I. Course Description

Adverse clinical events occur within health care systems causing physical and psychological harm to patients, their families and staff. This course provides the opportunity to develop skills in quality improvement, patient safety, teamwork, leadership, and patient-centered care. These are essential skills needed by all healthcare professionals.
Rationale

The Health Sciences Major prepares graduates for successful admission to professional programs in a variety of clinical disciplines as well as provides upward mobility for healthcare technicians and prepares individuals for entry level employment in healthcare institutions. Every day there are clinical adverse events that occur within health care systems causing physical and psychological harm to one or more patients, their families and staff. The content in this course is content that every person who works in any capacity in health care should have the opportunity to learn and experience with an end goal of patient safety for all persons in our care, thus quality improvement. This is a required course within the major.

II. Course Prerequisites

None

III. Course Goals

This course falls under the System-wide Graduation Requirements (SGR) goal of Expertise, with students focusing on one or more areas of in-depth study through their major and minor coursework, developing a level of expertise that will serve them not only in their intended career but also as educated citizens.

IV. Course and Program Learning Outcomes

HSC 450 is designed to assist the student in developing the eight end-of-program outcomes for the health sciences major.

<table>
<thead>
<tr>
<th>HSC 450: PATIENT SAFETY AND QUALITY IMPROVEMENT</th>
<th>CORRESPONDING HEALTH SCIENCES PROGRAM OUTCOMES</th>
<th>ASSESSMENT OF OUTCOMES ACHIEVEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understand the magnitude of patient safety issues within the U.S. healthcare system.</td>
<td>Teamwork Leadership Professionalism Module One: Introduction to Patient Safety and Quality Improvement</td>
<td>Escape Fire Video and Paper analyzing the film. IHI PS Module 101 Midterm Exam/Final Exam Course Reflection Drop Box Assignment</td>
</tr>
<tr>
<td>Understand the role of the patient and integration of family and caregiver</td>
<td>Teamwork Leadership Professionalism</td>
<td>IHI PS Module 102 Midterm Exam/Final Exam Course Reflection Drop Box Assignment</td>
</tr>
<tr>
<td>Perspectives regarding his or her personal health needs.</td>
<td>Module One: Introduction to Patient Safety and Quality Improvement</td>
<td>IHI Module PS 103 Midterm Exam/Final Exam Course Reflection Drop Box Assignment</td>
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</tr>
<tr>
<td>Identify the various roles that healthcare team members play in patient safety.</td>
<td>Teamwork Communication Professionalism Problem-solving Leadership Module Two: Fundamentals of Patient Safety; Human Factors and Safety</td>
<td>IHI Module PS 104 Midterm Exam/Final Exam Course Reflection Drop Box Assignment</td>
</tr>
<tr>
<td>Assess how trust amongst healthcare team members and between patient and each team member can affect patient safety.</td>
<td>Teamwork Communication Professionalism Problem-solving Leadership Valuing Module Three: Teamwork and Communication</td>
<td>IHI Module PS 104 Midterm Exam/Final Exam Course Reflection Drop Box Assignment</td>
</tr>
<tr>
<td>Understand that effective communication is a key component in patient safety.</td>
<td>Communication Teamwork Module Three: Teamwork and Communication</td>
<td>IHI Module PS 105 Midterm Exam/Final Exam Course Reflection Drop Box Assignment</td>
</tr>
<tr>
