



**NURS 4207: QUALITY CARE & PATIENT SAFETY IN
PROFESSIONAL NURSING PRACTICE
COURSE SYLLABUS
May Mini 2025**

INSTRUCTOR INFORMATION

Course Coordinator: Melissa Vander Stucken, MSN, RN
Office Location: online
Office Hours: By appointment, contact via email
Office Phone: 903-886-5315
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Preferred Form of Communication: Email
Communication Response Time: One (1) day

COURSE INFORMATION

Materials – Open School Courses, Readings, Supplementary Readings

Open School Course(s) Required:

Institute for Healthcare Improvement. (2020). *IHI Open School Basic Certificate in Quality and Safety*. IHI. Available at ihi.org/openschool

- This micro-certification program contains 13 courses. The curriculum for this class will use 11 of the IHI courses.
 - Patient Safety: PS 101- 104
 - Quality Improvement: QI 101 – 103, 105
 - Leadership: L 101
 - Person- and Family-Centered Care: PFC 101
 - Triple Aim: TA 101

Institute for Healthcare Improvement. (2024). *IHI open school user guide for students: Accessing the free curriculum*. IHI. Available at ihi.org/openschool

- This document will be posted on D2L

Online resources and articles as directed.

The syllabus/schedule are subject to change.

Other Learning Materials Required:

None

Course Description

This course will prepare the student to function as a leader of an interdisciplinary health care team to use quality improvement concepts, processes, and outcome measures within various health care settings. The emphasis will be on the provision of a safe caring environment for healthcare delivery.

Student Learning Outcomes

By the end of the course, the student will be able to:

1. Describe factors that create a culture of safety within various healthcare settings.
2. Describe an overview of the quality improvement process and techniques appropriate to the specific healthcare setting.
3. Utilize nurse sensitive quality indicators and performance measures in the improvement of care.
4. Describe how nursing and related health care quality and safety measures are developed, validated, and endorsed
5. Analyze the importance of interdisciplinary communication in promoting safety and quality of care.
6. Analyze the role of information management and patient care technology in the provision of quality care.

COURSE REQUIREMENTS**Minimal Technical Skills Needed**

Using the learning management system and using Microsoft Word, Excel and PowerPoint.

Instructional Methods / Activities / Assessments**Learning Experiences and Teaching Methods:**

This course includes both formative activities and assignments (practice) and summative (graded) assessments. The formative activities and assignments are designed to guide your learning and are not included in the course grade. Formative activities and assignments are recommended but not required for course completion. Formative activities and assignments provide practice and the opportunity for instructor feedback prior to completing the graded summative assessments. The summative assessments allow you to demonstrate competency and are required as part of the course grade.

This is an online course without lecture requiring students to complete online activities, independent practice, and individual study to be successful. Course objectives may be met through individual study using suggested resources, active involvement in course activities, formal, and informal exchange of ideas with classmates and colleagues regarding specific topics, as well as utilizing critical thinking skills. Teaching methods include seminar discussion, independent study of texts and library resources, computer-assisted instruction, audio-visual aids, and the assignments listed. While the professor will provide guidance and consultation, the student is responsible for identification of learning needs, self-direction, seeking consultation when needed, and demonstration of course objectives.

Student Responsibilities or Tips for Success in the Course

- Logging onto the course website daily during the week.
- **Checking emails at least daily.**
- Updating semester calendar with communicated changes.
- At least three hours of weekly study.
- Review of examinations.

GRADING

The pacing guide dates for all course (class) assignments are noted on the Course Calendar. Assignments are to be submitted in D2L unless otherwise noted. Calendar dates are a guide to keep the student moving through the course and are noted as pacing dates in the modules. All work must be submitted with a satisfactory score by the end of course date.

Final grades in this course use the following grading scale:

- A = 90%-100% (Exceeds Expectations)
- B = 75-89 (Meets Expectations)
- C = Below 75 (Needs Improvement and will retake the course)

Note: A minimum grade of 75 is required to pass the course.

Grades will be determined as follows:

Evaluation Methods (Summative Assessments)	Percent Grade
Module 2: Quality Improvement Topic Presentation	20%
Module 4: Quality Improvement – The Workplace Presentation	20%
Module 6: Quality Improvement Plan Presentation	45%
Module 7: QI Reflection Paper	15%
Total	100%

ALL SUMMATIVE ASSESSMENTS DUE BY 2359 CST ON 06/27/24.

Submissions:

Successful completion of the assessment will enable the student to meet the student learning outcomes and competencies. The course outline/schedule is included to guide the student to complete all tasks during the course. You may submit assignments early. Students who do not complete assignments and do not demonstrate competency will receive a needs improvement grade for the course and be required to retake the course. Competency for all written assessments and performance assessments is 80%.

Paper Submissions:

All written assignments submitted online are to be in .doc or .docx format in a single submission. No other formats (JPEG, GIF, PDF, etc.) will be accepted. Assignments need to be submitted in a maximum of one document per assignment. Failure to follow these guidelines will result in a grade of "0" on the assignment.

