Academic Unit: School of Nursing

Course Prefix: NUR 716

Course Title: Organizational and Systems Leadership for Quality Care

Term Offered: Fall

Credit Hours/Clock Hours: 3 Credit Hours/45 Clock Hours

Course Prerequisite: Admission to the DNP Program and NUR 700

Co-requisites: None

Mode of Instruction: Online

Instructor Name:

Instructor Contact Information:

Instructor Availability:

COURSE DESCRIPTION

This course will facilitate understanding of how to lead, advocate, and manage for the application of innovative responses to organizational challenges. Emphasis is on the development and evaluation of care delivery approaches that meet the needs of vulnerable populations by enhancing effective and efficient health care, quality improvement, and patient safety. [NOTE: Special attention will be given to highlight the unique needs of the rural and medically underserved community dwelling population.

COUSE PURPOSE STATEMENT

The purpose of this course is to provide students with the requisite knowledge of assessing organizational culture. Students will develop and evaluate care delivery approaches that enhance effective and efficient health care outcomes, quality improvement initiatives, and safety as an professional nurse leader. Learners will engage in exercises that contribute to the creation of an evidence-based clinical quality improvement project. Upon successful completion of this course learners will be able to translate principles of systems and quality leadership across a multitude of healthcare settings.
Student Learning Outcomes

Professionalism and Professional Values (DNP Essentials II, VIII)
1. Assess, Design, Plan and Initiate a quality and safety program and related initiatives in a health care setting.

Communication (DNP Essentials I, II, III, IV, VI)
2. Critically examine barriers and facilitators to organizational change in health care and to the creation of a culture of quality and safety.
3. Analyze selected models of management and leadership and organizational theories for their relevance to advanced practice nursing.

Leadership (DNP Essentials II, V)
4. Assess the theoretical underpinnings of systems principles as a tool to manage the challenges in the health care environment.
5. Use a theoretical framework to conduct a quality improvement process that is related to a current healthcare situation in a workplace, community or population level setting.

Course Structure and Approach

E-Learning (Black Board Learn - BBL) is the course management system that you will use for this course. E-Learning is accessed by using your NAU LOUIE account name and password. There are several tutorials and student help links on the eLearning login site. If you have technical questions call the NAU Student Technology Help Center at 928-523-9294 or 888-520-7215 or send email to ask-stc@nau.edu

It is important that you regularly check your NAU account email for College and University wide information and the course eLearning site for announcements and notifications. NOTE: Course websites are generally made available on the Sunday before the first day of classes.

I respond to email on the website generally within 24-48 hours, Monday-Friday. Students are asked to cc my NAU email if a response is needed sooner. Feedback on individual assignments is within 8 to 10 working days. Weekend email inquiries will be answered the following Monday, if not sooner. All course assignments are due on Monday at 23:59 hours, allowing me to reply to assignment questions on Monday morning if necessary.

Course Purpose

Developed exclusively for the DNP program, organizational and systems leadership to promote quality care is examined through application of leadership, systems, and change theories, discussions, and a scholarly paper. The scholarly paper will be included in the portfolio requirements for the DNP and must be uploaded into Typhon as outlined in the DNP Student Handbook.

The following instructional methods are used to achieve learning outcomes:
- Text, Journal (both scientific & non-scientific) interprofessional readings
• Discussion forums
• Small group exercises
• Written assignments
• Web-based activities; multimedia resources

Required Textbooks and Materials


Topical Outline
1. Nature of health care and nursing organizations across settings
2. Theories of leadership and change in organizational systems
3. Quality and process improvement theories and practices
4. Current and emerging practice models related to systems and quality in healthcare
5. Leadership as it relates to quality measures and value-based purchasing
6. Equitable distribution of resources in nursing and health care systems
7. Influence of social climate and culture on health care organizational systems
8. Strategic and quality assessment and improvement planning processes in healthcare organizations across practice settings
9. Application of leadership and quality matrices to advanced practice nursing

Evaluation Methods:
1. Course Assignments = 25%
2. Personal reflection on the Jung and Myers Personality Typing = 5%
   FREE ASSESSMENT located at: [http://www.humanmetrics.com/cgi-win/jtypes2.asp](http://www.humanmetrics.com/cgi-win/jtypes2.asp)
3. Module quizzes (10%) and examinations (20%) = 30%
4. Quality and Process Improvement Paper = 40%
Grading Scale / Quality Points
A  93-100%
B  84-92%
C  78-83%
F  < 78%

DNP Program Requirements
A grade of 84% or better is required to pass a DNP graduate course. If a student earns less than 84% in a DNP graduate course, the student must repeat the course. Therefore, a graduate course with a C or less must be repeated.

