



SLO's and Assessment in Sustainable Continuous Quality Improvement

By

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Research and Planning***





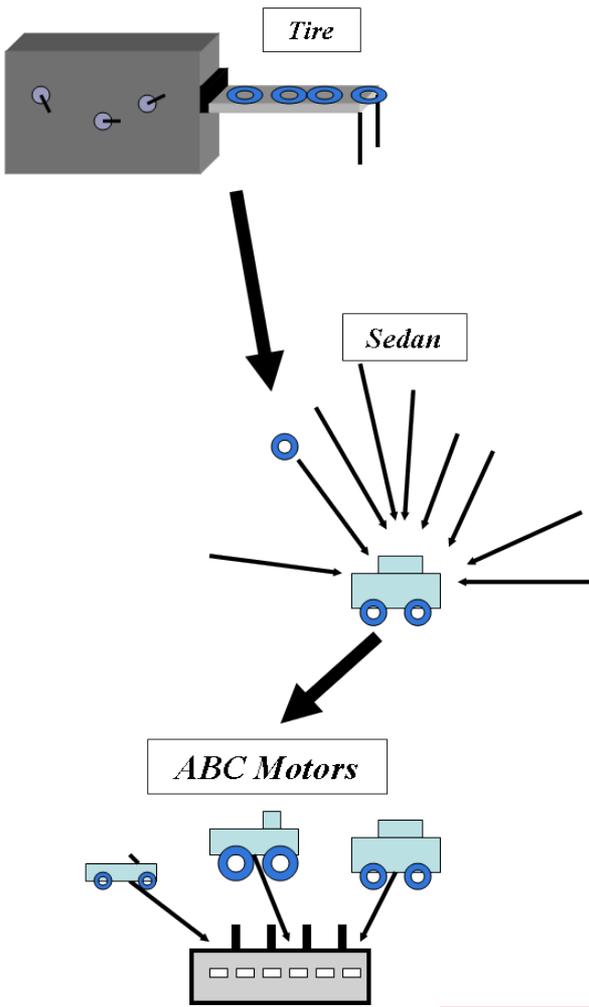
Sustainable Continuous Quality Improvement

1. Institution-wide dedication to improvement
2. Assessment at all levels
3. Integrated across the institution
4. Discussion of assessment results
5. Action plans developed from assessment discussion
6. Ongoing institution-wide discussion about quality improvement

