Certificate in Healthcare Quality and Patient Safety

STUDENT HANDBOOK

2021
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PROGRAM CONTACTS

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OVERVIEW

The Certificate in Healthcare Quality Improvement and Patient Safety is designed for fellows, faculty, and staff who are interested in acquiring a robust foundation in the science of quality improvement and patient safety. Certificate students complete two core courses, an elective, and complete a mentored capstone QI project as part of the program.

Program Goals

The goal of the program is to provide students with knowledge and practical skills in healthcare quality and safety. All students will demonstrate their ability to develop and lead a healthcare quality and safety project as a required component of the certificate program.

Program Objectives

Through a rigorous four-course sequence, students will gain a strong background in the history, methods, and application in the field of healthcare quality improvement and patient safety. By the end of the program, graduates will be able to:

1. Design and lead a healthcare quality or safety project using a QI framework, methods, and tools
2. Describe contemporary issues in healthcare quality and safety
3. Apply quality and safety principles to solve problems in their local healthcare environment
Certificate in Healthcare Quality & Safety Requirements

The PSOM HQS Certificate Program is composed of 4 CUs.

2 Core Courses (2 c.u.)

1. HQS 612: Principles and Practice of Quality Improvement (1 c.u.)
2. HQS 650: Systems Thinking & Patient Safety (1 c.u.)

1 Elective Course (1 c.u.)

1 Capstone Course (1 c.u.)

Description of Required Course Work

HQS 612 Principles and Practice of Healthcare Quality Improvement

Healthcare delivery is complex and constantly changing. A primary mission of leading healthcare organizations is to advance the quality of patient care by striving to deliver care that is safe, effective, efficient, timely, cost effective, and patient-centered. The goal of this interprofessional course is to provide students with a broad overview of the principles and tools of quality improvement and patient safety in healthcare while also guiding them through the steps of developing a quality improvement project. It will provide a foundation for students or practicing clinicians who are interested in quality improvement and patient safety research, administration, or clinical applications. As part of this course, students will design and plan for a real quality improvement project in their area of interest within healthcare using the methods and tools taught in the course.

Instructors: Jennifer Myers MD, Heather Greysen RN PhD
Semester: Course usually offered in fall term
Also Offered As: NURS 612
Credit: 1.0 Course Unit

HQS 650 Systems Thinking in Patient Safety

This blended online/in-classroom graduate level course integrates principles of systems thinking with foundational concepts in patient safety. Utilizing complexity theories, students assess healthcare practices and identify factors that contribute to medical errors and impact patient safety. Using a clinical microsystem framework, learners assess a potential patient safety issue and create preventive systems. Lessons learned from the science of safety are utilized in developing strategies to enhance safe system redesign. Core competencies for all healthcare professionals are emphasized, content is applicable for all healthcare providers including, but not limited to, nurses, pharmacists, physicians, social workers and healthcare administrators, and may be taken as an elective by non-majors.
**HQS 990-NURS698: Quality Improvement Capstone I**

The purpose of the capstone quality improvement project is to provide students with the opportunity to lead and experience each of the 4 phases of quality improvement work: Define - Measure - Analyze - Improve. Students will conduct their experiential quality improvement work under the guidance of an advisor with experience in the field. The course will culminate with the student presenting a poster and oral presentation of their work to the faculty and other students completing the course. **HQS 612 – NURS 612 is a pre-requisite for this course.**

Instructors: Jessica Hart MD, Patricia Macolino RN MSN  
Semester: May be taken in fall or spring  
Credit: 1.0 Course Units  
Format: Hybrid  

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**Description of Elective Course Work**

In addition to the required courses, students must enroll in one or two electives that total one course unit. These must be graduate level courses in an area of concentration that complements the student's future career plans in healthcare quality and safety. A list of complementary approved electives in programs and schools at Penn outside of HQS is below. The Program Director must approve any non pre-approved elective courses chosen by the student *prior* to course registration. Please provide the CHIPS program office with the course syllabus. If approved, the student must contact the course instructor to request permission to enroll in the elective. Once the instructor grants permission, then the student must notify the HQS program office who will request that a "permit" be entered into SRS so the student is able to complete the elective registration.