<td>Understand that healthcare is provided by a system with an established framework to provide large volume care.</td>
<td>Communication Teamwork Professionalism Module Three: Teamwork and Communication</td>
<td>IHI Module PS 105 Midterm Exam/Final Exam Course Reflection Drop Box Assignment</td>
</tr>
<tr>
<td>Review how systems analysis and decision analysis work to improve patient safety.</td>
<td>Teamwork Problem-solving Module Four: Root Causes and Systems Analysis</td>
<td>IHI Module PS 104 Midterm Exam/Final Exam Course Reflection Drop Box Assignment</td>
</tr>
<tr>
<td>Understand the risks and benefits of an organizational approach to patient care.</td>
<td>Teamwork Professionalism Module Four: Root Causes and Systems Analysis</td>
<td>IHI Module PS 104 Midterm Exam/Final Exam Course Reflection Drop Box Assignment</td>
</tr>
</tbody>
</table>
| Appreciate the perspective of the individual versus the organization when error occurs. | Teamwork  
Professionalism  
Valuing  
Communication | Adverse Events Paper  
IHI Module PS 103  
Midterm Exam/Final Exam  
Course Reflection Drop  
Box Assignment |
|---|---|---|
| Appreciate the term ‘culture of safety’ as a concept in healthcare practice. | Professionalism  
Teamwork  
Problem-solving | Adverse Events Paper  
IHI Module PS 105  
Midterm Exam/Final Exam  
Course Reflection Drop  
Box Assignment |
| Understand that a culture of safety can be measured and compared across institutions. | Problem-solving  
Valuing  
Teamwork | Adverse Events Paper  
IHI Module QI 103  
Midterm Exam/Final Exam  
Course Reflection Drop  
Box Assignment |
| Understand what is meant by a blame-free culture versus a just culture. | Leadership  
Teamwork  
Valuing | IHI Module PS 105  
Midterm Exam/Final Exam  
Course Reflection Drop  
Box Assignment |
| Understand that errors occur as a result of many factors: cognitive, psychosocial, environmental and task-related. | Valuing  
Teamwork  
Communication | IHI Module PS 105  
Midterm Exam/Final Exam  
Course Reflection Drop  
Box Assignment |
| Appreciate that using the science of human error, performance and systems engineering can effect change to improve patient safety in a healthcare setting. | Valuing  
Teamwork  
Leadership | IHI Module L 101  
Final Exam/Final Exam  
Course Reflection Drop  
Box Assignment |
| Understand ‘best practices’ for disclosing when error occurs. | Valuing  
Communication  
Leadership | IHI Module PS105  
IHI Module QI 104  
Midterm Exam/Final Exam |
<table>
<thead>
<tr>
<th>Module Five: Communicating with Patients after Adverse Events</th>
<th>Course Reflection Drop Box Assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understand the peer review process and individual protection afforded to those involved.</td>
<td>Communication Professionalism Leadership Module Seven: Fundamentals of Quality Improvement</td>
</tr>
<tr>
<td>Understand the role of the legal system when errors in patient care</td>
<td>Valuing Communication Professionalism Leadership Teamwork</td>
</tr>
<tr>
<td>Know the basic tenants of a safe patient care system.</td>
<td>Teamwork Communication Professionalism Problem-solving Leadership Valuing</td>
</tr>
<tr>
<td>Understand the quality management and quality improvement process in healthcare systems.</td>
<td>Teamwork Communication Professionalism Problem-solving Leadership Valuing</td>
</tr>
<tr>
<td>Appreciate evidence based practice as a framework for safe patient arenas.</td>
<td>Teamwork Communication Professionalism Problem-solving Leadership Valuing</td>
</tr>
</tbody>
</table>
Understand that evidence based practice also has risks and benefits and must be implemented wisely.

