause of the medication error increase on the med-surg unit.
6. You will receive a post-intervention medication error report. Review and interpret the post-intervention (i.e., "follow-up") medication error report to see whether your QI intervention plan was effective in decreasing the incidence of medication errors on the med-surg unit at the hospital.
7. Present your findings, your intervention plan, the outcome and your re-plan, if necessary, to the hospital's med-surg unit manager and the QI task force.

## **Prerequisites**

1. Student Guide to Neehr Perfect
2. Neehr Perfect EHR Quick Guide to Retrieving Patient Charts in the EHR

## **Objectives**

1. Locate and integrate pertinent literature into a QI project.
2. Compare case information and medication error reports extracted from the EHR to the report data to develop strategies for quality improvement.
3. Analyze post-intervention reports to assess the impact of the quality improvement strategies on the situation and make recommendations for follow-up.
4. Utilize an EHR system to facilitate a QI proposal.

## **Scenario Overview**

You are the HIMT manager at a community hospital. The 30-bed med-surg unit has experienced a sharp increase in the number of medication errors in the past six months. The nurse manager of the unit has contacted you to investigate the source of this problem and develop a quality improvement plan to reduce the incidence of medication errors on the unit. Before you can come up with a solution to the problem, you will need to learn more about it. You go to the med-surg unit to meet with the unit Quality Improvement committee. You gather information about medication administration practices at the hospital from the unit manager, one of the hospital pharmacists, and a unit charge nurse. You also review the available literature on medication errors.

## **Program Assessment Components**

### **Outcome Being Assessed**

Apply critical and creative thinking, problem solving, and effective inter-professional communication skills related to health information management.

### **Assignment Components**

- Review Case Study
- Literature Review
- Mock meeting with Interdisciplinary team
- Policy review and revision
- Design report format to represent best data collection method
- Mock chart review
- Present findings
- Make recommendations for change based on findings
- Provide written and verbal presentation of findings to mock interdisciplinary team

## **Benchmarks for Program Assessment**

90% of the students enrolled in HIMT 430 will -

1. Recognize that there is a problem with medication pass at the change of shift. (critical thinking)
2. Develop a potential solution to that problem that is based on the literature and the materials presented in the case. (problem solving)
3. The solution they develop will include at least one element of thinking that is 'outside the box'. (creative thinking)
4. The written and verbal presentation of the findings and potential solutions demonstrates effective inter-professional communication skills.
5. The written presentation includes APA format, correct grammar and spelling, and appropriate professional writing style.
6. The verbal presentation includes professional verbal and non-verbal language and presentation style.