**Approved HQS Electives**

- HQS 601 Introduction to Healthcare Quality (1.0CU)  
- HQS 602 Learning Health Systems Seminar Series (0.5CU)  
- HQS 603 Healthcare Quality Measurement (1.0CU)  
- HQS 640 Coaching in Quality Improvement Work (0.5CU)  

**Approved Non-HQS Electives**

- BMIN 501 Introduction to Biomedical and Health Informatics (1.0CU)  
- BMIN 507 Human Factors (0.5CU)  
- BMIN 509 Telehealth and mHealth Systems and Applications (1.0CU)  
- ESE 543 Human Systems Engineering (1.0CU)
HCIN 601 Health Care Operations (1.0CU)
HCIN 602 Behavioral Economics and Decision Making (1.0CU)
HCMG 203 Clinical Issues in Health Care Management: Doctors, Patients and Managers in Modern Society (1.0CU)
HCMG 841 Health Services System (1.0CU)
HPR 611 Implementation Science in Health and Health Care (1.0CU)
HPR 611 Summer Institute – Implementation Science in Health and Health Care (0.5CU)
HPR 670 Health Care Strategic Leadership and Business Acumen (1.0CU)
NURS 573 Innovation in Health: Foundations of Design Thinking (1.0CU)
LAWM 513 Medical Liability and Negligence (1.0CU)
LAWM 530 Health Law and Policy Fundamentals (1.0CU)

Description of Capstone Course Work

Students are required to engage in a capstone project of their own design under the supervision of their QI project advisor. The QI project advisor will assist in helping the student identify a quality or safety problem or “gap” in their local healthcare system and design improvement work to close that gap.

Non-credit Academic Requirements

In addition to course work, students are required to participate in non-credit programs intended to enrich their experience. These requirements include the following:

Prior to the start of any quality improvement activity, all students are required to complete online HIPAA training. Students can access and complete the training via Knowledgelink http://knowledgelink.upenn.edu/.

Students should submit their capstone project work utilizing the QI IRB protocol at their respective healthcare institution. For example, if the capstone work is performed at CHOP, it should be submitted to through the CHOP QI IRB pathway; if the capstone work is performed within Penn Medicine, it should be submitted through the UPenn QI IRB pathway.

If, in discussion with your QI capstone advisor, you believe that your capstone project has elements of human subjects research, you must complete the CITI online human research training and certification program: https://irb.upenn.edu/mission-institutional-review-board-irb/guidance/citi-training
Example of a Full-Time Plan of Study*

<table>
<thead>
<tr>
<th>Year</th>
<th>Fall</th>
<th>Spring</th>
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<tbody>
<tr>
<td>1</td>
<td>HQS 612</td>
<td>HQS 650</td>
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<tr>
<td></td>
<td>Elective</td>
<td>HQS 990</td>
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Example of a Part-Time Plan of Study*

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<th>Year</th>
<th>Fall</th>
<th>Spring</th>
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<tbody>
<tr>
<td>1</td>
<td>HQS 612</td>
<td>HQS 650</td>
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<td></td>
<td><strong>OR</strong> HQS 990</td>
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<tr>
<td>2</td>
<td>Elective</td>
<td>HQS 650</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>OR</strong> HQS 990</td>
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</table>

*electives are also offered and may be taken in the summer after year 1 or year 2
The design and leadership of an improvement effort focused on one or more aspects of healthcare quality (safe, timely, effective, efficient, equitable, patient-centered) is an integral component of training for professionals who seek career advancement in healthcare quality and safety. The purpose of the capstone project is to provide the student with this experience in a supportive environment with ready access to resources and mentors.

The Capstone project provides hands-on experience in 4 of the 5 phases of QI work. These 4 phases are Define-Measure-Analyze-Improve. Specifically, they are expected to show evidence of at least two Plan-Do-Study-Act (or Deming) Cycles in their project work while tracking one or more quality metrics. The course will culminate with the student presenting a poster and oral presentation of their work to the faculty and other students completing the course.