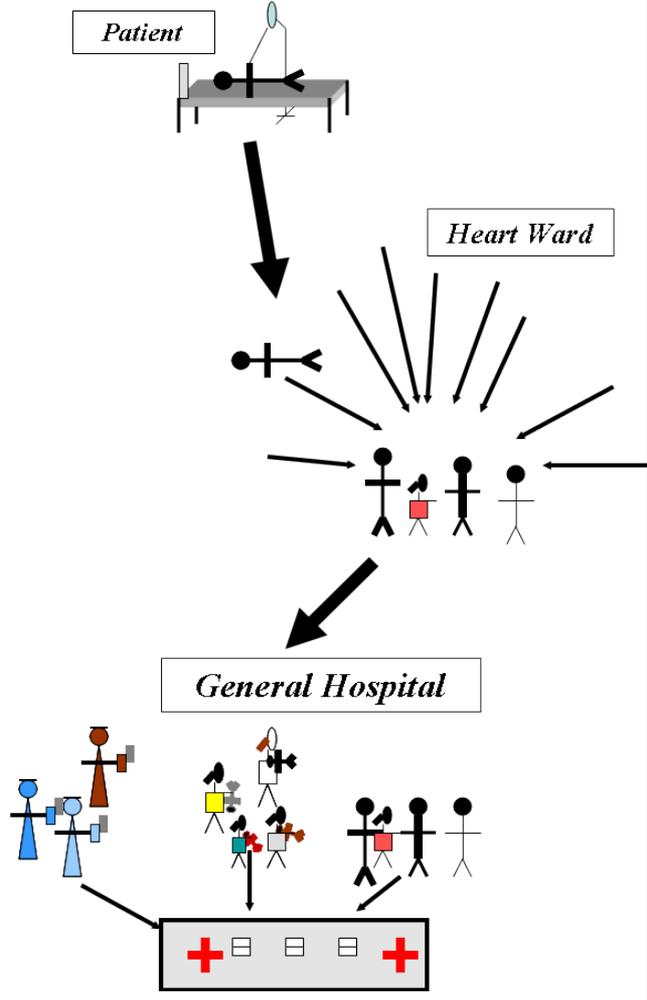




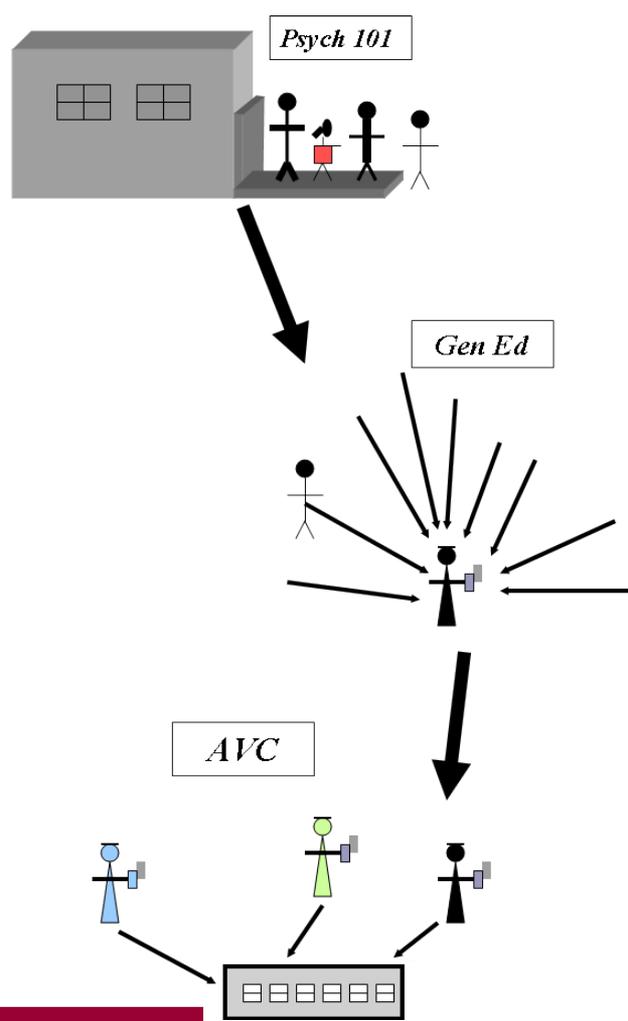
■ Manufacturing



■ Health Care

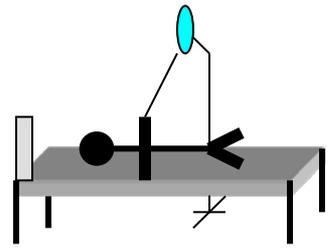


■ Education





■ Health Care Quality Control
Patient

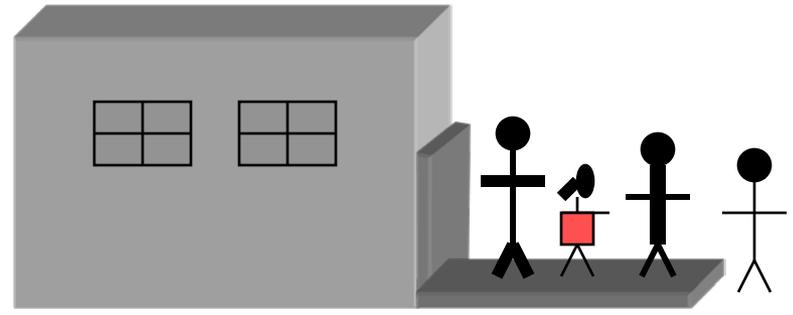


Patient Care:

1. **Blood pressure in normal range**
2. **Pain free**
3. **Weight in normal range**

■ Student Learning Outcomes

Psych 101



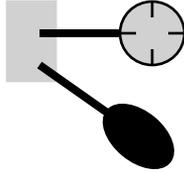
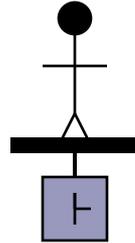
Learning Outcomes:

1. *Students will be able to identify the strengths and weaknesses of the various research methodologies and provide examples of each method.*
2. *Students are able to recognize, inspect, question and evaluate various theories, historical and present perspectives in the field of psychology.*
3. *Students will be able to identify the major theories and concepts of Multicultural Psychology.*



