**Assignment 2: Health Insurance and Quality**

Due Week 4 and worth 150 points

Imagine that you are the clinic manager of an urgent care center. Recently, your center has seen an increase in complaints regarding long wait times, inadequate or incomplete information from staff during visits, and the relatively small number of insurance types accepted at the facility.

Write a two to three (2-3) page paper in which you:

1. Examine at least three (3) examples of quality initiatives that could increase patient satisfaction and potentially reduce healthcare cost. Support the response with examples of the successful application your chosen quality initiatives.
2. Defend your position on the decision to accept Medicare or Medicaid as potential pay sources for your urgent care center. Provide support with at least two (2) examples that illustrate your position.
3. Use at least two (2) quality references. **Note:** Wikipedia and other Websites do not qualify as academic resources.

Your assignment must follow these formatting requirements:

* Be typed, double spaced, using Times New Roman font (size 12), with one-inch margins on all sides; citations and references must follow APA or school-specific format. Check with your professor for any additional instructions.
* Include a cover page containing the title of the assignment, the student’s name, the professor’s name, the course title, and the date. The cover page and the reference page are not included in the required assignment page length.

The specific course learning outcomes associated with this assignment are:

* Analyze the impact of healthcare financing and health insurance on healthcare access, quality, and cost.
* Determine the factors that affect healthcare quality in healthcare organizations.
* Use technology and information resources to research issues in healthcare policy and law.
* Write clearly and concisely about healthcare policy and law using proper writing mechanics.

Grading for this assignment will be based on answer quality, logic / organization of the paper, and language and writing skills, using the following rubric.

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| **Points: 150** | **Assignment 2: Health Insurance and Quality** | | | | |
| **Criteria** | **Unacceptable**  **Below 60% F** | **Meets Minimum Expectations**  **60-69% D** | **Fair**  **70-79% C** | **Proficient**  **80-89% B** | **Exemplary**  **90-100% A** |
| 1. Examine at least three (3) examples of quality initiatives that could increase patient satisfaction and potentially reduce healthcare cost. Support the response with examples of the successful application your chosen quality initiatives.  Weight: 45% | Did not submit or incompletely examined at least three (3) examples of quality initiatives that could increase patient satisfaction and potentially reduce healthcare cost. Did not submit or incompletely supported the response with examples of the successful application your chosen quality initiatives. | Insufficiently examined at least three (3) examples of quality initiatives that could increase patient satisfaction and potentially reduce healthcare cost. Insufficiently supported the response with examples of the successful application your chosen quality initiatives. | Partially examined at least three (3) examples of quality initiatives that could increase patient satisfaction and potentially reduce healthcare cost. Partially supported the response with examples of the successful application your chosen quality initiatives. | Satisfactorily examined at least three (3) examples of quality initiatives that could increase patient satisfaction and potentially reduce healthcare cost. Satisfactorily supported the response with examples of the successful application your chosen quality initiatives. | Thoroughly examined at least three (3) examples of quality initiatives that could increase patient satisfaction and potentially reduce healthcare cost. Thoroughly supported the response with examples of the successful application your chosen quality initiatives. |
| 2. Defend your position on the decision to accept Medicare or Medicaid as potential pay sources for your urgent care center. Provide support with at least two (2) examples that illustrate your position. Weight: 40% | Did not submit or incompletely defended your position on the decision to accept Medicare or Medicaid as potential pay sources for your urgent care center. Did not submit or incompletely provided support with at least two (2) examples that illustrate your position. | Insufficiently defended your position on the decision to accept Medicare or Medicaid as potential pay sources for your urgent care center. Insufficiently provided support with at least two (2) examples that illustrate your position. | Partially defended your position on the decision to accept Medicare or Medicaid as potential pay sources for your urgent care center. Partially provided support with at least two (2) examples that illustrate your position. | Satisfactorily defended your position on the decision to accept Medicare or Medicaid as potential pay sources for your urgent care center. Satisfactorily provided support with at least two (2) examples that illustrate your position. | Thoroughly defended your position on the decision to accept Medicare or Medicaid as potential pay sources for your urgent care center. Thoroughly provided support with at least two (2) examples that illustrate your position. |
| 3. 2 references  Weight: 5% | No references provided | Does not meet the required number of references; all references poor quality choices. | Does not meet the required number of references; some references poor quality choices. | Meets number of required references; all references high quality choices. | Exceeds number of required references; all references high quality choices. |
| 4. Clarity, writing mechanics, and formatting requirements  Weight: 10% | More than 8 errors present | 7-8 errors present | 5-6 errors present | 3-4 errors present | 0-2 errors present |