The student is required to engage in a capstone project of their own design under the supervision of a QI Project Advisor. In addition to designing the project, they will be responsible for leading an interdisciplinary capstone project team that will help them execute their project work. The size and membership of this team will vary based on the size and scope of their project. The capstone project components will provide a robust training experience to assist in their individual career advancement in the field of healthcare quality and safety.

Students will specify the focus of their capstone project during the first year of the program in consultation with their QI project advisor. In the majority of cases, students will complete their capstone work in the healthcare institution where they work. Capstone projects may align with the day-to-day responsibilities of the student’s employment or may be in a new area of interest. They will use class material and assignments to assist in project development. The capstone project training component is conducted in an apprenticeship model where the student works under the supervision of program mentors and advisors who are qualified and experienced in this area. A suggested timeline for the capstone with milestones will be outlined for students.

Types of Acceptable Capstone Projects

The primary criterion for an acceptable capstone project is that it addresses one or more aspects of quality in the healthcare delivery system. A secondary criterion is that the topic be of importance not only to the student, but also to the stakeholders in their healthcare delivery system. Stakeholder prioritization and support are essential for the student to accomplish their capstone project goals. Feasibility is another factor to consider when deliberating capstone project options. In general, it should be possible to complete the project over the time frame in which you choose to complete the certificate program (i.e. 1, 2, or 3 years), year one or two of the program.
Starting the Capstone Project

Students will begin the design process for their projects upon entering the program by considering a range of quality problems of interest. The initial process is focused on finding and refining a relevant clinical quality problem that is suitable and appropriate for a QI capstone project. During the foundational course, HQS 612 Principles and Practice of Quality Improvement, students will develop their QI project proposal while they learn how to design and conduct the early phases of a QI project.

Occasionally, in the process of investigating their quality problem, the student discovers that there is no quality problem, or that the problem is much smaller or much larger than they anticipated, and they therefore need to modify or completely change their capstone project. The program directors have experience in these scenarios and will be available to assist the students in deciding how to proceed.

Evolution of the Capstone Project

Following the HQS 612 course, the student will design and test changes in the healthcare system that relate to their capstone project using iterative Plan-Do-Study-Act (Deming) cycles. Students’ time and effort in testing their first few change ideas while tracking relevant quality metrics will comprise the Capstone I Course.

Procedures for Changing the Capstone Topic

The originally proposed capstone project will have been developed with guidance from the student’s QI advisor and other relevant stakeholders. As such, the project should be feasible. Nonetheless, it is recognized that the initially proposed capstone project may not always be tenable for reasons of logistics, time, shifting healthcare system priorities, or other unforeseeable circumstances. Should it become impossible to complete the originally designed capstone, a student may request to change the project.

The reason for not completing the originally proposed project must be discussed with the student’s QI project advisor and the HQS 990 Course Directors.

1) Their advisor must agree that the capstone project is not feasible or prudent to pursue.
2) The student must then propose an alternate capstone project to their QI advisor

Role of the Capstone QI Project Advisor

The capstone QI project advisor will assist the student in identifying a feasible capstone project; help them select among more than one idea for their capstone project; identify content experts to supplement the mentor’s expertise; and advise the student on project development, project team composition, improvement idea implementation, and data analysis.

Conduct of the Capstone Project Work

The student will conduct all aspects of the capstone project, typically in collaboration with a local quality/safety project team. The formation and leadership of the quality/safety project team is an important skill for success in this field.
In circumstances where the amount of work required exceeds what could be reasonably expected of a single student, it is appropriate to work with additional individuals in the collection of data and data entry. In such cases, the student is expected to oversee the process and provide sufficient monitoring to ensure that the quality of the data is not compromised. Once the data is collected and properly entered into a computer database, the student is responsible for the primary analysis and display of the data. It is expected that the student will seek the advice of his or her mentors during this process to ensure an efficient and appropriate analysis process.