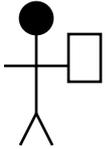
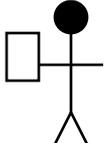
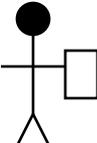
- Health Care Quality Control
Patient – Assessment Tools

Patient Assessment Tools:

- Sphygmomanometer** 
- Pain Management Log** 
- Scale** 

- Student Learning Outcomes
Psych 101 – Assessment Tools

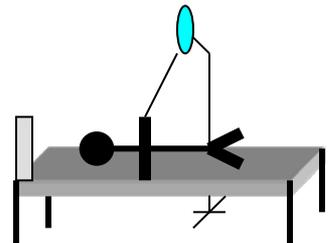
SLO Assessment Tool:

- Multiple Choice Test** 
- Psych Lab 3 Score** 
- Written Test** 



■ Health Care Quality Control

Patient – Achievement Targets

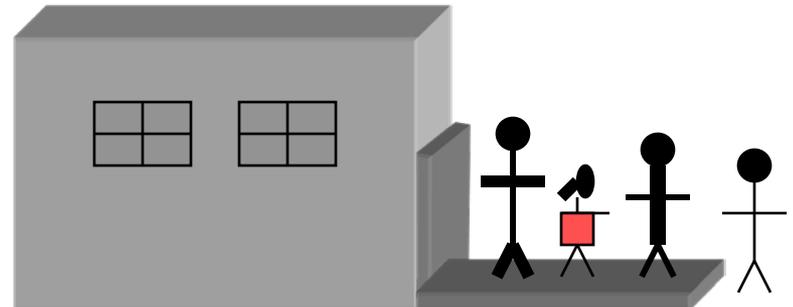


Patient Achievement Target:

- 1. 99% or more meet specification 1
- 2. 90% or more meet specification 2
- 3. 99% are within normal range of specification 3

■ Student Learning Outcomes

Psych 101 – Achievement Targets



Student Learning Outcomes Achievement Target:

- 1. At least 75% meet SLO
- 2. At least 75% meet SLO
- 3. At least 90% meet SLO





Health Care Quality Control

Patient Findings

Patient Assessment Findings:

- 1. 99.9% met specification (target=99%)
Met target
- 2. 87% met specification (target=90%)
Did not meet target
- 3. 99.98% met specification (target=99%)
Met target

Student Learning Outcomes

Psych 101 SLO Findings

SLO Assessment Findings:

- 1. 78% of students met SLO (target=75%)
Met target
- 2. 84% of students met SLO (target=75%)
Met target
- 3. 89% of students met SLO (target=90%)
Did not meet target





- **Health Care Quality Control**

Individual patients are graded on multiple criteria and given a Pass/No Pass grade.

Grades signify health status of individual patients.

The medical office process is assessed across patients and meets the target based on the percent of patients in a group meeting the criteria.

Health care assessment signifies achievement of a group of patients in meeting specified health outcomes.



- **Student Learning Outcomes**

Individual students are graded on course work related to course objectives and given a grade based upon their achievement of the objectives.

Grades signify achievement of individual students.

The learning process is assessed across students by percent of students who meet the Learning Outcomes.

Learning Outcomes assessment signifies achievement of a group of students completing a course or program.





Health Care Quality Control

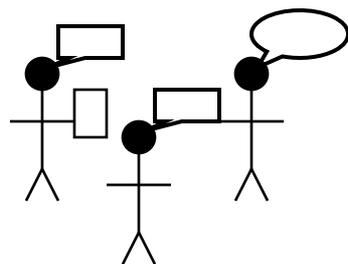
Medical Office

Discussing results:

“Looks good on blood pressure, very few patients consistently outside normal limits.”

“Hmmm too many are complaining about pain. Lets try adjusting the threshold for prescribing medication a bit.”

“Looks good on weight, but the population trend is towards heavier so we need a new healthy living program to start working with people.”



Student Learning Outcomes

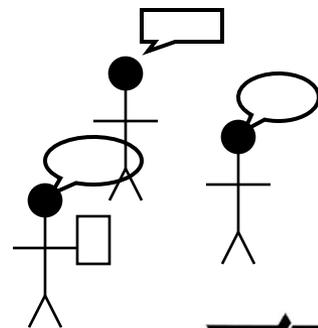
Psych 101

Discussing results:

“Looks good, lets keep the same emphasis on chapter 3 and 4.”

