I. Catalog Description and Credit Hours of Course:

Changes in the environment of health care delivery have renewed the importance of operational aspects of management in health care organizations. This course focuses on the practical and analytical tools required to deal with operational issues in healthcare organizations. 3 credit hours

II. Prerequisites: Completion of HA300 with a minimum of a C or MG301 with a minimum of a C, or permission of Department Chair.

III. Purposes or Objectives of the Course:

Upon completion of this course the student should be able to:

A. Introduce operations management concept and methodologies which are employed in health care and other sectors, emphasizing their use in decision making.
B. Recognize and apply operations management principles to problems encountered in health care planning and management in the public and private sectors.
C. Focus on important health care operations issues, particularly quality control and service design.
D. Apply various analytical tools and techniques to various health care problems related to quality, patient and employee satisfaction, and inventory management; and interpret the results within the context of the problem.

IV. Student Learning Outcomes:

Upon completion of this course the students will be able to:

A. Use statistical and analytical tools to measure and improve organizational performance.
B. Apply quality improvement principles to analyze patient care processes.
C. Apply the importance of administrative, clinical, and decision-support technologies in improving organizational performance.

V. Expectations of Students:

A. Regular Class Attendance.
B. Active Class Participation.
C. Challenging, inquisitive, and cooperative learning attitude.
D. Assigned work completed on schedule.
E. Complete a significant research project/paper if enrolled for graduate credit

VI. Course Content or Outline:

A. Managing healthcare operations and governance 9 hours
B. Productivity, performance and process analysis 6 hours
C. Information needs, uses and systems in healthcare 6 hours
D. Quality control in healthcare 6 hours
E. Safety issues in healthcare 6 hours
F. Operations management strategy 3 hours
G. Integration of tactical and strategic operations management 3 hours  
H. Clinical decision support and physician decision making 6 hours  

VII. Textbook(s) and/or Other Required Materials or Equipment:  

A. Textbook  

B. Periodicals  
   1. Improving Clinical Processes  
   3. Journal of the American Medical Association  

VIII. Basis for Student Evaluation  

A. Performance on scheduled exams  
B. Performance on group project  
C. Performance on case assignments  
D. Performance on final paper  
E. Performance in class discussions  

IX. Grading Scale  

<table>
<thead>
<tr>
<th>Undergraduate</th>
<th>Graduate</th>
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<tbody>
<tr>
<td>90 – 100% = A</td>
<td>90 – 100% = A</td>
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<tr>
<td>80 – 89.99% = B</td>
<td>80 – 89.99% = B</td>
</tr>
<tr>
<td>70 – 79.99% = C</td>
<td>70 – 79.99% = C</td>
</tr>
<tr>
<td>60 – 69.99% = D</td>
<td>&lt;70% = F</td>
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<tr>
<td>&lt;60% = F</td>
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The weight of the evaluation criteria may vary according to each instructor and will be communicated at the beginning of the semester.  

X. Academic Policy Statement:  
Students will be expected to abide by the University Policy for Academic Honesty regarding plagiarism and academic honesty. Refer to: http://www6.semo.edu/judaffairs/code.html  

XI. Student with Disabilities Statement:  
If a student has a special need addressed by the Americans with Disabilities Act (ADA) and requires materials in an alternative format, please notify the instructor at the beginning of the course. Reasonable efforts will be made to accommodate special needs.