



**Midwestern State University**

Robert D. & Carol Gunn College of Health Sciences & Human Services  
The Shimadzu School of Radiologic Sciences  
Revised January 2023

Course Number: RADS 4633                      3 credits                      Spring 2023  
Course Title: Continuous Quality Improvement in Radiology

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**Course Overview:**

This course is a study of the principles and methodologies of continuous quality improvement. A comparison with traditional quality assurance will be included as well as implementation standards to satisfy The Joint Commission.

**Textbook:**

None

**Additional Resources: (Not required)**

1. [Total Quality in Radiology: A Guide to Implementation](#) by Henry George Adams, et al
2. [The Five Pillars of TQM: How to Make Total Quality Management Work for You](#) by Bill Creech
3. [Quality Management Exam Review for Radiologic Imaging Sciences](#) by Steven Dowd, et al
4. [Quality Management in the Imaging Sciences](#) by Jeffrey Papp

**Introduction:**

Being a professional means making an investment in your profession. With today's patient being much more informed about health care, and much more discerning about treatment appropriateness and quality, it is vital that you rise to meet the challenges of the patient and health care delivery. As a working technologist, you will be asked to do more with less--more examinations, more patients, in much less time--without compromising quality. As a department director, you will be expected to provide the highest quality care in your department, with fewer people and a great deal less financial support.

The changes that have to be made to allow this to happen will be difficult and many times painful. This course is an overview of the concept of continuous quality improvement and how changes can be made without increasing the difficulty and pain.

Upon completion of this course, the student should be able to:

- Delineate the role of the health care manager in continuous quality improvement
- Describe the 8 step model for continuous quality improvement
- Apply the tools used in implementing a continuous quality improvement program
- Identify the barriers to successful continuous quality improvement.
- Analyze a scenario for the existence of a problem, customer identification, customer needs and expectations, and possible solutions.
- Generate solutions for a problem using relevant tools and procedures.

### **Course Navigation:**

If you are not familiar with Desire to Learn (D2L), you should spend some time clicking on the various tabs. If a hyperlink within the content area doesn't work, look at the top of the page and try that. It appears that the Tests and Dropbox work better when you click those words at the top of the page.

Several video files are embedded within this course to help you better understand the various charts, graphs, and content. When you click on these, a second window will open to display the video. When finished watching, just close that window and you can return to the course content. Note: the videos can take up to a few minutes to load. Please be patient as they really can be helpful.

"Tests" is the link to the unit exams. Please read each unit carefully before attempting the exams. The unit exams are open-book.

Mozilla Firefox seems to work much better than Internet Explorer and Google Chrome does not display discussion boards well at all. It is suggested that Firefox be used in this course.

**The unit exams must be completed before you take the final. Any unit exam work not completed will be assigned a grade of 0.**

### **Methodology/Teaching Strategies:**

All or some of the following strategies may be used in the delivery of this course: Independent reading assignments, study guide, written assignments, article summaries, and student presentations

**Evaluation Method:**

Percentage Distribution	Value
Module Exams	40%
Discussion Boards	25%
Comprehensive Final Exam	35%

**Grading Scale:**

Grade	Range
A	90-100
B	80-89
C	70-79
D	60-69
F	59 or below

**The last opportunity to drop this course with a grade of “W” is 4:00pm March 27, 2023.** Please refer to the Undergraduate Bulletin for details about receiving a grade of “Incomplete” in a course.

In an emergency or extenuating circumstance, a student may request a grade of “Incomplete” in a course before grades are submitted.

If the instructor grants the “Incomplete,” the student has until thirty (30) days after the beginning of the next long semester to complete the course requirements. If the student does not complete the course requirements within the deadline, the grade of “Incomplete” will automatically convert into a grade of “F.”

**Student Responsibilities:**

As a student enrolled in this course, you will be responsible for adhering to and meeting posted deadlines and due dates. All activities for this course are listed at the end of this syllabus.

Activities such as quizzes have expiration dates. Please take note that expiration dates for quizzes will differ from deadlines for assignments and activities.

Quizzes and assignments/activities are spaced out in a manner that will allow you ample time to complete them. Assignments/activities will be accepted on or before the posted due date and deadline. **Late assignments will only be accepted if arrangements have been made prior to the due date.** If a student cannot complete a course activity by the indicated due date, the student must contact the course instructor immediately. Please note that late submissions without prior approval will not be

graded; students must contact the instructor for approval for late submissions. If a student has emergency issues, then the student must contact the instructor as soon as possible (within a day or two). Any activity not completed and submitted by the due date will be addressed on an individual basis.