Students are also required to earn a score of 84% or better on the scholarly project or paper in each DNP course, which will be submitted in the portfolio for partial fulfillment of the graduation requirements for the Doctor of Nursing Practice. If a student earns less than 84% on the course scholarly project or paper, the student will not pass the course and the course must be repeated. (NOTE: This change eliminates the ability of the student to re-submit their final course paper after revision (One submission = One final course paper grade)

Course Policies
1. Each student is accountable and responsible for knowledge and skills obtained in the prerequisite courses.
2. Each student is expected to complete all readings, all assignments, and to participate in group discussions and assignments.
3. All papers must be written in the American Psychological Association (APA) format 6th edition (typewritten, double-spaced, reference citations, etc.).
4. Papers should be submitted via the BBL dropbox; alternatively they may be sent as an attachment through course e-mail if difficulty is encountered.
5. Microsoft Word (.doc or .docx) or Rich Text Format (.rtf) is the required word processing for sending papers as attachments.
6. Assignments are due by 23:59 hours on the due date. Discussion replies are due by 23:59 hours on the due date. There will be an automatic 20% deduction each day (24 hours) for each late assignment. Extemating circumstances (circumstances beyond the student's control) resulting in late assignments will be evaluated on a case-by-case basis between student and faculty member.
7. It is expected that students conform to and comply with the Northern Arizona University’s Graduate Student Handbook and the SON Graduate Student Handbook, both of which may be found online @nau.edu
8. Oral or written material belonging to another author which is not properly documented and which is represented as the student’s own work constitutes plagiarism. Any student who commits a breach of the academic standards policy/expectations will fail the course. Quotation marks should be used to indicate exact words of another. Paraphrasing (summarizing a passage, rearranging the order of a sentence, or changing some of the words) does not necessitate quotation marks; however, each time a source is either quoted or paraphrased, a credit for the source must be included in the text and at the end of
Course Policies

Important Notice: There is strict adherence to every part of the NAU Student Handbook and the NAU Graduate Nursing Student Handbook.

Testing: Module quizzes and examinations may be offered on-line through Bb Learn or ExamSoft. It is the student’s responsibility to make arrangements to take quizzes and examinations during the time specified. All quizzes and examinations are timed and must be completed once started. It is the student’s responsibility to ensure they have a working computer and reliable Internet access. Quizzes and examinations are to be completed without the assistance of books, internet resources, or assistance from other individuals or resources.

Retests/Makeup tests: It is expected that quizzes and examinations will be taken during the time scheduled. Illness or other reasons to delay testing should be brought up with the instructor prior to the date of the quiz/examination. Rescheduling of a quiz or examination may be arranged for valid reasons such as illness or personal/family emergencies. This is arranged at the discretion of the instructor.

Late assignments: ALL ASSIGNMENTS are to be submitted as scheduled. Late assignments will not be accepted unless prior approval is obtained. It is your responsibility to communicate with the instructor to re-negotiate an assignment due date, in advance, if a delay is anticipated. Late assignments, if accepted, may be subject to a 20% per day reduction in points at the discretion of the instructor.

Attendance Policy: Under NAU Policy students are expected to engage in class and prepare for participation in all activities and discussions whether live, blended or online. The SON believes active engagement enriches the learning experience.

Written Assignment Grading Criteria: All course papers are expected to fully conform with the writing style requirements of the APA Manual 6th Edition. In addition, as doctoral student scholar’s, correct grammar, syntax, and spelling is expected. Therefore, each error in any of these areas will result in a 2-point deduction for each error (even if it is a duplicate or repeated error throughout the paper). A maximum deduction of up to 25% of the original available points may be applied to each assignment. Meaning, that you could fail an assignment for not being consistent with author guidelines for this course. In addition, the student will be expected to correct and resubmit the paper within 48 hours of its return by the faculty member in the corrected format as originally assigned. The paper will be reviewed for correctness, but the grade (score) will remain as originally recorded.

Academic Dishonesty/Plagiarism: All forms of student academic dishonesty, including cheating, fabrication, facilitating academic dishonesty, and plagiarism are prohibited and
subject to disciplinary action. Cheating means intentionally using or attempting to use unauthorized materials, information, or study aids in any academic exercise. In this course, quizzes and tests are to be completed without the assistance of books, Internet resources, or assistance from other individuals or resources. Fabrication means intentional and unauthorized falsification or invention of any information or citation in an academic exercise. Plagiarism means intentionally or knowingly representing the words or ideas of another as one's own in any academic exercise. For further explanation of academic dishonesty refer to the School of Nursing Graduate Student Handbook and Northern Arizona University Student Handbook.

See the following document(s) for additional policy statements:
http://nau.edu/university-policies/