Teamwork
Communication
Professionalism
Problem-solving
Leadership
Valuing

Module 14: Quality and Cost Value

IHI Module TA 101
Final Exam
Course Reflection Drop Box

V. Required Textbook(s)


VI. Instructional Methods (may include but are not limited to)

- Course Readings: Text book and readings posted in D2L.
- In-class Activities and Assignments will include lecture, case studies, discussion board, video clips, presentations and/or hands-on activities and projects.
- Written narratives/reflections
- Online completion of IHI (Institute for Healthcare Improvement) Open School Modules
  - To access the IHI Modules
    1. Go to the IHI Open School for Health Professions at http://www.ihi.org/offerings/ihiopenschool/Pages/default.aspx
    2. You will need to register if you are not already a registered member.
    3. Hover over IHI Offerings
    4. Scroll down and click on IHI Open School
    5. Click on Courses and Certificates
    6. Click on the Students, Residents, and Faculty box
    7. You will be prompted to register which is free
    8. You will see the following: If your class requires the Basic Certificate of Completion, you are required to take the 13 courses listed here.
9. Click on the 13 courses listed here to gain access to the modules and complete them as the syllabus instructs over the semester.

VII. Evaluation Procedures

1. Activities/Reflections/Papers
2. IHI modules
3. Basic IHI Certificate
4. Midterm and Final exam
5. Class participation

VIII. HSC 450 Course Schedule
The course schedule is found in D2L on the Module tab entitled, Syllabus and Course Schedule for this class.

IX. Grading for Coursework Required within the Major

1. The grading scale used for all HSC prefix coursework is:
   a. Grade A          90 – 100%  900-1000
   b. Grade B          80 – 89%  800-899
   c. Grade C          70 – 79%  700-799
   d. Grade D          60 – 69%  600-699
   e. Grade F          59% and below 0-599

2. A maximum of 1000 points can be earned in this course.

3. Grades will be posted in D2L.

4. Students must earn a final grade of a “C” or higher in all prefix courses for satisfactory completion of the major.

5. No extra credit can be earned in any HSC prefix course.

6. Assignment and Course Completion:
   a. Any course assignments that are not submitted by the established deadline will result in a grade of zero (0) for the assignment.
   b. The final course grade may be reduced by up to 15% of the total points earned for behavior that is not consistent with that expected of a professional
person, including late assignments or failing to hand in completed assignments. For example if you earn 800 points for completed work, but chose to not complete an assignment, your course grade earned could be a “D”. This is calculated in the following manner: Fifteen percent (15%) of 800 points is 120 points (800 – 120 = 680 which is a 68% or a “D”).

X. Electronic Communication:

1. Because of ever-increasing reliance on electronic communications to more effectively and efficiently conduct official business with students of the University of South Dakota, certain electronic communication standards must be set by the University. As a result, email and announcements posted in myUSD Portal are considered official forms of communication at the University of South Dakota. It is imperative students understand that portal announcements and the University assigned e-mail addresses associated with the USD account shall be the official means of communication while they are a student and that they are responsible for information conveyed via announcements and email. The University has the right to expect that those communications be read in a timely fashion. Thus, as a student, you are responsible for checking your coyote e-mail account on a daily basis and you are responsible for all communication sent to you through your coyote e-mail account.

2. All formal electronic communication between the department faculty and student will occur via the D2L communication system. You can forward D2L email to your University coyote.edu address.

3. You cannot respond to an email sent from D2L through your coyote account. You will still need to respond to the email through D2L.

4. For more information on using D2L please visit the portal: [http://my.usd.edu](http://my.usd.edu) For access to D2L visit: [https://d2l.sdbor.edu/](https://d2l.sdbor.edu/)

Instructor response time to D2L mail or phone messages

- I will check messages once during the day Monday through Friday and I will respond by the next business day.

- Weekend messages will be returned as soon as possible on the next business day.

- Feedback on written assignments and assessments will be primarily via the grading rubric and feedback box in D2L. Please call me if you need clarification or additional guidance on an assignment.

- If you do not receive a response to an e-mail within 24 hours Monday through Friday or if sent on the weekend you have not received a response by the next business day, please call or notify me in person. There may have been an error in sending/receiving the e-mail.

- NOTE: Feedback on written assignments and assessments will be provided within
two weeks of the due date unless otherwise notified.

**XI. Technology Requirements:**

Students registered for HSC XXX are required to have internet access and a current USD e-mail address. All computers should be able to run the latest editions of operating systems and programs utilized during the course. All course communication will be facilitated within D2L including notices and updates, assignments, drop-box submissions, and grades. Please contact the USD Information Technology Services Help Desk for assistance with D2L. Office: I.D. Weeks Room 104, (605) 658-6000, https://portal.usd.edu/technology/helpdesk/

1. **Internet browser:** Refer to CDE Online Orientation for this information. The orientation guide contains important information on accessing USD’s resources available to you online. http://www.usd.edu/-/media/files/usd-online/online-orientation-guide.ashx?la=en

2. **Information Technology Services (ITS):** The ITS Help Desk provides prompt, knowledgeable and courteous computing support services.
   a. ITS Help Desk is located in the I.D. Weeks Library, Room # 104.
   b. Online Request Form - Create a support ticket with the ITS Help Desk Email Available 24x7: https://portal.usd.edu/technology/helpdesk/
   c. Phone Available 24x7
      i. On Campus: 605-658-6000
      ii. Toll Free: 877-225-0027
   d. ITS is closed on university holidays

3. **Desire2Learn - D2L:** Desire2Learn (D2L) is a course management system that is used by all South Dakota Board of Regents Universities. The Department of Health Sciences faculty uses D2L for all coursework, whether it is delivered on or off-campus. All coursework materials are provided within the D2L course and are available electronically to students 24/7. All course communication is facilitated within D2L including lecture notes, slides, assignments, drop-box submissions, and grades.

