

MGT 570 Operations Management in Healthcare, 4 credits

Term: Winter 2014

Instructor: Steven Cheng (ChengS@ohsu.edu)
David Dilts (dilts@ohsu.edu)

Course meets online: January 6 – March 21

Face-to-Face Dates: Friday 1/10/2014 4pm-9pm CHH 3070
Friday 3/7/2014 4pm-9pm CHH 3171/3181

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:

Healthcare Operations Management by 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

The Lean Six Sigma Pocket Toolbook: A Quick Reference Guide. (2004) George, M., Maxey, J., Rowlands, D, & Upton, M. McGraw-Hill. ISBN-10: 0071441190 | ISBN-13: 978-0071441193

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.

Important Pre-Term Preparation:

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.

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