FES 4274 Community risk reduction

Quality management Research

Instructor: Dennis Mitterer

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Office Hours: Virtual Appointments via Email

Office: Rinker School of Construction Management

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Course Site: https://dcp.ufl.edu/rinker/academics/fes-course-descriptions/

Course Text: Required Text: Bruce Evans (2015): Quality Management and Research (2015) Evans, B. Brady Publishing Physical Textbook: ISBN – 978-0138152819

- eBook: https://www.amazon.com/Quality-Management-Research-Bruce-NREMT-P-ebook/dp/B00XlH7V9A/refe=sr_1_15?ie=UTF8&qid=1494974241&sr=8-15&keywords=quality+mangement+and+research (Links to an external site.)
- Paperback: https://www.amazon.com/Quality-Management-Research-Bruce-NREMT-P/dp/0138152810/ref=mt_paperback?_encoding=UTF8&me=

* Additional Resources

- *Publication Manual of the American Psychological Association*, 6th ed. Washington, DC: American Psychological Association, 2010.

Course Communications: Use the Canvas Inbox tool. For urgent messages, please contact me directly at dmitterer@ufl.edu

Course Description

Course Description: This course introduces the EMS professional to benefits of quality improvement, the history of quality in EMS, measuring quality, and the uses of quality in EMS.

**Prerequisite Knowledge and Skills: None

Learning Objectives

- The student will demonstrate an understanding of community risk reduction as it pertains to EMS.
- The student will be able to explain the various components of a quality management program:

- o History
- o Domains
- o Measurement
- o Analysis
- o Management of the results
- The student will be able to discuss the benefits of quality and performance management.

Course goals

- **How This Course Relates to the Student Learning Outcomes in the Fire and emergency services financial management course:**

  - o The student will interpret and apply the terminology, concepts, methodologies and theories used within the financial management profession.
  - o The student expresses ideas in a convincing, organized, clear, coherent manner that is nearly error free and uses a style and language appropriate to the emergency services and financial management profession.
  - o Submitted written assignments should include such elements as well-crafted paragraphs, a persuasive organizational structure (e.g., introduction, body, conclusion; or introduction, methods, results, discussion), well-supported claims, and appropriate and effective stylistic elements adhering to APA style 6th edition.
  - o The student considers the issues from multiple perspectives, logically analyzes evidence from credible, relevant sources, and develops reasoned conclusions.
- **Instructional Methods:** The course is designed for individual and group interactivity. It is important to post and respond to discussion questions in the course within the time frame allotted. Discussions should be completed early in the week that they are due to provide an opportunity for all students to participate. This provides a learning environment by networking with other students in the course. The assignments are individual base to give you the opportunity to do a variety of activities, in many cases, similar to what you will be doing in role as a leader in the emergency services profession.

Course Policies

Attendance Policy: The course is designed in module format. You should check the site at a minimum, weekly. You are required to complete the assignments including discussion questions within the time period designated on the module. Requirements for class attendance and make-up exams, assignments, and other work in this course are consistent with university policies that can be found at: https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx (Links to an external site.)Links to an external site.

Assignments & Discussions: All assignments and discussions have a due date. Please be sure to check the dates and times they are due in each module. All due dates are set in order to provide consistency with the discussions and assignment submission. Each module will be opened early so you have time to read the material, formulate and answer discussions and finish and submit the assignment. Each discussion and assignment will be closed one week after the due date.

Final Project: There is a final project for this course. There are no exams or quizzes. The final project will cover all material learned and discussed throughout the course.

Make-up Policy: You must contact me, prior to the assignment deadline if you are going to be late on any discussion or assignment to receive credit. In the event of an unforeseen inability to complete an assignment, due to technology, notify me as soon as possible.

Late Assignments & Discussions Policy:

- Assignments 48 hours late will receive a 10% deduction in their grade.
- Assignments more than 48 hours but less than 30 days late will receive a 20% deduction in their grade.
- Assignments more than 30 days late but submitted during the semester will receive a 50% deduction in their grade.
- Discussions more than 48 hours late will receive a 25% deduction in their grade.
- Discussions more than 48 hours later will receive a 50% deduction in their grade.

Please note that any student that have less than 75% of their work complete for the semester cannot earn an "I" contract. If you have 75% of the work complete, you can propose an "I" contract to the instructor.

It is your responsibility to keep your instructor informed at all times. The instructor does have the right under extenuating circumstances with proper notification to assist the student by extending the above time requirements.

Canvas Information & Technology

For issues with technical difficulties for E-learning in Canvas, please contact the UF Help Desk at:

- Learning-support@ufl.edu
- (352) 392-HELP - select option 2
- https://lss.at.ufl.edu/help.shtml

Any requests for make-ups due to technical issues MUST be accompanied by the ticket number received from LSS when the problem was reported to them. The ticket number will document the time and date of the problem. You MUST e-mail your instructor within 24 hours of the technical difficulty if you wish to request a make-up.

