

Course Description: MGT 570

Course Number	MGT 570
Course Title	Operations Management in Healthcare
CRN	32037
Number of Credits	4
Instructors	Steve Cheng (ChengS@ohsu.edu) David Dilts (Dilts@ohsu.edu)
Required Textbooks	<p>Healthcare Operations Management Daniel B. McLaughlin and Julie M Hays Publisher: Health Administration Press (May 15, 2008) ISBN-10: 1567932886 ISBN-13: 978-1567932881 Available from www.amazon.com or www.ache.org</p> <p>Articles and Cases: A link to a Harvard Business Review course-pack will be provided in the syllabus.</p>
Face-to-Face Session Dates	Friday, April 6 & May 18
Face-to-Face Session Times	4pm - 9pm
Face-to-Face Session Locations	MacHall 2201
<p>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.</p> <p>Course Objectives:</p> <ul style="list-style-type: none"> • 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. <p>Students are encouraged to review Chapter 7 in the text at their earliest convenience and assess their comfort level with this content. In particular an intermediate facility with Excel is required (includes formatting cells, referring to cell ranges, basic functions, basic graphics, and the use of formulas). Students should contact one of the instructors if in doubt about their level of expertise.</p>	