COURSE OUTLINE

# HLT716 Managing Patient Safety and Quality

**School:** School of Health - Paramedicine

2025 | Semester 2

| | | |
|---|---|---|
| Online | ONLINE | You can do this course without coming onto campus, unless your program has specified a mandatory onsite requirement. |

*Please go to unisc.edu.au for up to date information on the teaching sessions and campuses where this course is usually offered.*

## 1. What is this course about?

### 1.1. Description

The specialist skills and knowledge of managing legal and financial risk, cultural competency, infection prevention and control, and communication for safety is integral to the provision of safe clinical practice in Urgent Care. To prepare you for your professional role you will develop knowledge in managing safety and quality in urgent care. You will critically appraise your clinical knowledge and practices and develop capabilities and competencies to manage risk in Urgent Care.

### 1.2. How will this course be delivered?

| ACTIVITY | HOURS | BEGINNING WEEK | FREQUENCY |
|---|---|---|---|
| **ONLINE** | | | |
| **Online** – Structured online asynchronous learning materials with optional one-hour online consultation sessions. | 6hrs | Week 1 | 12 times |

### 1.3. Course Topics

*Module 1: Legal and financial*

Triage, information, and records

Billing

Informed consent

*Module 2: Priority Populations*

Indigenous perspectives ;Cultural sensitivity

Domestic Violence

Intellectual disability

LGBTQI+

*Module 3: National Safety and Quality in Healthcare Services (select standards)*

Select standards [Preventing and Controlling Infection prevention and control; Governance; Comprehensive care; Medication safety (including S4 and S8 medications) and recognising acute deterioration.

Intersection of Urgent Care and disaster management

Intersection of Urgent Care and public health

*Module 4: Communication for safety*

CRM, PACE, consent, teamwork, leadership, delegation, mentoring, and clinical and peer review.

Handover and the continuum of care

Patients in crisis

### 1.4. Mature Content

Nudity, Violence, Adult themes

## 2. What level is this course?

700 Level (Specialised)

Demonstrating a specialised body of knowledge and set of skills for professional practice or further learning. Advanced application of knowledge and skills in unfamiliar contexts.

## 3. What is the unit value of this course?

12 units

## 4. How does this course contribute to my learning?

| COURSE LEARNING OUTCOMES<br>On successful completion of this course, you should be able to... | | GRADUATE QUALITIES<br>Completing these tasks successfully will contribute to you becoming... |
|---|---|---|
| 1 | Critically reflect on the bio-ethical principles and standards underpinning approaches to manage risk within the provision of urgent care. | Creative and critical thinker<br>Ethical<br>Problem solving |
| 2 | Prepare and execute a comprehensive plan for the safe transfer of complex patients requiring specialised care and monitoring during transportation. | Creative and critical thinker<br>Communication<br>Collaboration<br>Organisation |
| 3 | Critique the evidence that underpins cultural safety and quality in urgent care. | Sustainability-focussed<br>Communication<br>Problem solving<br>Information literacy |
| 4 | Evaluate the clinician's role in safety and quality in Urgent Care in the Australian community. | Engaged<br>Communication<br>Collaboration<br>Problem solving<br>Information literacy |

## 5. Am I eligible to enrol in this course?

Refer to the UniSC Glossary of terms for definitions of “pre-requisites, co-requisites and anti-requisites”.

### 5.1. Pre-requisites

Not applicable

### 5.2. Co-requisites

Not applicable

### 5.3. Anti-requisites

Not applicable

### 5.4. Specific assumed prior knowledge and skills (where applicable)

Not applicable

### 5.5. Microcredential Information

Not applicable

## 6. How am I going to be assessed?

### 6.1. Grading Scale

Standard Grading (GRD)

High Distinction (HD), Distinction (DN), Credit (CR), Pass (PS), Fail (FL).

### 6.2. Details of early feedback on progress

To support your learning, early formative feedback will be provided alongside the online learning materials. This will include quizzes and case-based scenarios that reflect the style and content of your summative assessment. These formative online activities offer you an opportunity to self-assess your academic progress and identify areas for improvement.

## 6.3. Assessment tasks

| DELIVERY MODE | TASK NO. | ASSESSMENT PRODUCT | INDIVIDUAL OR GROUP | WEIGHTING % | WHAT IS THE DURATION / LENGTH? | WHEN SHOULD I SUBMIT? | WHERE SHOULD I SUBMIT IT? |
|---|---|---|---|---|---|---|---|
| Online | 1 | Activity Participation | Individual | 10% | Four posts - 200 words each. | Refer to Format | Online Assignment Submission with plagiarism check |
| Online | 2 | Case Study | Individual | 45% | Two case studies (approx 1000 words each - total 1500 - 2000 words) | Refer to Format | Online Assignment Submission with plagiarism check |
| Online | 3 | Case Study | Individual | 45% | Two case studies (approx 1000 words each - total 1500 - 2000 words) | Refer to Format | Online Assignment Submission with plagiarism check |

**Online - Assessment Task 1:** Discussion Board Contribution

| | |
|---|---|
| **GOAL:** | Participation and responses in online forums on specified topics to demonstrate disciplinary knowledge, professional capabilities, and critical thinking skills |
| **PRODUCT:** | Activity Participation |
| **FORMAT:** | Four individual contributions to discussion boards on current topics. Weeks 2, 5, 8 and 10 |
| **CRITERIA:** | |

| No. | | Learning Outcome assessed |
|---|---|---|
| 1 | Critical reflection on the bio-ethical principles and standards underpinning approaches to manage risk within the provision of urgent care. | 1 |
| 2 | Critique of the evidence that underpins cultural safety and quality in urgent care. | 3 |
| 3 | Evaluation of clinician's role in safety and quality in Urgent Care in the Australian community. | 4 |

| | |
|---|---|
| **GENERIC SKILLS:** | Communication, Collaboration, Organisation, Information literacy |