“Looks good, but we should add a new quiz at the end of the lab to reinforce the concepts.”

“Too many students are making cultural errors, lets put in a budget request for new culture guides.”

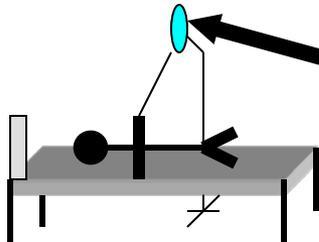




Health Care Quality Control

Patient Action Plan for spec. #2

No Budget Requests

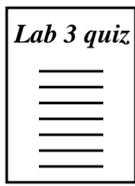
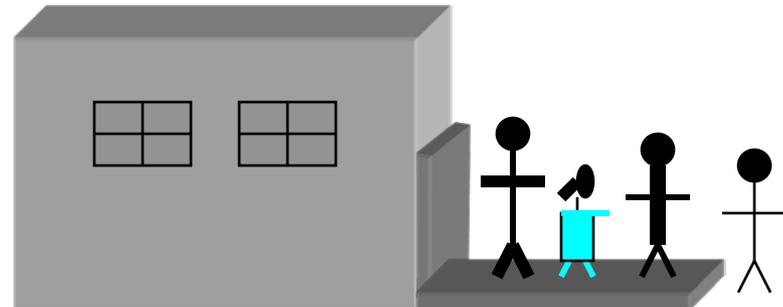


Make adjustment to threshold for IV pain medication as discussed.

Student Learning Outcomes

Psych 101 Action Plan for SLO #2

No Budget Requests



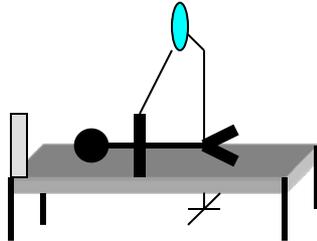
Add quiz to Lab 3 as discussed.



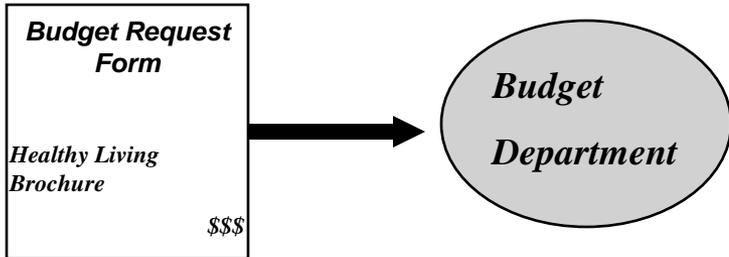
Health Care Quality Control

Patient Action Plan for spec. #3

With Budget Requests



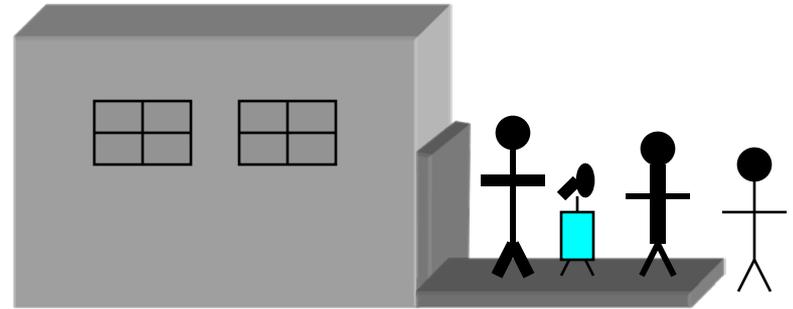
Send budget request for new Healthy Living and Diet brochures to budget department.



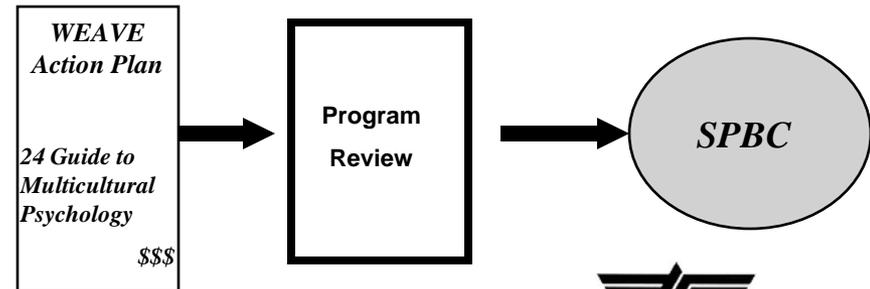
Student Learning Outcomes

Psych 101 Action Plan for SLO #3

With Budget Requests



Add budget request for new culture guides to action plan form in WEAVE for forwarding.

