

**MONTANA STATE UNIVERSITY
COLLEGE OF NURSING
Master Resource Outline**

N506 Management of Care Environments

Credits: 4 (3 lecture, 1 clinical lab)

Semesters offered: Spring

Prerequisite: N505

Course Description: This course introduces the role of Clinical Nurse Leader and examines internal and external forces which affect care delivery in a variety of settings within healthcare systems and organizations. Students have an opportunity to learn strategies for team coordination, quality management, and risk reduction. Healthcare informatics is included as an important clinical resource in the management of the care environments.

Course Objectives:

1. Examine the role of the Clinical Nurse Leader as it relates to horizontal and vertical leadership, effective use of self, advocacy, and the integration of care.
2. Examine issues related to coordinating and leading healthcare teams.
3. Evaluate various organizational structures and cultures, and behavior in the delivery of health care.
4. Compare quality, risk management, and patient safety strategies among select client populations.
5. Describe interrelationships among clinical information systems, communication accuracy, error reduction, and health care system operations.
6. Assess internal and external forces including cultural factors that effect healthcare delivery across various settings.

Recommended Content and Concepts:

CNL Role

- Conceptual Analysis of the CNL Role
- Horizontal Leadership
- Effective use of Self
- Advocacy
- Lateral and Vertical Integration of Care

Forces Affecting Healthcare Delivery

- Healthcare finance/economics
- Resource allocation
- Technologies
- Social expectations
- Policy
- Institutional Culture
- Community resources

Team Coordination

- Case management skills and principles
- Delegation
- Supervision
- Interdisciplinary care
- Group processes

Conflict resolution
Healthcare Systems & Organizations
Organizational structures
Organizational behaviors
Unit level healthcare delivery / microsystems of care
Complexity theory
Change theories
Institutional culture
Quality and Risk Management
Infection Control
Risk assessment and analysis
Regulatory and compliance controls
CQI
Informatics
Types of clinical information systems
Evolving technologies
Outcomes monitoring
Electronic Health Records
Security and Privacy issues

Examples of Learning Activities:

- A. Student papers
- B. Student presentations
- C. Discussion
- D. Annotated bibliography / literature review
- E. Identified readings
- F. Clinical examples
- G. Change project
- H. Organizational assessment

Approved by GAAC: 3/06

Approved by Faculty: 4/06; 5/09

Reviewed/Modified by GAAC: 4/09