**Online - Assessment Task 2:** Portfolio of cases

| | |
|---|---|
| **GOAL:** | To discuss specialist disciplinary knowledge. |
| **PRODUCT:** | Case Study |
| **FORMAT:** | Week 3 and 6 |
| **CRITERIA:** | |

| No. | | Learning Outcome assessed |
|---|---|---|
| 1 | Critical reflection on the bio-ethical principles and standards underpinning approaches to manage risk within the provision of urgent care. | 1 |
| 2 | Critique of the evidence that underpins cultural safety and quality in urgent care. | 3 |

| | |
|---|---|
| **GENERIC SKILLS:** | Communication, Problem solving, Information literacy |

**Online - Assessment Task 3:** Portfolio of cases

| | |
|---|---|
| **GOAL:** | To discuss specialist disciplinary knowledge. |
| **PRODUCT:** | Case Study |
| **FORMAT:** | Week 9 and 12 |
| **CRITERIA:** | |

| No. | | Learning Outcome assessed |
|---|---|---|
| 1 | Preparation and execution of a comprehensive plan for safe patient transfer. | 2 |
| 2 | Evaluation of the clinician's role in safety and quality. | 4 |

| | |
|---|---|
| **GENERIC SKILLS:** | Communication, Problem solving, Information literacy |

## 7. Directed study hours

A 12-unit course will have total of 150 learning hours which will include directed study hours (including online if required), self-directed learning and completion of assessable tasks. Student workload is calculated at 12.5 learning hours per one unit.

## 8. What resources do I need to undertake this course?

Please note: Course information, including specific information of recommended readings, learning activities, resources, weekly readings, etc. are available on the course Canvas site– Please log in as soon as possible.

### 8.1. Prescribed text(s) or course reader

There are no required/recommended resources for this course.

### 8.2. Specific requirements

Not applicable

## 9. How are risks managed in this course?

Risk assessments have been performed for all studio and laboratory classes and a low level of health and safety risk exists. Some risk concerns may include equipment, instruments, and tools; as well as manual handling items within the laboratory. It is your responsibility to review course material, search online, discuss with lecturers and peers and understand the risks associated with your specific course of study and to familiarise yourself with the University's general health and safety principles by reviewing the online induction training for students, and following the instructions of the University staff.

## 10. What administrative information is relevant to this course?

### 10.1. Assessment: Academic Integrity

Academic integrity is the ethical standard of university participation. It ensures that students graduate as a result of proving they are competent in their discipline. This is integral in maintaining the value of academic qualifications. Each industry has expectations and standards of the skills and knowledge within that discipline and these are reflected in assessment.

Academic integrity means that you do not engage in any activity that is considered to be academic fraud; including plagiarism, collusion or outsourcing any part of any assessment item to any other person. You are expected to be honest and ethical by completing all work yourself and indicating in your work which ideas and information were developed by you and which were taken from others. You cannot provide your assessment work to others. You are also expected to provide evidence of wide and critical reading, usually by using appropriate academic references.

In order to minimise incidents of academic fraud, this course may require that some of its assessment tasks, when submitted to Canvas, are electronically checked through Turnitin. This software allows for text comparisons to be made between your submitted assessment item and all other work to which Turnitin has access.

### 10.2. Assessment: Additional Requirements

**Eligibility for Supplementary Assessment**

Your eligibility for supplementary assessment in a course is dependent of the following conditions applying:
(a) The final mark is in the percentage range 47% to 49.4%; and
(b) The course is graded using the Standard Grading scale

## 10.3. Assessment: Submission penalties

Late submissions may be penalised up to and including the following maximum percentage of the assessment task's identified value, with weekdays and weekends included in the calculation of days late:
(a) One day: deduct 5%;
(b) Two days: deduct 10%;
(c) Three days: deduct 20%;
(d) Four days: deduct 40%;
(e) Five days: deduct 60%;
(f) Six days: deduct 80%;
(g) Seven days: A result of zero is awarded for the assessment task.

The following penalties will apply for a late submission for an online examination:
Less than 15 minutes: No penalty
From 15 minutes to 30 minutes: 20% penalty
More than 30 minutes: 100% penalty

## 10.4. Links to relevant University policy and procedures

For more information on Academic Learning & Teaching categories including:

- Assessment: Courses and Coursework Programs
- Review of Assessment and Final Grades
- Supplementary Assessment
- Central Examinations
- Deferred Examinations
- Student Conduct
- Students with a Disability

For more information, visit https://www.usc.edu.au/explore/policies-and-procedures#academic-learning-and-teaching

## 10.5. Student Charter

UniSC is committed to excellence in teaching, research and engagement in an environment that is inclusive, inspiring, safe and respectful. The Student Charter sets out what students can expect from the University, and what in turn is expected of students, to achieve these outcomes.

## 10.6. General Enquiries

**In person:**

- **UniSC Sunshine Coast** - Student Central, Ground Floor, Building C, 90 Sippy Downs Drive, Sippy Downs
- **UniSC Moreton Bay** - Service Centre, Ground Floor, Foundation Building, Gympie Road, Petrie
- **UniSC SouthBank** - Student Central, Building A4 (SW1), 52 Merivale Street, South Brisbane
- **UniSC Gympie** - Student Central, 71 Cartwright Road, Gympie
- **UniSC Fraser Coast** - Student Central, Student Central, Building A, 161 Old Maryborough Rd, Hervey Bay
- **UniSC Caboolture** - Student Central, Level 1 Building J, Cnr Manley and Tallon Street, Caboolture

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