Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

To see how you will be graded, and to get an idea of how to write answers that will receive a good grade, please refer to the study question grading rubric near the end of the syllabus.

1. Think of an experience you, a family member, or a friend has had with healthcare. Gauge the experience against IOM’s six aims, and identify any opportunities for improvement.
2. What are some of the key elements common to the various tools discussed in this chapter?
3. What are some of the challenges to spreading change? Identify two key questions/issues that need to be considered when applying change concepts in an organization or system.

**Study Questions - Individual**

| Study Questions - Individual | | |
| --- | --- | --- |
| **Criteria** | **Ratings** | **Pts** |
| This criterion is linked to a Learning OutcomeQuality of Main Points of Answers | |  |  |  | | --- | --- | --- | | **2.0 to >1.5 pts**  **Exemplary**  Answers offered insightful and thorough information or approach to the topic; Answers are clearly based on logical and sound analysis and reasoning. | **1.5 to >1.0 pts**  **Generally Good**  Answers offered mostly insightful and thorough information or approach to the topic, but missed 1-2 important considerations; Even more depth of analysis and reasoning may have led to different answers. | **1.0 to >0 pts**  **Needs Improvement or Not Complete**  Answers offered little to no insightful or thorough information or approach to the topics: missed >2 important considerations; Most applications of analysis and reasoning would have led to a different answers. | | 2.0 pts |
| This criterion is linked to a Learning OutcomeSubject Knowledge | |  |  |  | | --- | --- | --- | | **2.0 to >1.5 pts**  **Exemplary**  Deliverable demonstrated knowledge of the course content by integrating major concepts into the response; demonstrated evidence of extensive research and depth of thinking about the chapter topics. | **1.5 to >1.0 pts**  **Generally Good**  Deliverable demonstrated knowledge of the course content by integrating minor concepts into the response; demonstrated evidence of limited research and depth of thinking about the chapter topics. | **1.0 to >0 pts**  **Needs Improvement or Not Complete**  Insufficient information obtained and/or sources lack validity; analysis and design considerations were not supported by the information collected. | | 2.0 pts |
| This criterion is linked to a Learning OutcomeSupporting Materials | |  |  |  | | --- | --- | --- | | **2.0 to >1.5 pts**  **Exemplary**  All relevant information obtained; sources were valid; analysis and design considerations were well supported. | **1.5 to >1.0 pts**  **Generally Good**  Sufficient information obtained; most sources were valid; analysis and design considerations were mostly supported. | **1.0 to >0 pts**  **Needs Improvement or Not Complete**  Insufficient information obtained; sources lack validity; analysis and design considerations were not supported. | | 2.0 pts |
| This criterion is linked to a Learning OutcomeComposition | |  |  |  | | --- | --- | --- | | **4.0 to >3.0 pts**  **Exemplary**  Deliverable is well organized and written; underlying logic clearly and concisely articulated; words chosen precisely express intended meaning and aid comprehension; diagrams and analyses enhanced and clarified ideas; sentences were grammatical and free from errors. | **3.0 to >2.0 pts**  **Generally Good**  Deliverable is mostly well organized and written; underlying logic clearly and concisely articulated in most parts; words well chosen, with some exceptions; diagrams consistent with text; sentences had some errors, but do not hinder understanding. | **2.0 to >0 pts**  **Needs Improvement or Not Complete**  Deliverable lacked overall organization; reader has to make considerable effort to understand logic and flow of ideas; diagrams absent or inconsistent with text; grammatical and spelling errors made it difficult for the reader to interpret the text. | | 4.0 pts |
| Total Points: 10.0 | | |