I. Course Overview
This course will present concepts of quality improvement and will trace its introduction and evolution in low-income countries, and among vulnerable populations worldwide. Students will analyze case studies, develop QI projects, and discuss how QI can contribute to global health system reform and realization of the Millennium Development Goals.

II. Learning Objectives
- To understand how quality health care has been defined and implemented with vulnerable populations
- To gain knowledge and skills practice related to setting standards for quality
- Measuring and monitoring quality, and developing quality improvement efforts
- To gain skills in presenting QI efforts in a concise and effective manner
- To understand how QI can play a role in comprehensive health system strengthening efforts
- To become familiar with QI practice in a variety of setting through guest lectures

III. Grading and Assignments
The grading scale for the course will be: A: 90-100, AB: 85-89, B: 80-84, BC: 74-79, C: 69-73, D: 64-68, 63 or below F.

Class Participation (30 points):
The overall class structure will consist of QI workshop and guest lectures. Students are expected to attend class, participate in discussions and group work and provide constructive support to classmates regarding QI plans and projects. Students are expected to give special attention to coming to class ready to comment on the required readings for the day.

Attendance (10 points):
As this is a one week intensive summer course, it is important for students to attend each class. Failure to do so will result in students losing all attendance points. If there is any conflict, please let the instructor know immediately.
QI Improvement Project (30 points):
Using a template provided, student teams will develop a quality improvement project that includes a problem statement, key process and outcome indicators, a process analysis that provides insight and underscores root causes, and a provisional plan for improvement that might be implemented. Students will prepare a 15 minute presentation for the last day of class (Friday, 19th).

Discussion Paper (30 points):
Students will write a brief 3-5 pages paper reflecting on one of the guest lectures from the class or one of the recommended readings, addressing key questions about quality improvement and evaluation for vulnerable populations. Due on or before August 26th.

IV. Class Schedule and Readings:
Please note: Students should review all required readings before the session for which it is listed. Additional readings are offered for those interested in exploring a topic in more depth and may be resources for the final project.

Monday: Overview of Quality Improvement

Syllabus Review
Overview of QI

QI Workshop
• Student Introductions
• Forming teams
• Selecting QI topic

Guest lecture: Tom Mosgaller, Director of Change Management, NIATx, Small Changes, Big Impacts.

Required Readings:

Berwick, D. “Lessons learned from developing nations on improving health care quality” BMJ 2004; 328: 1124-9


**Tuesday:** Developing an Aim Statement and Exploring Root Causes

Case Study: Improving Care for Vulnerable Children in Africa

QI Workshop
- Overview of Project Template
- Developing Aim Statement
- Cause & Effect Analysis

**Guest lecture:** Joey Valdez. Director of Quality, Home Health United.
Habits and Integration: Rethinking QI for Home Care, Hospice, and Smaller Healthcare Organizations

**Required Readings:**


**Wednesday:** Process Analysis

Case Study- Chile

*Please read one of the two articles about Chile located in the additional readings section.*

QI Workshop
- Overview on QI Project Template
- Flow chart

**Guest lecture:** Kate Konkle, MPH Outreach Specialist. UW Population Health Institute Quality Improvement: Helping Local Health Departments Provide the Best Services for All

**Required Readings:**


**Thursday: Developing Indicators and Change Strategies**

Discussion of Draft Journal Abstract

QI Workshop
- Developing Indicators
- Change Strategies
- Preparing Project for Presentation

**Required Readings:**


**Friday: QI Improvement Projects**

**Guest lecture:** Lauren Mueenuddin, MS, MPH. Honorary Associate, Population Health.
Using Partnership Defined Quality (PDQ) for Improving the Quality of Maternal and Child Health in Pakistan: A Case Study.

Student Presentations and Discussion
Group Synthesis: Key Insight about the Role of QI and Vulnerable Populations
Evaluation

**Recommended reading:**


Byrne M, Cupples ME, Smith SM, Leathem C; et.al.: Development of a Complex Intervention for Secondary Prevention of Coronary Heart Disease in Primary Care Using the UK Medical Research Council Framework. The American Journal of Managed Care. 2006. Vol.12, No.5. 261-266


Hayes, A; Berry, W; Breizat AHS; et al. “A Surgical Safety Checklist to Reduce Morbidity and Mortality in a Global Population.” NEJM 2009. 360; 5: 491-9


**Some useful websites for program information and additional articles:**

Institute for Healthcare Improvement  
[http://www.ihi.org/ihi](http://www.ihi.org/ihi)

USAID’s Healthcare Improvement Project  

The Cochrane Collaboration  
[http://www.cochrane.org](http://www.cochrane.org)