

Summer Online Course Report

Date

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A Course Report

**IMPROVING GLOBAL HEALTH FOCUSING ON QUALITY
AND SAFETY**

Submitted by

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**MBA Hospital and Health Management
2019-21**



REPORT ON ONLINE COURSE

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COURSE NAME	HEADING	CONTENT
IMPROVING GLOBAL HEALTH FOCUSING ON QUALITY AND SAFETY	UNIVERSITY	HAVARD UNIVERSITY
	E-LEARNING PLATFORM	Edx
	EFFORTS LEVEL (HOURS)	24
	COURSE DESCRIPTION	This course will offer an introduction to the emerging field of global healthcare quality. Over the past two decades there has been an increasing realization that for healthcare to improve population health, it must be safe, effective, and reliably delivered. Despite this realization, the quality of care that the world's citizens receive is not as good as it can and should be. The human toll of poor quality healthcare is substantial. The most recent data suggest that poor quality healthcare is likely one of the top causes of morbidity and mortality in the world. While there are several of initiatives to improve health care quality in the United States, broad evidence from other high-income countries and emerging evidence from low and middle-income countries suggest that a global focus is needed.
	COURSE OBJECTIVES	What is quality. How do we define it. How do we measure it. How we make it better.
	xCOURSE CONTENTS	Introduction • Pre-course Survey Lesson 1: Burden • Causes of Burden and Harm • Medication Errors Part-1 • Ambulatory Care Lesson 2: Measurement • Public-Private Variation Part-2 • Global Metrics • Resource Allocation • Overuse and Underuse • Public-Private Variation Part-1 Lesson 3: Standards • Defensive Medicine

		• Staffing Ratios • Patient Compensation Globally • Legal System and Regulation Lesson 4: Improvement • Building Will • Systems Issues • Implementing Data • Plan-Do-Study-Act Lesson 5: IT and Data • Health Information Exchange • Promise of Health IT • HIT Costs • Personal Health Records • Evidence and Implementation Lesson 6: Management • Components of Management • Role of Management • Self-Criticism and Management Lesson 7: Patients • Ambulatory Care • Understanding Patients Expectations • Measuring Patient Experience • Social Media Lesson 8: Public Systems • Mexican Health Reform • WHO Universal Coverage Cube • Multilateral Policy Mechanisms Course Feedback
	LEARNING METHODOLOGY	• Video • Assignment • Reading Material • Lectures • Discussion • Quiz/MCQ
	KEY LEARNINGS	• The importance of focusing on quality for improving population health • A framework for understanding healthcare quality • Approaches to quality measurement • The role of information and communication technology in quality improvement • Tools and contextual knowledge for quality improvement
LESSON		DESCRIPTIVE LEARNING
1		Cause of burden and harm by Dr. David Bates (Chief of General Medicine at Brigham and women's also the chief Quality officer) I understand the terms

	burden, harm, preventability and what they mean for health care equality. Identify the similarities and differences in measuring quality in high and low-income countries. Identify quality measurements specific to ambulatory care. Learnt the frequency of medications errors as one measure of quality. And from Madhukar pai the prevalence of tuberculosis across the world, particularly in India, and why the number of new cases of tuberculosis has been increasing in many countries, especially India and why the number of new cases of tuberculosis has been increasing in many countries, especially India, how the private and public health sector treats tuberculosis patient in India and strategies and innovations that can help improve tuberculosis treatment and adherence as well as long term strategies.
2	Measurement from Jishu Das he is Lead economist at World Bank Group. In this, I understand quality variation across health care systems and geographies. Also learnt categories of health care resources and how they are allocated based on geography, disease frequency, political factors, and more. And in the second part from Niek Klazinga, he is head, health care quality indicators project, OECD health Division Netherland. I understand global health care quality indicators and at last, learnt how countries with and without large scale healthcare data infrastructure can measure and understand quality.
3	legal system and regulation by professor Allen Kachalia, physician, practising internist, Brigham lawyer talk about 3 way that the law helps assure that we have high quality or safe care in-country or legal mechanisms and what are the parameters that Joint commission look during accreditation, what are the staffing ratios regulation, what are the compensation, Deterrence and negligence, what is defensive medicine and transparency and other factors that lead to a lawsuit and what is patient compensation globally.
4	Improvement by Maureen Bisognano here I learnt quality is a big problem. Quality comes in six flavours, safe, effective, efficient, patient-centered, timely, and equitable. And learned about effectiveness issues that are there in the U.S. They're

	there globally, learned about measurement that if we don't measure quality then never going to make progress also heard about how the OECD is beginning to do this in cross-national comparisons. And learned about the role of accreditation and the role of government in improving and measuring quality. And I learnt a basic approach to quality measurement the plan to study an act cycle. The fundamental notion that if we're going to get better we got to measure, and then we got to work on improvement and then we've got to figure out whether our improvement efforts worked or not. So that gives a framework for where we are and how to think about these issues.
5	IT & Data by Julia Alder Milstei here I learnt about information & communication technologies like PHR and EHR and which tools make up on HER, I learnt about IT in telehealth. How performance feedback questions work in Health IT. Also learnt health information exchange and electronic health records.
6	Management by professor Roffaella, Harvard Business School I understand the role of management here professor Sadun and her team studies whether or not process that matter for the performance of private sector organization are relevant in healthcare. I learned about different domains related to measure the quality of management and also learned why middle managers important to focus on quality research, the importance of finding good people and actionable items. And in the next part Dr. T.S Ravi Kumar and his team, Pondicherry India from JIPMER I learnt what is quality what will happen in future.
7	Patients, In this part first was taken by a professor at Harvard and here I learnt about how do we measure patient-centered care, what are the metrics we can use, what drives patient-centered care, why is it that some providers get terrific scores and others not so much and then how do we improve these things. The Second part was taken by Dr. Margaret Crook she is a professor at Harvard and here I learnt about the importance of quality in global health and what are the features of a high-quality delivery facility and what is women's delivery preference and role of healthcare personnel in quality. Also, I learnt what factors matter most to women when choosing a

	delivery facility. And the last part was taken by Felix Greaves Here I learnt about how to rate hospitals, why it is important and also learnt about rating doctors. And how social media play an important role in this.
8	Public system by Don Berwick here I learnt the reason that healthcare has been slow to embrace the science of quality improvement. Learned three eras of the healthcare quality movement, four categories of improvement science that could be applied to the healthcare quality movement. Also learn the triple aim and the IOM six aims for healthcare improvement. And in the second part I learned about national strategy and the case of Mexico by Julio Frenk and in the third part, I understand the role the World health Organization plays in measuring and contributing to health outcomes.