Assignments and Assessments

The pacing guide dates for all course (class) assignments are noted on the Course Calendar. Calendar dates are a guide to keep the student moving through the course. All work must be submitted with a satisfactory score by the end of course date.

Short Assignments (Formative)

The purpose of these assignments is to review and learn information on the basic concepts of various modules and to locate and utilize current research support for various issues. By putting these concepts into your own words, you are more likely to recall and use the information in your future nursing practice.

Assessments (Summative)

Module 2, 4, 6, & 7 each include a presentation or writing assessment corresponding to the learning content in that module. The purpose of these assessments is to review and learn information on the basic concepts of various modules and to locate and utilize current research support for various issues. By putting these concepts into the student's own words, the student is more likely to recall and use the information in their future nursing practice. Submit the paper or presentation to the drop box within the module.

COURSE SPECIFIC PROCEDURES/POLICIES

Nursing Student Guide

Specific information for the nursing student regarding the nursing program and current policies and procedures can be found here:

<http://www.tamuc.edu/academics/colleges/educationHumanServices/departments/nursing/Current%20Students/BSNstudentguidebook/default.aspx>

Students must adhere to standards of professional and academic conduct. Academic misconduct involves any activity that tends to compromise the academic integrity of the University, or subvert the educational process, including, but not limited to, cheating, plagiarism, falsifying academic records, misrepresenting facts and any act designed to give unfair academic advantage to the student or the attempt to commit such an act. Students are responsible for their own academic honesty and for reporting violations of academic honesty by others. (Nursing Student Conduct Code--See the BSN Student Guide)

Syllabus Change Policy

The syllabus is a guide. Circumstances and events, such as student progress, may make it necessary for the instructor to modify the syllabus during the semester. Any changes made to the syllabus will be announced in advance.

Interaction with Instructor Statement

It is expected that students will check their D2L course and email at least **DAILY** for communication from the instructor. Communication between faculty and students is important and taken seriously. The preferred communication method is by email through the East Texas A&M University email system, accessible within the D2L course. All students will be treated with collegial respect and are expected to communicate likewise in a professional manner. Students should check their university email accounts daily for course updates and communication with the instructor.

It is expected that assignments will be graded and returned to the student within two (2) weeks of submission.

Class Attendance

Class attendance for online courses is defined as completing module activities and is expected. As an adult learner and responsible professional, the student is responsible for reading and completing assignments. It should not be expected that all material will be covered by the instructor.

TECHNOLOGY REQUIREMENTS

LMS

All course sections offered by East Texas A&M University have a corresponding course shell in the myLeo Online Learning Management System (LMS). Below are technical requirements

LMS Requirements:

<https://community.brightspace.com/s/article/Brightspace-Platform-Requirements>

LMS Browser Support:

https://documentation.brightspace.com/EN/brightspace/requirements/all/browser_support.htm

Zoom Video Conferencing Tool

https://inside.tamuc.edu/campuslife/CampusServices/CITESupportCenter/Zoom_Account.aspx?source=universalmenu

ACCESS AND NAVIGATION

You will need your campus-wide ID (CWID) and password to log into the course. If you do not know your CWID or have forgotten your password, contact the Center for IT Excellence (CITE) at 903.468.6000 or helpdesk@tamuc.edu.

Note: Personal computer and internet connection problems do not excuse the requirement to complete all course work in a timely and satisfactory manner. Each student needs to have a backup method to deal with these inevitable problems. These methods might include the availability of a backup PC at home or work, the temporary use of a computer at a friend's home, the local library, office service companies, Starbucks, a ETAMU campus open computer lab, etc.

COMMUNICATION AND SUPPORT

If you have any questions or are having difficulties with the course material, please contact your instructor.

Technical Support

If you are having technical difficulty with any part of Brightspace, please contact Brightspace Technical Support at 1-877-325-7778. Other support options can be found here:

<https://community.brightspace.com/support/s/contactsupport>

UNIVERSITY SPECIFIC PROCEDURES

Student Conduct

All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. The Code of Student Conduct is described in detail in the [Student Guidebook](#).

<http://www.tamuc.edu/Admissions/oneStopShop/undergraduateAdmissions/studentGuidebook.aspx>

Students should also consult the Rules of Netiquette for more information regarding how to interact with students in an online forum:

<https://www.britannica.com/topic/netiquette>

TAMUC Attendance

For more information about the attendance policy please visit the [Attendance](#) webpage and [Procedure 13.99.99.R0.01](#).

<http://www.tamuc.edu/admissions/registrar/generalInformation/attendance.aspx>

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/academic/13.99.99.R0.01.pdf>

Academic Integrity

East Texas A&M University acknowledges that there are legitimate uses of Artificial Intelligence, ChatBots, or other software that has the capacity to generate text, or suggest replacements for text beyond individual words, as determined by the instructor of the course.

Any use of such software must be documented. Any undocumented use of such software constitutes an instance of academic dishonesty (plagiarism).

Individual instructors may disallow entirely the use of such software for individual assignments or for the entire course. Students should be aware of such requirements and follow their instructors' guidelines. If no instructions are provided the student should assume that the use of such software is disallowed.