Other resources are available at http://www.distance.ufl.edu/getting-help for:

- Counseling and Wellness resources
- Disability resources
- Resources for handling student concerns and complaints
- Library Help Desk support

UF Honor Code

UF students are bound by The Honor Pledge which states, "We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honor and integrity by abiding by the Honor Code. On all work submitted for credit by students at the University of Florida, the following pledge is either required or implied: "On my honor, I have neither given nor received unauthorized aid in doing this assignment." The Honor Code (http://www.dso.ufl.edu/sccr/process/student-conduct-honor-code/ (Links to an external site.)Links to an external site.) specifies a number of behaviors that are in violation of this code and the possible sanctions. Furthermore, you are obliged to report any condition that facilitates academic misconduct to appropriate personnel. If you have any questions or concerns, please consult with the instructor of in this class.

UF Policies

University Policy on Accommodating Students with Disabilities: Students requesting accommodation for disabilities must first register with the Dean of Students Office. Here is the link.

The Dean of Students Office will provide documentation to the student who must then provide this documentation to the instructor when requesting accommodation. You must submit this documentation prior to submitting assignments or taking the quizzes or exams. Accommodations are not retroactive, therefore, students should contact the office as soon as possible in the term for which they are seeking accommodations.

University Policy on Academic Misconduct: Academic honesty and integrity are fundamental values of the University community. Students should be sure that they understand the UF Student Honor Code.

**Netiquette: Communication Courtesy: All members of the class are expected to follow rules of common courtesy in all email messages, threaded discussions and chats. http://teach.ufl.edu/docs/NetiquetteGuideforOnlineCourses.pdf

Getting Help

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- (352) 392-HELP - select option 2
- https://elearning.ufl.edu/

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- Counseling and Wellness resources
- Disability resources
- Resources for handling student concerns and complaints
- Library Help Desk support

Should you have any complaints with your experience in this course please visit http://www.distance.ufl.edu/student-complaints (Links to an external site.)Links to an external site. to submit a complaint.

Grading scale

A=93.0 to 100%	C = 73.0 to 76.9%
A- = 90.0 to 92.9%	C- = 70.0 to 72.9%
B+ = 87.0 to 89.9%	D+ = 67.0 to 69.9%
B = 83.0 to 86.9%	D = 63.0 to 66.9%
B- = 80.0 to 82.9%	D- = 60.0 to 62.9%
C+ = 77.0 to 79.9%	F = below 60 See **https://catalog.ufl.edu/ugrad/current/regulations/info/grades.asp to an external site.)Links to an external site. regarding current UF g policies.**

Course Grades

Assignment	Point or Percentage
Grading Discussion Participation (10pts each)	100 points
Homework Assignments (20 pts each)	200 points
Final Project- Comprehensive & Applied	150.5 points
Total Grade	450.5 points

The grade is based on a point system. You divide the total number of earned points into the total amount of points available to determine your grade.

*Points will be deducted for all late assignments.

Course Schedule

Module	Coursework
Module 0: Introduction	- Course Introductions - Course Intro video - Syllabus Quiz
Module 1: Why Quality?	- Overview - Readings (pg.1-13) - Video - Assignment 1 - Discussion 1
Module 2: History of Quality in EMS	- Overview - Readings (pg.16-40) - Video - Assignment 2 - Discussion 2
Module 3: Domains of a QI System	- Overview - Readings (pg.44-59) - Video - Assignment 3 - Discussion 3
Module 4: Defining Quality	- Overview - Readings (pg. 60-88) - Video - Assignment 4 - Discussion 4
Module 5: Measuring Quality	- Overview - Readings (pg. 89-114) - Video - Assignment 5 - Discussion 5
Module 6: Databases and Data Collection	- Overview - Readings (pg. 115-142) - Video - Assignment 6

	• Discussion 6
Module 7: Data and Quality Analysis	• Overview • Readings (pg. 143-177) • Video • Assignment 7 • Discussion 7
Module 8: Quality Improvement Program and Project Management	• Overview • Readings (pg. 179-196) • Video • Assignment 8 • Discussion 8
Module 9: Creating and Maintaining a Culture of Quality	• Overview • Readings (pg. 197-218) • Video • Assignment 9 • Discussion 9
Module 10: Legal Considerations and Corrective Action	• Overview • Readings (pg. 219-251) • Video • Assignment 10 • Discussion 10
Module 11: Final Project	• Final Project

Evaluation Process

Students are expected to provide feedback on the quality of instruction in this course based on 10 criteria. These evaluations are conducted online at https://evaluations.ufl.edu. Evaluations are typically open during the last two or three weeks of the semester, but students will be given specific times when they are open.

Updated 8/10/2020