***Students must use baccalaureate level writing skills including complete sentences, correct grammar, and proper punctuation. All assignments will be graded for accuracy, completeness, quality, spelling, grammar, and integrity.***

All assignments will be submitted in a dropbox within D2L. All assignments will be completed in Times New Roman or Arial, 12 point font.

See the course calendar for the specific due date.

#### Quizzes (40%)

This course is divided into individual units. A unit examination accompanies each unit of instruction and is designed as an "open book" evaluation of the material. Be sure to complete the unit exam at the end of each unit. Some units may require special drawings, work, etc. for you to completely understand the information. While you will not have to submit this work, you should be familiar with how to construct some of the items as the final WILL require you to label, identify, and/or apply these tools and processes. ***The final exam is CLOSED notes.*** Pay close attention to those requirements.

If students have technical difficulties, they should use the 'Help' link within D2L, contact the MSU Information Systems Support Staff, and send an email to the professor explaining what happened **at the time of the incident.**

**All assignments must be written at the baccalaureate level and will be graded for accuracy, completeness, quality, spelling, grammar, and integrity. All assignments submitted will be considered complete and graded as such.**

All assignments, exams, etc. must be completed and submitted by the due date indicated on the course schedule at the end of this syllabus. If a student cannot complete a course activity by the indicated due date, the student must contact the course instructor ***immediately***. Please note that late submissions will not be graded; students must contact the instructor for approval for late submissions. If a student has emergency issues, then the student must contact the instructor as soon as possible (within a day or two). Any activity not completed and submitted by the due date will be addressed on an individual basis.

### Discussion Boards (25%)

There are several discussion board topics posted under the “Discussions” link. You must meet the deadlines to get credit. Spelling, grammar, and substance really do count. Try not to veer off subject, and be respectful and considerate of your fellow student's submissions.

You must post at least one original response to the topic AND you must respond to at least 2 postings for each topic. The discussion board counts as 15% of your grade. If you do not understand this requirement, please let me know.

### Comprehensive Final Exam (35%)

The final exam is a comprehensive exam and will be administered within D2L. **THE FINAL IS TO BE TAKEN WITHOUT THE BENEFIT OF BOOKS, NOTES, OR REFERENCES OF ANY KIND.** LockDown Browser and Respondus Monitor, provided within D2L, will be used for this exam (**PLEASE NOTE: CHROMEBOOKS ARE NOT COMPATIBLE WITH LOCKDOWN BROWSER OR RESPONDUS MONITOR AND CANNOT BE USED**).

The final exam is mixed format, (short answer, essay, etc.) and you will have two hours to complete it. The final exam is closed book/notes and no supplemental material is allowed. The final consists of a provided scenario with eight separate areas requiring you to identify the problem and work through that problem using the skills you have obtained throughout the semester. The exam is given over Desire to Learn (D2L) by way of Lockdown Browser/Respondus Monitor. The exam is closed notes. No extra books/papers are allowed. You will have 2 hours to complete the exam. When the time expires, you must submit within 2 minutes or the test will auto submit and lock you out. If you have problems with the exam shutting down, anything you have submitted will be saved and you can sign back in as long as the time has not expired. Contact me if you have any problems.

It may take several days to grade this exam, so please be patient.

### Communication with the Instructor:

Communication will be through the student's Midwestern State University email account. An email account is created for every MSU student. If you have not accessed this account yet, please do so by logging into the Portal and clicking the student email account icon located in the Portal.

You have the option to have any messages sent here to be forwarded to the email account of your choice.

The instructor will respond or at least acknowledge email messages from students within a maximum of five (5) business days when MSU is in session. Beyond standard

university holidays and breaks, the instructor will notify students of any extended periods of time when email contact is not practical (professional meetings, etc.).

**When emailing the instructor, please include your full name, course and section number, and a thorough explanation in your message. This will help expedite your request or needs.**

Students should periodically check the 'News' section within D2L for course updates and other important information.

### **Class Meeting Date and Time:**

Since this is an online course, there are no mandatory face-to-face sessions. However, the student should be vigilant in logging into D2L. Regular checks will ensure messages from the instructor are received in a timely manner. This course is on a schedule that will be strictly adhered to. See the Course Schedule at the end of this syllabus for specific information about activities and due dates. The instructor will be available to meet face-to-face with any interested students. This meeting is optional and must be confirmed by email ahead of time with the instructor.

Students should check for class announcements on the course website in D2L. This course also includes an UNGRADED discussion board on D2L so students may post questions they want the instructor to answer. The entire class will benefit from the answers. Students should check the Instructor Discussion Board at least once per week.