**Deliverables for the Capstone Project**

The capstone will culminate in a final oral and poster presentation. It is expected that a copy of the final poster be submitted to the Program Office to be included in the student’s file.

**Waiving the Capstone Project requirement**

The program recognizes that a small number of students may have led a QI project in their prior work experience. On a case-by-case basis, the Capstone 1 Course Directors will consider student requests to “place out” of the Capstone 1 course requirement and replace this requirement with a second elective in the program. Please see “Waiving the Capstone 1 Course Policy” in the Academic Policies section of this handbook for more details.
Grading

The grading system is as follows: A, excellent; B, good; C, fair; D, poor; and F, failure. At the certificate graduate level, the grade of C, while passing, does not constitute satisfactory performance. Letter grades may be modified by a plus (+) or minus (-) sign at the discretion of the course director. The minimum standard for satisfactory work in each course is a B-. A 3.0 GPA or better is required to graduate. The HQS Certificate program additionally requires that the quality of the students’ work and their conduct in the program is of an appropriate professional quality to ensure advancement. Failure to meet these requirements may result in a student being placed on probation and/or require a student to withdraw despite a satisfactory grade average.

The mark of I is used to designate “incomplete.” A student who fails to complete a course and does not withdraw or change his/her status to auditor within the prescribed period shall receive at the instructor’s discretion either a grade of I (incomplete) or F (failure). It is expected, in general, that a student shall complete the work of a course during the term in which that course is taken. The course director may permit an extension of time up to one year for the completion of the course. In such cases, any course which is still incomplete after one calendar year from its official ending must remain as “incomplete” on the student’s record and shall not be credited toward a degree.

Academic Standing

The PSOM HQS Certificate program has specific academic standards that are expected of all students. If a student fails to obtain a satisfactory grade for a required course they may be placed on academic probation. Students may continue to enroll in other courses while on probation with the permission of the Program Director and input from the course director, as needed. Students will be notified of their probation status through written communication. The academic advisor will work with the student to develop a plan for academic success. Students may take a leave of absence, during which the student may complete remedial or missing coursework. The student must make arrangements with the course director to remediate any grades lower than a B- and these arrangements must be approved by the program director.

A remediation will be required that may include one of the following: retake an end of course exam or submit a written assignment as designed by the course instructor. This will be at the discretion of the instructor for that course. After the student has completed work toward remediating a low grade, the Course Director will submit a grade change request with the newly earned grade. Additional remediation may be required based on the judgment of the program director and/or the course directors. Any student who receives an unacceptable grade in a course for the second time or fails to meet the remediation plan will be dismissed and will not be eligible for re-admission. The status of any student who is or has previously been on probation and who receives an unacceptable grade for an additional course will be reviewed by the program director, and the curriculum committee. The committee is authorized to dismiss the student or allow the student to remain in the program on a probationary status.

Any student who exhibits unprofessional behavior as determined by the programmatic leadership will be evaluated for probation. Continued unprofessional behavior will be grounds for removal from the program and withdrawal of all associated financial support.
**Academic Grievances**
Instructors and faculty members have the authority to make academic judgments in relation to their students. Therefore, if a graduate student wishes to have an evaluation, exam, or course grade reviewed, they must first discuss the matter with their instructor. Should the student and instructor not find a satisfactory resolution, or should a discussion prove impossible, the student may submit a request in writing to the Program Director.

Should the matter not be resolved with the aid of the Program Director, students may ask that their request be elevated to the Associate Dean for PSOM Master’s and Certificate Programs for further review. The role of the Associate Dean is to ensure that the Program has arranged for a proper review of the matter and that the evaluation was fair and impartial and in accordance with relevant University policies.

**Transfer Credit Policy**
Four course units including completion of one capstone credit are required for the PSOM HQS Certificate program. Students may request to transfer credit for graduate level courses completed at other schools within the University or from an accredited program. All transfer of credit requests will be considered on a case by case basis.

Transfer credit may not be applied to the capstone course unit. Courses taken on a pass/fail basis and courses taken more than three years ago will not be considered for transfer credit. Only courses in which the student received a grade of "B" (3.0) or higher will be considered for transfer credit. No course may be counted toward degree requirements if it has been used toward the requirements for more than one other degree.

