

MIS 34162 - MANAGING HEALTHCARE SYSTEMS OPERATIONS

Fall 2013

Instructor: Karoly Bozan

Office: A409 College of Business

Email: kbozan1@kent.edu

(Occasionally I respond from kbozan@gmail.com You may contact me using either email addresses)

Class Time: Tuesdays 5:30pm-8:15pm

Office Hours:

- **Tuesdays before and after class**
- **Set appointment by Email for any other times**

Course Description

Healthcare spending outpaces income in most developed countries. This is even more acute in the United States, which not only spends more per capita in health care than any other country, but also has higher spending growth. Many problems dealing with rising costs, inadequate access to healthcare, and poor delivery of healthcare lie within organizational operations. The course is primarily aimed at studying and applying operations management techniques related to increasing efficiency and effectiveness of healthcare systems.

Course Objectives

Students who successfully complete this course, will be able to:

1. Identify and explain the primary components and challenges of the operations function in a healthcare organization
2. Diagram and critically examine the core processes within an operational unit.
3. Select and develop measures to assess process performance in administrative and clinical settings.
4. Analyze the ways that operations decisions support the mission and goals of a health system or other organization.

5. Recognize the relationship between operations decisions and the broader organizational and environmental contexts in which these decisions are made.
6. Design operational processes to address the perspective of patients and other customers, both internal and external to the organizations.
7. Use quality improvement methods and human factors principles to plan and carry out clinical and operational improvement projects.
8. Select and apply appropriate methods for analyzing and improving operational performance of service delivery systems.
9. Use project scheduling methods to develop a project schedule using network methods and a plan for monitoring project performance relative to goals.
10. Reinforce skills in writing, presentation and small group communications skills.

Course Requirements

Last day to withdraw from a course: **Sunday, November 3, 2013**

Prerequisites: None

Enrollment: Students have responsibility to ensure they are properly enrolled in classes. You are advised to review your official class schedule (using Student Tools on FlashLine) during the first two weeks of the semester to ensure you are properly enrolled in this class and section. Should you find an error in your class schedule, you have until Sunday, September 8, 2013 to correct the error. If registration errors are not corrected by this date and you continue to attend and participate in classes for which you are not officially enrolled, you are advised now that you **will not** receive a grade at the conclusion of the semester for any class in which you are not properly registered.

Course Materials

Health Care Operations Management: A Quantitative Approach to Business and Logistics,
Langabeer, Jones and Bartlett Publishers, 2008

ISBN-10: **0763750514** | ISBN-13: **978-0763750510** | Edition: **1**

Class Expectations

Students are expected to attend all classes, do the reading assignments prior to class, and participate actively in class discussions. Reading assignments will be indicated in class. While all readings may not be discussed in class, they are important as they serve as foundation material for other concepts.

Grading

Your grades will be determined as follows:

Class Participation	
<ul style="list-style-type: none"> <i>Healthcare operations in the news reports (10 points)</i> <i>Quizzes (10 points)</i> <i>Participation in discussions (10 points)</i> 	30 points
Project #1	30 points
Project #2	40 points
Maximum Course Points	100 points

Grade	A	B	C	D	F
Minimum Score Required	90	80	70	60	59>

Topics Covered

Healthcare Operations and Finance

Process Engineering and Optimization (Process and Quality Improvements, Patients and Process Flow Optimization, Productivity and Performance Management...)

Logistics and Supply Chain Management (Supply Chain Management Strategy, Purchasing and Materials Management, Inventory Management and Accounting....)

The instructor reserves the right to modify the schedule or grading requirements above. Any changes will be communicated with students.

Students With Disabilities: University policy 3342-3-18 requires that students with disabilities be provided reasonable accommodations to ensure their equal access to course content. If you have documented disability and require accommodations, please contact the instructor at the beginning of the semester to make arrangements for necessary classroom adjustments. Please note, you must first verify your eligibility for these through the Student Disability Services (contact 330-672-3391 or visit <http://www.registrars.kent.edu/disability> for more information on registration procedures).

Academic honesty: Cheating means to misrepresent the source, nature, or other conditions of your academic work (e.g., tests, papers, projects, assignments) so as to get undeserved credit. In addition, it is considered to be cheating when one cooperates with someone else in any such misrepresentation. The use of the intellectual property of others without giving them appropriate credit is a serious academic offense. It is the University's policy that cheating or plagiarism result in receiving a failing grade for the work or course. Repeat offenses result in dismissal from the University.