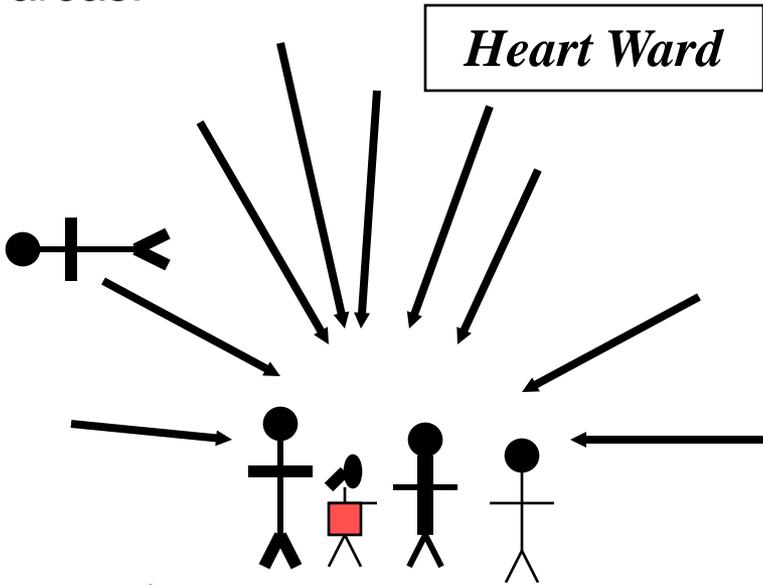




Health Care Quality Control

Cardiology Ward Program Quality

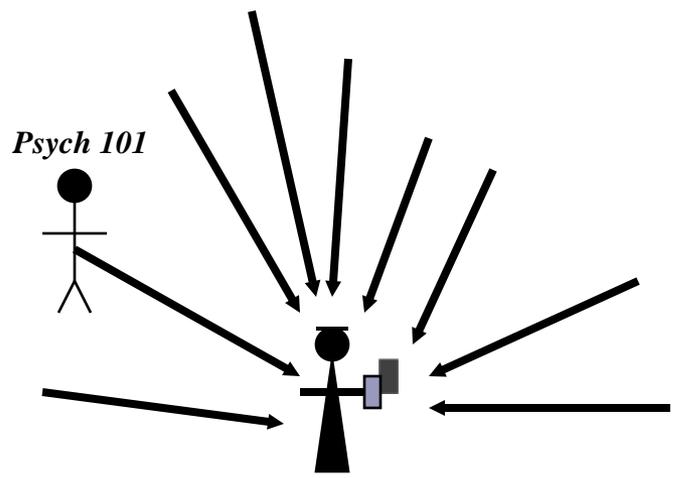
- Individual patients are treated for one or more ailments and are part of overall quality for general treatment or one or more specialized treatment areas.



Student Learning Outcomes

Gen Ed Program Learning Outcomes

Psych 101 is a component of the Gen Ed degree along with many other courses.

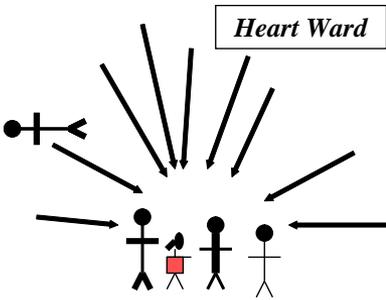




Health Care Quality Control

Heart Ward Program Quality

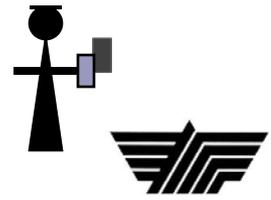
- 1. Aspirin at arrival %
- 2. Beta Blockers prescribed at discharge %
- 3. Adult Smoking cessation advice/counseling for heart attack patients %