Requests for transfer credit should be submitted to the Program Director together with a course syllabus for the course under consideration no later than the start of the term in which the student expects to graduate, though matriculation is preferred. The director will request a review of the course by a HQS faculty member in that content area for its appropriateness for transfer credit.

Students may request substitution of a core course with a more advanced course in that content area. The process for substitution is the same as that for transfer credit.

**Waiving the Capstone 1 Course Policy**
CHIPS recognizes that a small number of students may have led a QI project in their prior work experience. On a case-by-case basis, the Capstone 1 Course Directors will consider student requests to “place out” of the Capstone 1 course requirement and replace this requirement with a second elective in the program. Students who wish to pursue this option must show evidence that they have led a QI project through the Define-Measure-Analyze-Improve phases of an improvement project and have completed at least two Plan-Do-Study-Act (Deming) Cycles. Students who request and are granted permission to place out of the Capstone 1 Course requirement will still be required to submit a QI project as a poster and deliver a short oral presentation at the end of the certificate program. The QI project submitted/presented can be their prior QI work or a new project developed during their time in the certificate program.
Audit Policy

Auditing course work is discouraged, as full tuition is charged but no credit is earned toward the Certificate. If a student wishes to change a course status from credit to audit, s/he must obtain permission from the course instructor before the “drop/add” period ends. The audited course will appear on the transcript with the grade of “AUD” and no credit will be earned toward graduation. Students are not permitted to change the course status from graded to audit after the course has ended.

Student Conduct

PSOM HQS Certificate students must comply with the University's Code of Student Conduct and other University policies related to student conduct that appear in The PennBook: Resources, Policies and Procedures Handbook, available here: (https://catalog.upenn.edu/pennbook/). These include, but are not limited to, policies on sexual harassment, acquaintance rape and sexual violence, appropriate use of electronic resources, open expression, and drug and alcohol usage. Students are also expected to abide by the Perelman School of Medicine Research Policies, Procedures and Guidelines, including the Authorship policy. Any student who exhibits unprofessional behavior as determined by program leadership will be evaluated for probation. Continued unprofessional behavior will be grounds for removal from the program.

Code of Academic Integrity

The most fundamental value of any academic community is intellectual honesty; accordingly, all academic communities rely upon the integrity of each and every member. Students are responsible not only for adhering to the highest standards of truth and honesty but also for upholding the principles and spirit of the University of Pennsylvania’s Code of Academic Integrity: https://catalog.upenn.edu/pennbook/code-of-academic-integrity/ violations of the code include but are not limited to the following acts:

A. Cheating: using or attempting to use unauthorized assistance, material or study aids in examinations or any other academic work, or preventing, or attempting to prevent another from using authorized assistance, material, or study aids. Example: using a cheat sheet in a quiz or exam, altering a graded exam and resubmitting it for a better grade, etc.

B. Plagiarism: using the ideas, data or language of another without specific and proper acknowledgment. Example: copying another person’s paper, article, or computer work and submitting it for an assignment, cloning someone else's ideas without attribution, failing to use quotation marks where appropriate, etc.

C. Fabrication: submitting contrived or altered information in any academic exercise. Example: making up data for an experiment, fudging data, citing nonexistent articles, contriving sources, etc.

D. Multiple Submission: submitting, without prior permission, any work submitted to fulfill another academic requirement.

E. Misrepresentation of Academic Records: misrepresenting or tampering with or attempting to tamper with any portion of one's own or any other person’s transcripts or academic record, either before or after coming to the University of Pennsylvania. Example: forging a change of grade slip, tampering with
computer records, falsifying academic information on one’s resume, etc.

F. Facilitating Academic Dishonesty: knowingly helping or attempting to help another violate provisions of this Code. Example: working together on a take-home exam, etc.