In any case, students are fully responsible for the content of any assignment they submit, regardless of whether they used an AI, in any way. This specifically includes cases in which the AI plagiarized another text or misrepresented sources.

Students at East Texas A&M University are expected to maintain high standards of integrity and honesty in all of their scholastic work. For more details and the definition of academic dishonesty see the following procedures:

[Undergraduate Academic Dishonesty 13.99.99.R0.03](#)

[Undergraduate Student Academic Dishonesty Form](#)

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/documents/13.99.99.R0.03UndergraduateStudentAcademicDishonestyForm.pdf>

[Graduate Student Academic Dishonesty Form](#)

<http://www.tamuc.edu/academics/graduateschool/faculty/GraduateStudentAcademicDishonestyFormold.pdf>

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/undergraduates/13.99.99.R0.03UndergraduateAcademicDishonesty.pdf>

Students with Disabilities-- ADA Statement

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

Office of Student Disability Resources and Services

East Texas A&M University

Velma K. Waters Library Rm 162

Phone (903) 886-5150 or (903) 886-5835

Fax (903) 468-8148

Email: studentdisabilityservices@tamuc.edu

Website: [Office of Student Disability Resources and Services](http://www.tamuc.edu/campusLife/campusServices/studentDisabilityResourcesAndServices/)

<http://www.tamuc.edu/campusLife/campusServices/studentDisabilityResourcesAndServices/>

Nondiscrimination Notice

East Texas A&M University will comply in the classroom, and in online courses, with all federal and state laws prohibiting discrimination and related retaliation on the basis of race, color, religion, sex, national origin, disability, age, genetic information or veteran status. Further, an environment free from discrimination on the basis of sexual orientation, gender identity, or gender expression will be maintained.

Campus Concealed Carry Statement

Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in East Texas A&M University buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and A&M-Commerce Rule 34.06.02.R1, license holders may not carry a concealed handgun in restricted locations.

For a list of locations, please refer to the [Carrying Concealed Handguns On Campus](#) document and/or consult your event organizer.

Web url:

<http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/34SafetyOfEmployeesAndStudents/34.06.02.R1.pdf>

Pursuant to PC 46.035, the open carrying of handguns is prohibited on all ETAMU campuses. Report violations to the University Police Department at 903-886-5868 or 9-1-1.

Mental Health and Well-Being

The university aims to provide students with essential knowledge and tools to understand and support mental health. As part of our commitment to your well-being, we offer access to Telus Health, a service available 24/7/365 via chat, phone, or webinar. Scan the QR code to download the app and explore the resources available to you for guidance and support whenever you need it.



The Counseling Center at East Texas A&M, located in the Halladay Building, Room 203, offers counseling services, educational programming, and connection to community resources for students. Students have 24/7 access to the Counseling Center's crisis assessment services by calling 903-886-5145. For more information regarding Counseling Center events and confidential services, please visit www.tamuc.edu/counsel

N4207 Course Outline/Calendar (05/13/2024-06/28/2024)

Module	Course Content	Resources	Assignments (Formative/No Grade)	Assessments (Summative/ Graded)	Pacing Date
Start Here	<ul style="list-style-type: none"> • Welcome video • Syllabus • Course orientation • Competency Review 	Syllabus Competencies			
1 Introduction to Patient Safety & Health Care Improvement	<ul style="list-style-type: none"> • Patient Safety • Health Care Improvement 	IHI Open School Courses: PS 101 & QI 101	1) Health Care System Comparison Activity		May 18, 2025
2 From Error to Harm and the Human Factor	<ul style="list-style-type: none"> • From Error to Harm • Human Factors & Safety 	IHI Open School Courses: PS 102 & PS 103	1) Memory Affecting Safety Activity	• Quality Improvement Topic Presentation	May 18, 2025
3 How to Improve and the PDSA Cycle	<ul style="list-style-type: none"> • How to Improve • Testing & Measuring Changes with PDSA Cycles 	IHI Open School Courses: QI 102 & QI 103	1) Cause and Effect Diagram Activity		June 1, 2025
4 Teamwork and Communication	<ul style="list-style-type: none"> • Teamwork 	IHI Open School Courses: PS 104		• Quality Improvement – The Workplace Presentation	June 8, 2025

The syllabus/schedule are subject to change.

Module	Course Content	Resources	Assignments (Formative/No Grade)	Assessments (Summative/ Graded)	Pacing Date
5 Leadership	<ul style="list-style-type: none"> Leading Quality Improvement Health Care Leadership 	IHI Open School Courses: QI 104 & L 101			June 15, 2025
6 Patient-Centered Care	<ul style="list-style-type: none"> Patient-Centered Care 	IHI Open School Courses: PFC 101		<ul style="list-style-type: none"> Quality Improvement Plan Presentation 	June 22, 2025
7 Triple Aim for Populations	<ul style="list-style-type: none"> Patient Engagement 	IHI Open School Courses: TA 101		<ul style="list-style-type: none"> QI Reflection Paper 	THURSDAY June 26, 2025

The syllabus/schedule are subject to change.