MGT 570 Operations Management in Healthcare

Term: Winter 2016
Credits: 4 quarter credits
Instructor: David Diits (diits@ohsu.edu)  
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Course meets online: January 4 – March 18, 2016

Face-to-Face Dates: Saturday 1/9/16  9:00am-2:00pm  CDRC 3200  
Saturday 3/12/16  9:00am-2:00pm  CDRC 3200

Required Materials:
* Articles and Cases: A link to a Harvard Business Review course-pack will be provided in the syllabus.

Additional readings will be made available through OHSU Library and the Sakai learning platform.

Optional Materials:

Available from www.amazon.com or www.ache.org


Course Description:
This course is designed to explore the progress that has been made and the challenges that remain in bringing the concepts, practices and tools that have been developed in engineering and manufacturing to the health care industry. Drawing on concepts and materials from many industry sectors, the course will start from the fundamentals of operating systems and explore, through case studies and an anchoring project, the opportunities and challenges managers face in the application of information/communication technology, concurrent engineering, human factors, research, risk management, and supply chain management.

Course Objectives:

- Exploring the challenges and opportunities for improving healthcare operations;
- Developing an understanding of the systems of care and how they translate into operational strategies and activities;
- Understanding the relationship between business strategy and operations;
- Exploring methods and tools for problem solving and decision making;
- Learning about the application of process improvement methods in healthcare;
- Understanding the concepts in balancing patient flow;
- Exploring the dynamics of managing a clinical service operation;
- Developing an appreciation for the strategic management of the supply chain, and
- Exploring the challenges in driving change in an organization.