G. Unfair Advantage: attempting to gain unauthorized advantage over fellow students in an academic exercise. Example: gaining or providing unauthorized access to examination materials, obstructing or interfering with another student’s efforts in an academic exercise, lying about a need for an extension for an exam or paper, continuing to write even when time is up during an exam, destroying or keeping library materials for one’s own use., etc.

Time Limitation

The PSOM HQS Certificate program may be pursued as a full-time program or a part-time program. If the program is pursued full-time, the time to complete didactics is typically 1 year while the capstone project may take up to 2 years to complete. If the program is pursued on a part-time basis, the time to complete the didactics is typically 2 years and the capstone project may take up to 3 years to complete. The maximum time permitted to complete the HQS Certificate is 3 years from the date of matriculation.

Voluntary Withdrawal from Program

Students may withdraw from their program at any time. Please contact your program for the appropriate form to commence official withdrawal proceedings. Students who are considering withdrawal are strongly encouraged to meet with their Program Director to discuss their situation and options. Students are responsible for dropping all registered courses in the semester they wish to withdraw to effectively stop the billing process (in other words, withdrawal from the program does not automatically cancel course registration). Students are responsible for all tuition charges and other financial obligations to the University incurred prior to the effective date of withdrawal. Once students have withdrawn, they may reapply for admission under the program’s application portal. Credit completed prior to readmission will be reviewed as transfer credit under the program’s transfer credit policy.

Drop from Program

A student may be dropped from their program for reasons listed below. Like a voluntary withdrawal, students will be responsible for any charges or financial obligations to the University incurred before the effective date of the drop.

1. Time Limit: Students are expected to complete their degree within five years of matriculation. Should a student fail to complete their degree within the time limit, the program may drop the student.

2. Academic Progress: Students are expected to maintain continuous registration, maintain a GPA of at least 3.0, carry incomplete marks for no more than a year, achieve passing grades on comprehensive examinations, and achieve grades of B or better in all coursework. If a student does not meet these criteria, they may be placed on probation—with an opportunity to remediate issues with their progress—or dropped from the program.

3. Academic Integrity: Students are expected to follow the University Code of Academic Integrity. Violations of this code may result in the student being dropped from the program.

4. Student Conduct: Students are expected to follow the University Code of Student Conduct. Violations of this code may result in the student being dropped from the program.
Registration Process

To register for HQS required core courses, students should go to Penn InTouch and choose Register for Courses.

To register for electives, students must first obtain approval from the Program Director if the course is not on the approved electives list. For all non HQS electives, students must contact the course instructor to request permission to enroll. Once the course instructor grants permission, then the student must notify the HQS administrative office who will request a "permit" be issued. The student will then register themselves using the same instructions below.

Students can change their course schedule without penalty during the add/drop period.

Penn InTouch Course Registration Guide

Course Registration Site: [www.upenn.edu/pennintouch](http://www.upenn.edu/pennintouch)

1. **To Claim Authorizations / Permits** – Go directly to register for courses

   ![Registration and planning](image)

   a. Look below course cart for authorizations and permits

   **Course selection (drop/request): Summer 2019**

   ![Mock schedule or course cart](image)

   b. Select permit to claim and add request

REGISTRATION COMPLETE

Students are required to verify course registration, tuition bills and grades through the student portal: [http://pennintouch.apps.upenn.edu](http://pennintouch.apps.upenn.edu)

Students may refer to the UPenn Academic Calendar to find out registration dates and add/drop periods: [https://almanac.upenn.edu/penn-academic-calendar](https://almanac.upenn.edu/penn-academic-calendar)
Information on course offerings (e.g. timetables, classrooms, and course descriptions) can also be found on the Registrar’s website (https://srfs.upenn.edu/registrar). For the most up-to-date information on HQS courses visit the HQS Certificate/CHIPS website at: https://chips.med.upenn.edu/certificate/curriculum/
Throughout the program, students will be required to keep track of and follow through on all administrative requirements for the PSOM HQS Certificate Program. Below is a summarized list of the requirements:

1) Graduation Application – In order to be considered for conferral of the certificate students must complete an online graduation application approximately two months prior to the expected conferral date. The graduation application initiates an academic audit that, assuming all requirements are met, places the student with the next graduation cohort. Graduation is conferred by the University of Pennsylvania Perelman School of Medicine and is granted in May, August and December of each year.