4. **Turnitin:** The Department of Health Sciences requires all writing assignments for the Health Sciences Major to be submitted to Turnitin to check for plagiarism. For your convenience, TurnItIn has been integrated directly into the D2L Dropbox tool.

5. **Collaborate Ultra:** Collaborate Ultra may be used for class participation and to share information and documents in an online session. Collaborate Ultra is a new, user-friendly version of Collaborate, available on desktops, laptops, and mobile devices. For the best experience using Collaborate Ultra, participants should use Google’s Chrome web browser. For an orientation guide please visit: https://docs.google.com/document/d/192rZjely25tP261-fmE9Q7YQjly_lkT66zF891_0oPo/edit?ts=57966337
Assignment instructions and corresponding rubrics are provided within D2L and will be discussed/explained to students.

<table>
<thead>
<tr>
<th></th>
<th>% grade</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>HSC Acknowledgement Signature Sheet</td>
<td>.5%</td>
<td>5</td>
</tr>
<tr>
<td>Vail Tutorial Completion Certificate</td>
<td>.5%</td>
<td>5</td>
</tr>
<tr>
<td>Escape Fire Paper</td>
<td>12%</td>
<td>120</td>
</tr>
<tr>
<td>Adverse Events Activity</td>
<td>5%</td>
<td>50</td>
</tr>
<tr>
<td>IHI Modules</td>
<td>50%</td>
<td>500</td>
</tr>
<tr>
<td>IHI Basic Certificate completed</td>
<td>2.5%</td>
<td>25</td>
</tr>
<tr>
<td>Participation Points (Discussion Boards)</td>
<td>9.5%</td>
<td>95</td>
</tr>
<tr>
<td>Mid-term Exam</td>
<td>5%</td>
<td>50</td>
</tr>
<tr>
<td>Final Exam</td>
<td>5%</td>
<td>50</td>
</tr>
<tr>
<td>Course Reflection</td>
<td>10%</td>
<td>100</td>
</tr>
</tbody>
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<tr>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Points Possible</td>
<td>1000</td>
</tr>
<tr>
<td>Total Points Earned</td>
<td></td>
</tr>
<tr>
<td>Course Grade Earned</td>
<td>Percentage</td>
</tr>
</tbody>
</table>

ALL Assignments due on Sunday 11:59 PM Central Standard Time

Policies

University of South Dakota Student Handbook

http://www.usd.edu/~media/files/student-life/usdstudenthandbook.ashx

Student Accountability:
It is the responsibility of the student to know and to adhere to the policies, procedures, and deadlines of the University and the Department of Health Sciences.

Disability Services: Accommodation Process
http://www.usd.edu/student-life/disability-services/accommodation-process

Any student who feels he/she may need academic accommodations or access accommodations based on the impact of a documented disability should contact and register with Disability Services during the first week of class. Disability Services is the official office to assist students through the process of disability verification and coordination of appropriate and reasonable accommodations. Students currently registered with Disability Services must obtain a new accommodation memo each semester.

For information contact:

Ernetta L. Fox, Director
Disability Services
Room 119 Service Center
(605) 677-6389
http://www.usd.edu/disabilityservices
disabilityservices@usd.edu

Professional Standards of Conduct:

Professional conduct is expected of every student enrolled in Health Sciences coursework, whether he/she is a declared major or not. Professional conduct is evidenced in behaviors which represent:

1. Ethical conduct
2. Integrity and honesty
3. Accountability
4. Respect for oneself, others and the rights of privacy and confidentiality
5. Appearance and communication consistent with a professional.
6. Respectful behavior in interpersonal relationships with peers, superiors, clients, and their families
7. Punctual attendance at all department scheduled activities and adherence to deadlines set by the faculty

Professional Behaviors Grade

Students in the Department of Health Sciences are expected to exhibit professional behavior. Evaluation of professional behaviors is incorporated into final course grading. Professional behaviors include but are not limited to: honesty, integrity, accountability, attendance, participation, professionalism, communication, teamwork, leadership and completion of all course assignments.
The final course grade may be reduced by up to 15% of the total points earned for behavior that is not consistent with that expected of a professional person. A student who fails to exhibit professional behaviors may be dropped from the course, based on the discretion of the instructor. A student may be dismissed from the department for unprofessional behavior at the recommendation of the Health Sciences faculty team.

