Contemporary Issues in Canadian Healthcare:
Patient Safety, Risk Management, and Quality Improvement

Tentative Course Outline

Brief Synopsis

This course is a 4000 level seminar for students in the Bachelor of Arts and Science Program.

The Canadian healthcare system is one of the most cherished institutions of Canadian society. Despite this, the Canadian healthcare system faces critical challenges. From a lack of resources, to gaps in funding, to issues involving quality improvement and patient safety, the Canadian healthcare system is at a critical juncture that must be improved in order to remain sustainable and effective at delivering excellent and high quality healthcare that Canadians expect.

This course will expose you to some of the challenges facing healthcare in Canada, specifically related to patient safety, risk management, and quality improvement. You will also work to develop your research skills, communication abilities (both written and oral), and ability to critically analyze problems and literature. In addition, there will be extensive group work.

The following are some of the topics that we will cover or attempt to cover in this course:

- Introduction to the Canadian healthcare system
- Introduction to patient safety
- Healthcare risk management
- Aviation and medicine
- Quality improvement
- Waste in the healthcare system
- High performing healthcare systems
- End of life, the Supreme Court of Canada, and dying with dignity
- International healthcare systems

Instructor

Dr. Jordan Willcox PhD  jwillcox@uoguelph.ca

I am employed as a sessional lecturer for the fall term at the University of Guelph. I am also employed at a hospital where I work in hospital administration and risk management. Therefore, since I do not maintain an office at the University of Guelph, it
is best to contact my by email. I will do my best to respond as quickly as possible to enquiries; however there may be times when I am not able to respond right away.

In the event that you would like to meet to discuss the course or issues related to the course, it is best to set up an appointment with me. We can discuss whatever you may need by telephone or meet in person.

**Course Design**

Once each week, we will meet for three hours. Each class will be a mix of small lectures, group work, and class discussion. For the group work, the class will be split into groups of eight where you will be tasked with an assignment that will be related to the topic we are discussing in class. These problems will require critical analysis and thinking and allow you to enhance your oral communication skills. Each group will then present their materials to the larger group for class discussion, analysis and constructive criticism. Most weeks, your group will be required to present a paper that has been assigned as reading for that week and that relates to the topic to be discussed in class.

**Expectations For Class**

You are expected to attend every lecture. It is expected that you arrive prepared for each class. This means you have read all of the materials that have been posted to courselink for that week. This class carries with it a substantial amount of reading. The reason for this is that I believe that it is important to be well versed on the topic that we will be working on in class. This will allow you to be more engaged in the class discussions and prepare you for the case work that you will complete in groups during the class time. It also allows us to move past baseline knowledge for the topic and spend time critically analyzing the topics that are being presented that day. My hope is that during class time we spend time exploring the topic in depth and not spending time on minor details that can be looked up, memorized or committed to memory.

**Course Schedule**

Classes are scheduled Tuesdays from 1900-2150 (7:00pm-9:50pm).

All classes are held in MCKN 227

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<thead>
<tr>
<th>Date</th>
<th>Tentative Class Topic</th>
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<tbody>
<tr>
<td>September 8\textsuperscript{th}</td>
<td>Introduction and course overview</td>
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<td>September 15\textsuperscript{th}</td>
<td>Patient safety: defining the problem</td>
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<tr>
<td>September 22\textsuperscript{nd}</td>
<td>Aviation and patient safety</td>
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<td>September 29\textsuperscript{th}</td>
<td>Checklists: central lines and surgery</td>
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<tr>
<td>October 6\textsuperscript{th}</td>
<td>Waste in the healthcare system</td>
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<td>Date</td>
<td>Topic</td>
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<td>October 13th</td>
<td>Healthcare risk management</td>
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<td>October 20th</td>
<td>High performing healthcare systems</td>
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<tr>
<td>October 27th</td>
<td>Introduction to quality improvement</td>
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<tr>
<td>November 3rd</td>
<td>Patient experience and visiting hours</td>
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<td>November 10th</td>
<td>Quality compass and Health Quality Ontario</td>
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<td>November 17th</td>
<td>Infection prevention and control</td>
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<tr>
<td>November 24th</td>
<td>Healthcare funding and quality</td>
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<tr>
<td>December 1st</td>
<td>International Healthcare Systems</td>
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**Evaluation and assignments (Tentative)**

There is no final exam for this course. (Woot!)