2) Course Evaluations – students are required to complete an evaluation for every HQS course. Students will receive an email notification and website link to the online evaluation at the end of each term. Grades will not be released until evaluations are complete.

3) HQS Surveys – students are required to complete periodic online evaluations of the HQS Certificate program. Students will receive an email with a survey link from the Program administrative office. Graduating students are required to complete an exit survey, and in some years an interview, evaluating the program and their advisors.

Research Regulations Compliance

Because some of the QI project work conducted by our students involves clinical data, it is essential that all studies comply with various research regulations. These policies are designed to protect patient and human subject privacy.

To learn more, contact the Office of Clinical Research [https://www.med.upenn.edu/ocr/about.html](https://www.med.upenn.edu/ocr/about.html)
PennCard

PennCard is the official identification card of the University of Pennsylvania and is required for all students. The PennCard Center is located on the 2nd floor of the Penn Bookstore at 3601 Walnut Street. A valid government issued photo I.D. will be required in order to pick up your new PennCard. The Office can be reached at http://www.upenn.edu/penncard.

PennKey

Your PennKey name and password gives you access to PennNet, a Penn e-mail account, and many other essential services managed through the HQS Certificate Program. All students are required to have a current, active PennKey and password.

If you have not received a PennKey setup code, please contact the PennKey office:

https://pennkeysupport.upenn.edu/contact

Penn InTouch

Penn InTouch provides secure web access to view current billing information, course registration and schedules, academic records, student health insurance, etc. Access to this site requires login with PennKey and password: http://pennintouch.apps.upenn.edu.

The PennPortal

The PennPortal webpage bundles together links to important information for students. Access the PennPortal at www.upenn.edu/penn_portal/.

Canvas

Canvas is the online course site system used for the majority of HQS courses and by the University. Individual pages are set up for each HQS Course and can be accessed with PennKey and Password.

Log in at https://canvas.upenn.edu

Support: canvas@pobox.upenn.edu

Canvas After Graduation: https://infocanvas.upenn.edu/canvas-after-graduation/

University Resources

Graduate Student Center
Many resources are available to students via the Graduate Student Center (http://www.gsc.upenn.edu/) including:

New Student Orientation: https://gsc.upenn.edu/resources/new-students
Wellness at Penn: https://gsc.upenn.edu/resources/wellness
Family Center at Penn: https://familycenter.upenn.edu/
Weingarten Learning Resources Center: https://www.vpul.upenn.edu/lrc/
Counseling and Psychological Services (CAPS): https://caps.wellness.upenn.edu/
Description of Fees

The HQS tuition is calculated based on course unit plus general and technical fees. Tuition for non-HQS courses vary by department and students should contact the individual department to verify tuition cost.

For current tuition rates, visit https://srfs.upenn.edu/costs-budgeting/med/masters

**General Fee:** The general fee enables the University to maintain essential facilities such as the library system, museums and institutes, special laboratories, the Student Health Service, Athletics, and Career Services, all of which provide benefits to students both before and after graduation.

**Technical Fee:** Students are charged a technical fee for computing services such as access to computer labs and use of email accounts.

**Clinical Fee:** Full-time students (enrolled in more than 2 CU in a term) are required either to pay a separate Clinical Fee for access to the Student Health Service or to enroll in a health insurance plan that provides a capitated payment to the Student Health Service (i.e., the Penn Student Insurance Plan or a private plan that provides and equivalent capitated payment). Students who are full time employees or Fellows with insurance benefits through those sources may have their clinical fee waived.

A review of the Penn Student Insurance Plan can be found at the following website: https://shs.wellness.upenn.edu/inreq/. If you are a full-time student and do not need health insurance, you must complete a health insurance waiver or you will be automatically enrolled and charged.