Course Participation

Your active participation in the course is required and models that of the professional healthcare provider. It is important that you take responsibility for participating in course discussions and activities as required. All students are expected to read and prepare assigned materials prior to established deadlines.

Assignments

All work must be submitted by the required date and time. No credit will be earned for exams or papers that are turned in after their deadlines. In addition, the final course grade may be reduced by 15% of the total points earned.

Freedom in Learning

Under Board of Regents and University policy student academic performance may be evaluated solely on an academic basis, not on opinions or conduct in matters unrelated to academic standards. Students should be free to take reasoned exception to the data or views offered in any course of study and to reserve judgment about matters of opinion, but they are responsible for learning the content of any course of study for which they are enrolled. Health Sciences students who believe that an academic evaluation reflects prejudiced or capricious consideration of student opinions or conduct unrelated to academic standards should contact June Larson, Associate Dean of the School of Health Sciences and Chair of the Department of Health Sciences to initiate a review of the evaluation (605)658-6500.

Student Rights & Responsibilities Office

Muenster University Center, 206
Phone: 605-677-6030
Email: srr@usd.edu

The office of Student Rights & Responsibilities (SRR) is charged with ensuring that the individual rights of students are upheld throughout the university community, while common standards for personal behavior are evidenced by all who enjoy USD affiliation. In addition to administering due process and adjudicating allegations of misconduct, SRR can assist with procedural questions related to SDBOR policy 3:4, the Student Code of Conduct, such as
the referral process and resolution options, as well as in identifying available resources to support student success.  

- SRR is committed to fostering an environment of engaged citizenship for students.
- Accordingly, reasoned and civil discourse, integrity and intellectual honesty, and the recognition of the rights of all are encouraged.
- SRR aids in cultivating a campus-wide ethic of accountability through its conduct processes.

Student Appeals for Academic Affairs SD BOR Policy 2:9  

Students have the right to initiate the Academic Appeals Policy of the University of South Dakota as a means to redress any form of unjust, oppressive, discriminatory, or fundamentally unfair practice affecting a student's academic performance and progress. Undergraduate Academic Appeals forms may be found on myUSD Portal. For questions regarding health sciences courses, contact Academic Affairs (Slagle Hall 105, 677-6497), or the Academic Dean of the School of Health Sciences.

Cultural Insensitivity and Bullying

One of the responsibilities and expectations of University of South Dakota students is that they will participate in the creation of a positive climate at USD that welcomes, comforts, and is inclusive of all students in the Residence Halls, classrooms, student organizations, and other parts of the University. Two critical issues that lead to a negative climate for and experience of diverse students are cultural acts of insensitivity and “bullying.” Making fun of or degrading individuals and the groups to which they belong is considered an act of cultural insensitivity. Bullying is defined as unwanted, aggressive behavior that is repeated, or has the potential to be repeated, over time. Bullying is repeated, deliberate, and disrespectful behavior that has the intent of hurting someone else. Teasing; making fun of; laughing at, or harassing someone over time is bullying. Bullying hurts, creates a negative climate, and can disrupt another student's ability to function, sleep, concentrate, and to be academically successful.

Notice of Nondiscriminatory Policy

In accordance with the South Dakota Board of Regents Policy 1:19, the institutions under the jurisdiction of the Board of Regents shall offer equal opportunities in employment and for access to and participation in educational, extension and other institutional services to all persons qualified by academic preparation, experience, and ability for the various levels of employment or academic program or other institutional service, without discrimination based on sex, race, color, creed, national origin, ancestry, citizenship, gender, gender identification, transgender, sexual orientation, religion, age, disability, genetic information or veteran status or any other status that may become protected under law against discrimination. The Board reaffirms its commitment to the objectives of affirmative action, equal opportunity and non-
discrimination in accordance with state and federal law. Redress for alleged violations of those laws may be pursued at law or through the procedures established by the provisions of 1:18 of this policy. For additional information, please contact the Director, Equal Opportunity and Chief Title IX Coordinator, Room 205 - Slagle, Vermillion, SD 57069. Phone: 605-677-5651 E-Mail: equalopp@usd.edu.