- **Individual Paper**: 20%
- **Group presentation: Industries like healthcare**: 25%
- **Group presentation: International Healthcare Systems**: 25%
- **Peer evaluation**: 30% (December 1st)

*Please note that assignments will not be accepted after the deadline. The only exception is if you have an illness or other legitimate reason (death in family etc).*

The peer evaluation will be integral to the course. You will evaluate the peers in your group of eight based on their preparation for class and their participation during the group discussions/cases. As the Instructor I will also evaluate everyone in the class based on their contributions to the class, their preparation for class work, critical thinking, and participation during discussions.

**Standard Statements from the College of Arts**

**E-mail Communication**

As per university regulations, all students are required to check their <mail.uoguelph.ca> e-mail account regularly: e-mail is the official route of communication between the University and its students.

**When You Cannot Meet a Course Requirement**

When you find yourself unable to meet an in-course requirement because of illness or compassionate reasons, please advise the course instructor (or designated person, such as a teaching assistant) in writing, with your name, id#, and e-mail contact. See the undergraduate calendar for information on regulations and procedures for Academic Consideration.
**Drop Date**
The last date to drop one-semester courses, without academic penalty, is **Friday, 6 November 2015**. For regulations and procedures for Dropping Courses, see the Undergraduate Calendar.

**Copies of out-of-class assignments**
Keep paper and/or other reliable back-up copies of all out-of-class assignments: you may be asked to resubmit work at any time.

**Accessibility**
The University of Guelph is committed to creating a barrier-free environment. Providing services for students is a shared responsibility among students, faculty and administrators. This relationship is based on respect of individual rights, the dignity of the individual and the University community’s shared commitment to an open and supportive learning environment. Students requiring service or accommodation, whether due to an identified, ongoing disability or a short-term disability should contact Student Accessibility Services as soon as possible. For more information, contact CSD at 519-824-4120 ext. 56208 or email sas@uoguelph.ca or see the website: http://www.csd.uoguelph.ca/csd/

**Student Rights and Responsibilities**
Each student at the University of Guelph has rights which carry commensurate responsibilities that involve, broadly, being a civil and respectful member of the University community. The Rights and Responsibilities are detailed in the Undergraduate Calendar.

**Academic Misconduct**
The University of Guelph is committed to upholding the highest standards of academic integrity and it is the responsibility of all members of the University community – faculty, staff, and students – to be aware of what constitutes academic misconduct and to do as much as possible to prevent academic offences from occurring. University of Guelph students have the responsibility of abiding by the University's policy on academic misconduct regardless of their location of study; faculty, staff and students have the responsibility of supporting an environment that discourages misconduct. Students need to remain aware that instructors have access to and the right to use electronic and other means of detection.

**Please note**: Whether or not a student intended to commit academic misconduct is not relevant for a finding of guilt. Hurried or careless submission of assignments does not excuse students from responsibility for verifying the academic integrity of their work before submitting it. Students who are in any doubt as to whether an action on their part could be construed as an academic offence should consult with a faculty member or faculty advisor. The Academic Misconduct Policy is detailed in the Undergraduate Calendar.
**Recording of Materials**
Presentations which are made in relation to course work—including lectures—cannot be recorded or copied without the permission of the presenter, whether the instructor, a classmate or guest lecturer. Material recorded with permission is restricted to use for that course unless further permission is granted.

**Resources**
The Academic Calendars are the source of information about the University of Guelph’s procedures, policies and regulations which apply to undergraduate, graduate and diploma programs.