### **Special Needs:**

In accordance with Section 504 of the Federal Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, Midwestern State University endeavors to make reasonable adjustments in its policies, practices, services, and facilities to ensure equal opportunity for qualified persons with disabilities to participate in all educational programs and activities.

The Office of Disability Support Services (DSS) provides information and assistance, arranges accommodations, and serves as a liaison for students, instructors, and staff. The DSS has assistance devices such as books on tape, recorders, and adaptive software which can be loaned to qualified individuals. A student/employee who seeks accommodations on the basis of disability must register with the Office of Disability Support Services in the Clark Student Center Room 168 or call 940-397-4140 for more information. Documentation of disability from a competent professional is required.

Individuals with grievances related to discrimination or lack of accommodation on the basis of a disability are encouraged to resolve the problem directly with the area involved. If the matter remains unresolved, advice and/or assistance will be provided by

the Office of Disability Services for resolution. The grievance procedure may be found in the Student Handbook and Activities Calendar.

The ADA Coordinator may be contacted at (940) 397.4140, or 3410 Taft Blvd., Clark Student Center Room 168.

### **Conduct/Honesty/Honor System:**

RADS 4633 adheres to the MSU Code of Conduct. In particular, academic dishonesty, however small, creates a breach in academic integrity. A student's participation in this course comes with the expectation that his/her work will be completed in full observance of the MSU Code of Student Conduct. A student should consult the Student Handbook for answers to any questions about the code.

Students are encouraged to take full advantage of many resources available including Internet sites, handouts, other textbooks & journals, faculty, and peers. This interactive collegial learning environment is conducive to life-long learning.

Specific components of RADS 4633 are designed to represent the efforts of each student individually and are NOT to be shared. These components include the written assignment submitted for a grade. Submitting someone else's work as your own or improperly cited work constitutes plagiarism. Please see the Midwestern State University Catalog for further discussion of plagiarism. Plagiarism will constitute in an F for the course and the student will be referred to administration for further action. When students submit their efforts for grading, they are attesting they abided by this rule.

***Quizzes and exams are not to be copied in any form or shared in any form. Students caught engaging in such activity will receive an F for the course and be referred to University administration for dismissal.***

Cheating includes, but is not limited to: (1) use of any unauthorized assistance in taking quizzes, tests, or examinations; (2) dependence upon the aid of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or completing other assignments; or (3) the acquisition of tests or other academic materials belonging to the university faculty or staff without permission.

Plagiarism includes, but is not limited to: the use of, by paraphrase or direct quotation without correct citation in the text and on the reference list, the published or unpublished works of another person. Students may not submit papers and assignments that they have previously submitted for this or other courses. The use of materials generated by agencies engaged in "selling" term papers is also plagiarism. Students are encouraged to review the tutorials and suggested websites for more information about plagiarism.

*By enrolling in this course, the student expressly grants MSU a limited right in all intellectual property created by the student for the purpose of this course. The limited right shall include but shall not be limited to the right to reproduce the students work product in order to verify originality and authenticity, and for educational purposes.*

**Administrative Process:**

Unresolved issues related to this course should be first addressed between the student and the course instructor. If there is no resolution, students must follow this sequence:

1. Department Chair: Dr. Beth Vealé (940) 397.4611
2. College Dean: Dr. Jeff Killion (940) 397.4594
3. Dean of Students: Matthew Park (940) 397.7500



### Tentative Course Schedule

Date	Activity <i>All assignments are due by 11:59pm CST on the indicated due date</i>
January 17	Classes begin. All quizzes are open. All discussion boards are open. Please be aware there is a deadline for posting the original post and another for when the discussion board actually closes. See due dates below.
	Introduction discussion board. Introduce yourself to the class.
January 30 February 4	Unit 1 Discussion Original Post Due Unit 1 Discussion closes
February 13 February 18	Unit 2 Discussion Original Post Due Unit 2 Discussion closes
February 27 March 4	Unit 3 Discussion Original Post Due Unit 3 Discussion closes
March 13 March 18	Unit 4 Discussion Original Post Due Unit 4 Discussion closes
March 27 April 1	Unit 5 Discussion Original Post Due Unit 5 Discussion Closes
April 10 April 15	Unit 6 Discussion Original Post Due Unit 6 Discussion Closes
	<i>Unit quizzes must be completed by the date specified on the course calendar. ANY quiz not completed by 11:59pm, May 3rd will receive a grade of zero (0).</i>
Final Exam will be available from April 17 at 6am – May 8 at 11:59 pm. Please be advised there will be no technical assistance from MSU Texas on weekends.	