Student Learning Outcomes

Gen Ed Program Learning Outcomes

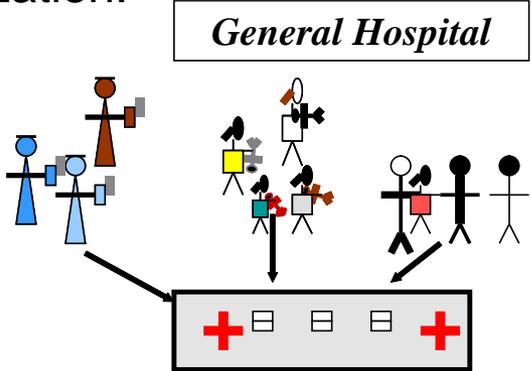
- 1. Students demonstrate critical thinking skills and the competencies to function effectively within society
- 2. Students develop an appreciation of the physical environment and culture in which we live
- 3. Students gain a self-awareness and self-understanding relative to our diverse and global community



Health Care Quality Control

Hospital Performance

Patients are treated in one or more areas covering many areas of specialization.



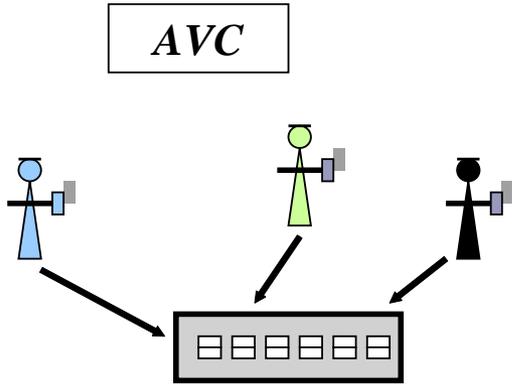
Hospital Performance Measures

1. Customer Satisfaction
2. Experience of Care
3. Appropriate Care

Student Learning Outcomes

Institutional Learning Outcomes

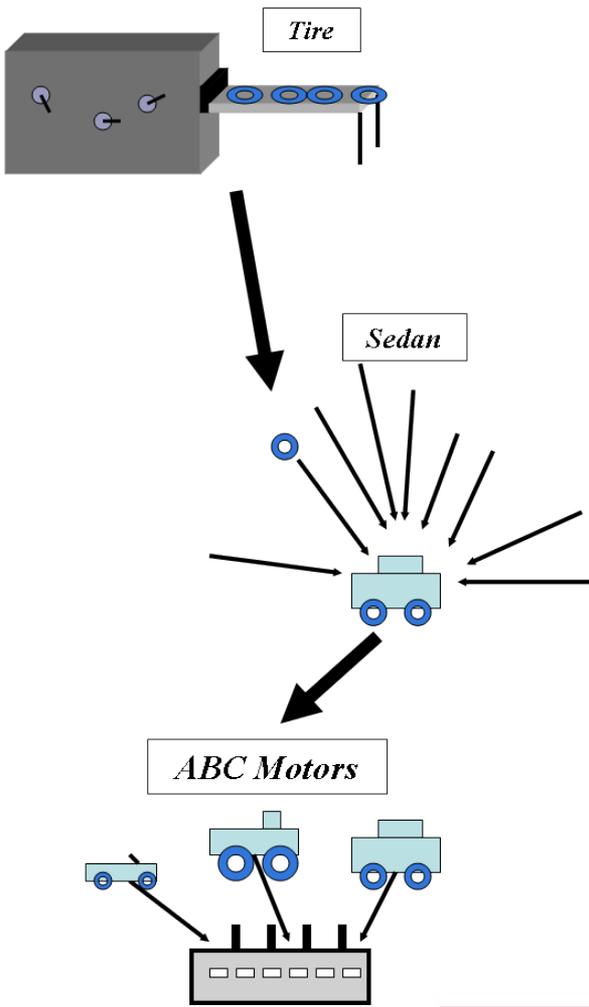
Gen Ed is one path for community college students.



