



**BAKER COLLEGE**  
**STUDENT LEARNING OUTCOMES**  
**HIT2210 Clinical Quality Management**  
**3 Semester Hours**

---

**Student Learning Outcomes & Enabling Objectives**

1. Explain analytics and decision support (III.4) (Bloom's 5).
  - a. Identify analytics and decision support tools, such as data visualization, dashboard, data capture tools, and technologies.
2. Apply report generation technologies to facilitate decision-making (V.2) (Bloom's 3).
  - a. Apply strategic use of patient and performance data to support specific lines of business in healthcare.
3. Explain common research methodologies and why they are used in healthcare (III.5) (Bloom's 5).
  - a. Differentiate between quantitative and qualitative research methodologies.
4. Analyze data to identify trends (III.4) (Bloom's 4).
  - a. Identify quality, safety, and effectiveness indicators of healthcare.
  - b. Examine structure and use of health information and healthcare outcomes.
5. Utilize tools and techniques to monitor, report, and improve processes (VI.4) (Bloom's 3).
  - a. Use tools and techniques for process improvement/reengineering (SWOT, brainstorming, nominal group, affinity diagram).
6. Identify cost-saving and efficient means of achieving work processes and goals (II.3) (Bloom's 4).
  - a. Differentiate between incident response and sentinel event.
  - b. Examine the purpose of medication reconciliation.
7. Utilize data for facility-wide outcomes reporting for quality management and performance (VI.4) (Bloom's 3).
  - a. Identify the HIM's role in utilizing data for outcomes reporting and Continuous Quality Improvement (CQI)
8. Summarize a collection methodology for data to guide strategic and organizational management (VI.4) (Bloom's 5).
  - a. Identify the HIM's role in strategic and organizational management.
  - b. Improve workflow and process monitors.
  - c. Review outcomes measures and monitoring for customer satisfaction.
  - d. Examine the purpose of corporate compliance, patient safety, and risk assessment.
9. Examine the importance of healthcare policy-making as it relates to the healthcare delivery system (V.4) (Bloom's 4).

- a. Analyze IOM Reports.
  - b. Explore resources from the CDC.
10. Utilize enterprise-wide information assets in support of organizational strategies and objectives (II.4) (Bloom's 3).
- a. Apply data/information for visualization and presentation.
11. Apply policies and procedures to ensure the accuracy and integrity of health data both internal and external to the health system (I.3) (Bloom's 3).
- a. Identify quality assessment and improvement processes, collection tools, data analyses, and reporting techniques for transparency.

---

## Big Ideas

### Big Ideas:

- Analytics and Decision Support
- Health Care Statistics
- Work Design and Process Improvement
- Strategic and Organizational Management

---

These SLOs are not approved for experiential credit.

The HIT program is accredited and students must complete the actual course work at Baker College or another college that offers an accredited HIT program.

**Effective: Fall 2017**