



Centre for Leadership and Community Learning COURSE OUTLINE

Division: Centre for Leadership and Community Learning
Program: Management Development for Community Settings
Course Code: MDCS260
Course Title: LEADING THE WAY TO CONTINUOUS QUALITY
IMPROVEMENT AND WORKPLACE WELLNESS

Course Effective Date:

Previous course code & title:

Required Elective **Credits:** 1.0

Total Course Hours (face-to-face): 14

Lab Hours (if any): NA

Practicum Hours (if any): NA

Delivery Method:

Face-to-face Distance Online

Prerequisites: MDCS110,120, 230, 240, 250

Equivalent Course(s) within the JI:

Brief Description:

Over the past twenty years, there has been a strong emphasis on improving quality in all sectors of the workforce. But what does “quality” mean, anyway? In particular, what does “quality” look like in the community and residential sectors? How do we achieve and maintain quality results? What role do outside inspection agencies like the Council on Accreditation (COA) and the Commission on the Accreditation of Rehabilitation Facilities (CARF) play in quality improvement?

This module introduces important considerations for supervisors and managers with regard to quality and quality improvement. It is intended to provide an orientation to quality, ideas about organizing for quality improvement, and some specific tools and techniques. It also links quality to strategies for maintaining and enhancing the workplace wellness of employees in the community and residential sectors.

Evaluation Profile: Attendance only Credit / No Credit
 Complete/Incomplete Pass/Fail
 Letter Grade % Grade

Passing Grade (if applicable): Credit granted

Evaluation Methods and Percentage of Total Grade:



- 100% attendance in all classes;
- Active contribution in large and small group discussions and activities.
- Self evaluation
- Skills practice role plays

Completion of written project assignments for MDCS 245, MDCS 285, required for MDCS certificate. Each assignment will be graded on:

- Demonstrated understanding of the content and theory
- Compliance with the assignment requirements
- Provision of sufficient evidence and detail to support your opinions
- Originality, creativity and apparent personal effort
- The practicality of your recommendations
- Clarity of thought, communication and writing skills

Comments will be given on each assignment. However, there will not be a percentage mark assigned. If the assignment fails to meet the established criteria, you will be granted one opportunity to resubmit so that you can earn your certificate.

Learning Outcomes / Goals:

At the end of this 14 hour, 2 day course, participants will leave this course with an overview of current research and knowledge on quality improvement standards and practices in community settings.

Learning Objectives:

Upon successful completion of this course, the participant will be able to:

Describe generally what is meant by “quality” and “continuous quality improvement” (CQI) in the residential/community sector.

Describe the linkages and differences amongst Quality Improvement, Quality Assurance and Risk Management.

Define the roles that various people (staff, supervisors, managers, executive, board) in an agency play in the quality improvement process.

Describe how a well-organized quality improvement process helps both clients and staff.

Describe how to implement and maintain an organizational culture that supports quality improvement.

Demonstrate how to use a simple conceptual framework for organizing quality improvement efforts.

Organize a quality improvement team meeting process.

Analyze work processes to encourage lasting quality improvements.



Demonstrate simple, creative techniques for analyzing and resolving quality concerns.

Link the quality improvement processes in an agency to the COA or CARF accreditation standards.

Describe the relationship between workplace wellness and quality improvement.

Describe key contemporary practices for encouraging employee “wellness”.

Course Topics/Content:

Defining quality

Explaining quality improvement

A framework for quality improvement

Measuring quality

Strategies for improving quality

The supervisor/manager role in quality improvement

Building a quality improvement team

Creative problem solving

Workplace wellness and quality

Accreditation and quality improvement.

Text and Resource Materials:

Required:

Recommended:

Miscellaneous handouts and articles

Comments and Course Policies:

Evaluations: Students who receive an incomplete mark for required assignment submissions will have one opportunity to resubmit. The resubmitted assignment must successfully address any concerns outlined in the feedback provided on the original submission.

Course outline changes: All changes to course outlines communicated to learners in class.

JI Policies refer to website:

www.jibc.bc.ca/studentsservices/main/academicsservices/policies.htm



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