Admission decisions are made without regard to disabilities. All prospective students are expected to present academic credentials at or above the minimum standards for admission and meet any technical standards that may be required for admission to a specific program. If you are a prospective student with a disability and need assistance or accommodations during the admission/application process, please contact the Director of Disability Services, 119B Service Center North, USD, Vermillion, SD 57069. Phone: 605-677-6389 Fax: 605-677-3172 E-Mail: disabilityservices@usd.edu

Federal Law prohibits discrimination on the basis of disability (Section 504 of the Rehabilitation Act of 1973, The Americans with Disabilities Act of 1990, and the Americans with Disabilities Act Amendment Act of 2009. The University has designated Ms. Roberta Ambur, Vice President of Administration & ITS, as the Coordinator to monitor compliance with these statutes. This obligates USD and Ms. Ambur to provide equal access for all persons with disabilities.

South Dakota Board of Regents Policies
http://www.usd.edu/policies/south-dakota-board-of-regents

Students shall refer to the above link for the most current versions of South Dakota Board of Regents Policies. Sections 1-3 affect all University students.

Student Appeals for Academic Affairs South Dakota (SD) Board of Regents Policy 2:9

Student Code of Conduct SD Board of Regents Policy 3:4

Student Academic Misconduct SD Board of Regents policy 2:33
The University of South Dakota considers plagiarism, cheating, and other forms of academic dishonesty contrary to the objectives of higher education. The University supports the imposition of penalties on students who have been adjudicated to have engaged in academic dishonesty, as defined in the “Conduct” section of the University of South Dakota Student Handbook, and South Dakota Board of Regents policy 2:33 https://www.sdbor.edu/policy/Documents/2-33.pdf A student who engages in any form of academic dishonesty will be referred to the Office of Student Rights and Responsibilities.

No credit can be given for a dishonest assignment. A student found to have engaged in any form of academic dishonesty may, at the discretion of the instructor, be:
  a. Given a zero for that assignment.
b. Allowed to rewrite and resubmit the assignment for credit.
c. Assigned a reduced grade for the course.
d. Dropped from the course.
e. Failed in the course.

Cheating and Plagiarism

The Department of Health Sciences considers plagiarism, cheating, and other forms of academic dishonesty contrary to the objectives of higher education. A student who engages in any form of academic dishonesty will be referred to the Office of Student Rights and Responsibilities.

Plagiarism

The Department of Health Sciences accepts the definition of plagiarism as intentionally or knowingly representing the words or ideas of another as one's own in any academic exercise. In the event a faculty member has reason to believe a student has plagiarized another's work, the case will be referred to the Office of Student Rights & Responsibilities.

Recycled Work: Self-Plagiarism

a. Students may not submit academic work or portions of the academic work for which academic credit has already been received to use towards meeting current course requirements without prior permission from the instructor of the course in which they are currently enrolled.

b. Submitting an assignment or portions of an assignment which has already received credit will result in referral to the Office of Student Rights & Responsibilities.
VAIL (Virtual Academic Integrity Laboratory) Tutor

a. The completion of Vail Tutor is required once per academic school year with a minimum score of 90%.

b. The tutor is available through the University of Maryland University College at http://www.umuc.edu/current-students/learning-resources/academic-integrity/tutorial/index.cfm. The tutor consists of 4 modules:

   - Module 1: Understanding Academic Integrity, Plagiarism, and Cheating
   - Module 2: Understanding How to Avoid Plagiarism: tips and Strategies
   - Module 3: Documentation Styles: When and How to Use them
   - Module 4: Plagiarism Policies

c. There is a quiz at the end of the tutorial that covers all four modules. After completing and scoring the quiz, your Report of Successful Completion will be available to you. You may retake the quiz as often as needed to achieve the required score. Once you have received the required score, you will need to copy or print and scan your Report of Successful Completion and save. You will then submit the saved Report of Successful Completion to the drop box for this assignment.