Registration Timeline

Student registration may be adjusted through Penn InTouch through the end of the Course Selection Period for each term, as listed in the term Academic Calendar. After the Course Selection Period ends, registration adjustments must be requested through the program administrators. There will be a financial penalty assessed for dropping a course after the Course Selection Period, following the scheme below:

<table>
<thead>
<tr>
<th>Drop on or before the Course Selection Period ends</th>
<th>100% reduction of tuition &amp; fees*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Drop after the Course Selection Period ends and before the Drop Deadline</td>
<td>50% reduction of tuition &amp; fees*</td>
</tr>
<tr>
<td>Drop after the Drop Deadline and before the Withdrawal Deadline</td>
<td>0% reduction in tuition &amp; fees* Mark of ‘W’ added to the transcript</td>
</tr>
<tr>
<td>Drop after the Withdrawal Deadline</td>
<td>0% reduction in tuition &amp; fees* Mark of ‘WF’ on the transcript, indicating Withdrawal with Failure</td>
</tr>
</tbody>
</table>

*Tuition & fees refers to Tuition, General Fee, and Technology Fee. Clinical Fee is separate and is only removed when registration is below 3CU. Clinical Fee will be removed through the Drop Deadline but not afterward.
Note to students with Penn Faculty / Staff Tuition Benefits: Tuition benefits are calculated based on the number of registered CU and are adjusted in accordance with registration. Tuition benefits are always reduced 100%, regardless of the date of the drop, meaning they will not cover partial tuition & fees left on the bill as a result of dropping a course after the Course Selection Period ends. The portion of tuition and fees remaining on the bill after courses have been dropped are the student’s responsibility. You must submit for tuition benefits each semester.

Penn/CHOP Tuition Benefit Policies
Click here for more info on PSOM Faculty and Staff tuition benefits
Click here for more info on CHOP-employee tuition benefits
Click here for more info on Penn Medicine staff tuition benefits

Billing & Payment
Explain cadence of billing - e.g. each term based on registration.
- Access & Pay Your Student Bill: https://srfs.upenn.edu/billing-payment/pennpay
- University Billing Schedule: https://srfs.upenn.edu/billing-payment/billing-schedule
- Penn Tuition Benefit: https://www.hr.upenn.edu/PennHR/benefits-pay/tuition/tuition-benefits-for-faculty-and-staff
- Third Party Payment: https://srfs.upenn.edu/billing-payment/third-party-payment
The PSOM HQS Certificate program is administered by the Center for Healthcare Improvement and Patient Safety (https://chips.med.upenn.edu) with oversight from the Penn Medicine Masters and Certificate Programs office (https://www.med.upenn.edu/psom/masters.html). The Academic home for the PSOM HQS Certificate program is the Department of Medicine, Perelman School of Medicine.

The Participating Schools in the PSOM HQS Certificate program are the Schools of Medicine and Nursing. In addition, the PSOM HQS Certificate program welcomes applicants from other schools within the University of Pennsylvania such as the Schools of Veterinary Medicine, Dental Medicine, and Social Policy and Practice.

The Program Directors are responsible for administrative oversight and academic leadership of the program. The Directors also serves as the chairpersons of the Curriculum and Selection Committees. The current Program Directors are Jennifer Myers, MD and Kathy Shaw MD MSCE.

The PSOM HQS Certificate program Curriculum Committee serves to advise the program leadership on all matters related to implementation and evaluation of the PSOM HQS Certificate program and other related activities. The curriculum committee is responsible for formal decision-making on academic aspects of the HQS Certificate program. The committee is primarily composed of course directors and program mentors who evaluate existing curriculum and implement modifications. Specific responsibilities of this committee include establishing criteria for membership and advising in the PSOM HQS Certificate program, recruiting faculty for the program and core courses, and developing liaisons with appropriate Penn centers and institutes.

The PSOM HQS Certificate Program Selection Committee meets to identify new HQS Certificate students and award funding. The selection committee is responsible for reviewing all applications to the program and associated funding mechanisms. The members interview applicants and recommend acceptance on the basis of a uniform set of criteria related to the applicant, project, mentoring, and resources.