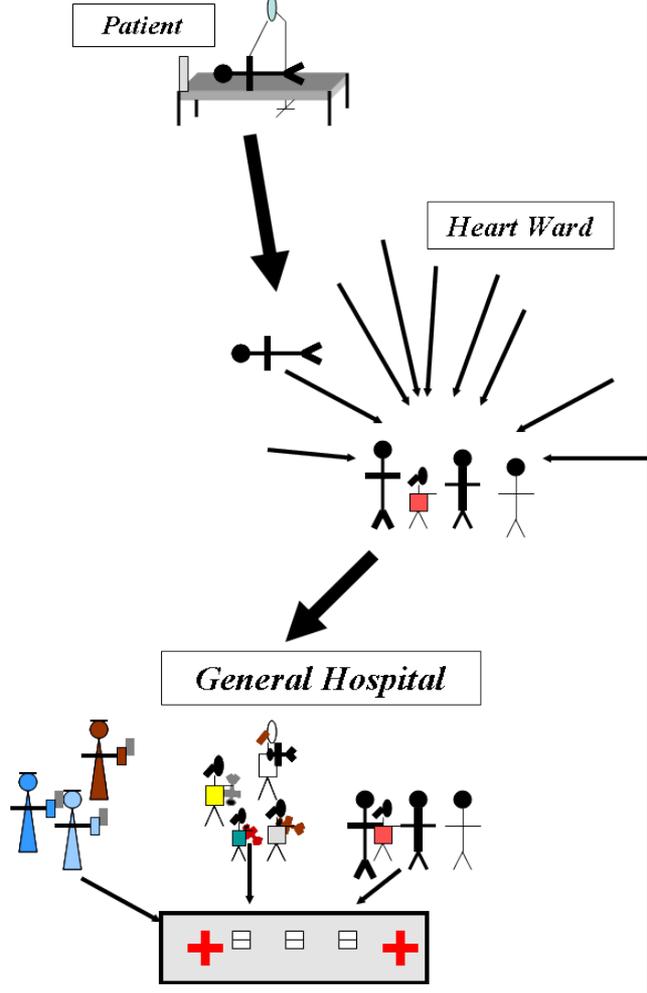
Institutional Learning Outcomes

1. Critical Thinking
2. Job Skills
3. Diversity Understanding

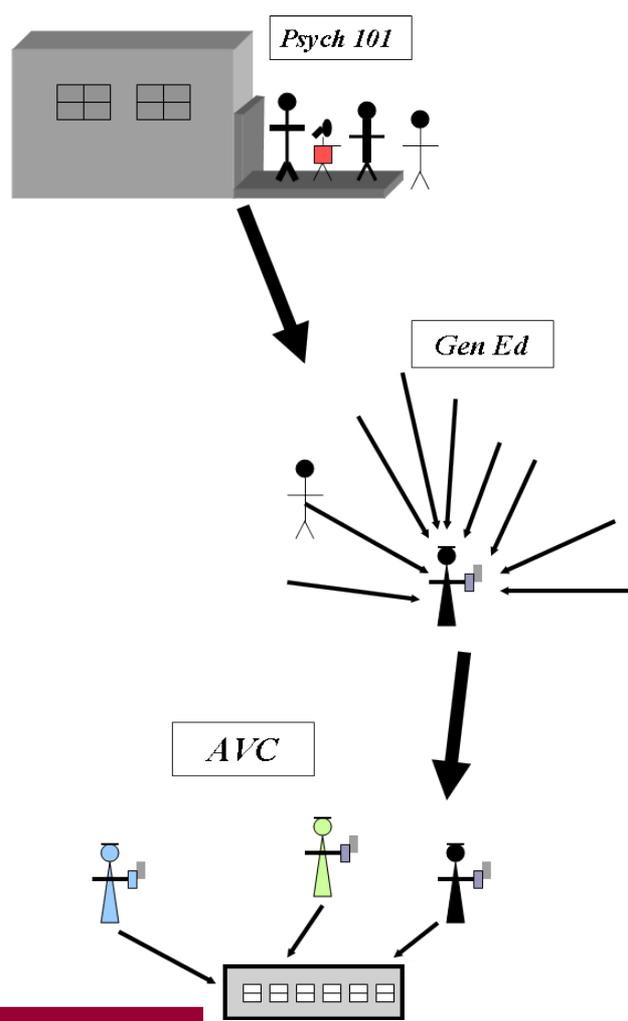
■ Manufacturing



■ Health Care



■ Education





Key Takeaways:

1. Assessment is the key to sustainable continuous quality improvement
2. Setting of achievement criteria for each outcome
3. Setting of achievement targets for the population
4. Discussion of results
5. Creation of action plans after discussion of results
6. Integrated across all levels of the institution
7. Continuous, ongoing dedication to improvement!!!

