

Course Syllabus

MGT 553, Capstone in Healthcare Management

General Information

Term: Winter and spring terms

Credits: 2.0 + 3.0

Delivery: Hybrid, F2F + online collaborative learning

Schedule: 2 x (2 x F2F, 10 weeks)

Course Objectives:

The objectives for the course are:

1. Provide students with a challenging business problem that allows them to demonstrate and integrate the skills learned during the program.
2. Provide students with an opportunity to demonstrate their leadership skills including their verbal and written communication skills via a final report and presentation.
3. Demonstrate the quality of the OHSU M.S. in Healthcare Management program by providing outstanding work to non-profit healthcare organizations in the greater Portland area.

Faculty:

- Ron Sakaguchi, sakaguch@ohsu.edu, office: 503 346 0840
- Steve Kinder, kinder@ohsu.edu

Office hours

For a timely, brief question you are welcome to connect with Ron Sakaguchi or Steve Kinder by e-mail. For an extended conversation please e-mail us to schedule a specific time.

Online hours

The faculty will attempt to respond to any e-mail inquiries as soon as possible after we receive them.

Capstone Project

This five-credit course (2 credits in winter, 3 credits in spring) provides students with a real business problem in healthcare to solve as a team over a 22-week period. Student teams develop their analysis and recommendations over these two terms and complete the project with the delivery of a final report and presentation to the sponsor.

Course Timing & Expectations:

Each student should view this class as requiring the same amount of time, **if not more**, than other 2 credit M.S. classes. **A student should expect to spend a minimum of 200 hours on the project** over two terms.

Other Expectations:

- A superior team work effort.
- Regular meetings with the sponsor and faculty advisor.
- Attendance at all required face-to-face class sessions.
- All teams will produce a professional final report and give a presentation of results to the class and to the sponsor.

The Faculty Advisor, Sponsor and the Team:

The student team is responsible for initiating and maintaining a close working relationship with the faculty advisor for the duration of the project. The faculty advisor will be responsible for evaluating and assigning the final grades for the project and then determining individual grades based on the level of contribution of each team member. Towards this end, the sponsoring organization will be asked to complete an evaluation form and return it to the OHSU Division of Management.

Team Leader

The team is asked to identify a group member to serve as team leader. This is a key role, as the leader plays a critical role in making sure the team has a clear plan the sponsor and advisor agree to and helps establish the schedules and milestones that keep the team moving forward. The team leader is the primary communicator between the team, sponsor and advisor. S/he will also serve as a *general* contact with the faculty advisor, for scheduling and other administrative type of issues such as setting meetings, discussions, etc., or sending drafts of reports. The leader is responsible for disseminating all information from the sponsor and advisor to the rest of the team. Past experience indicates that all successful teams have a strong team leader who is respected by the team.

Technology Support

The Sakai course site contains all course materials and additional reference materials. The Sakai site includes email tools, chat rooms, wikis and discussion forums. Additional technology will be available for team communication including phone bridges and web conferencing as requested by the team.

Communications:

1. Teams must provide project progress reports, at a minimum, twice per month to both the sponsor and the faculty advisor.
2. Always reference the team name in the Subject Area of your email to the Faculty Advisor.
3. All team members must complete the Profile information on the MGT 553 Sakai website and forward OHSU email to their preferred email address.

Grades

Grades will be based on the evaluation of the final project by the sponsor, the team and the faculty advisor. Student members of each team will be asked periodically to evaluate the project and the contribution of each member of the team, including their own. The final grade will incorporate the grade of each deliverable as well as the interim assessments.

Grading criteria will reflect the quality and approach displayed by the team in the following areas:

- Start-up and organization;
- Communication;
- Critical thinking and analysis;
- Primary and secondary research;
- Opportunity assessment;
- Market analysis;

- Business model assessment; and
- Presentation.

Disabilities

Our program is committed to all students achieving their potential. If you have a disability or think you may have a disability (physical, learning disability, hearing, vision, psychological) which may need a reasonable accommodation please contact Sue Orchard, Coordinator for Student Access, at (503) 494-0082 or email at orchards@ohsu.edu to discuss your needs. You can also find more information at <http://www.ohsu.edu/academic/acad/osahome.html> . Because accommodations can take time to implement, it is important to have this discussion as soon as possible. All information regarding a student's disability is kept in accordance with relevant state and federal laws.

Academic Integrity

Students are expected to adhere to OHSU's academic integrity policy, which can be found at: <http://www.ohsu.edu/ohsuedu/academic/som/graduate/upload/Student-handbook-2008-updated-9-08.pdf>

Project Specifics

Best Practices

Following are characteristics of successful projects.

- Select the best person on the team suited to be the team leader for the project.
- Determine regular times to meet, in person or by phone.
- Discuss and agree on each team member's commitments and issues.
- Establish a good working relationship with the project sponsor.
- Establish a good working relationship with the faculty advisor.
- Determine project scope and deliverables early in the project.
- Set communication and meeting expectations with the sponsor and advisor.
- Use the advisor and other faculty to assist and review materials and ideas during the project.
- Finish work with enough time to review and revise.
- Provide a professional report and presentation.

Confidentiality/Conflict of interest:

A project will sometimes require access to information that is considered proprietary by the sponsor. Students may be required to sign confidentiality agreements as part of the project. This may include a covenant not to compete with the sponsor. Students with jobs or other business interests in the sponsor's industry must take special care to avoid any possible conflicts of interest. Team members should not abuse their special position as students in order to obtain information from the sponsor's competitors that would not normally be given to the sponsor directly. Any information of this type must be withheld from the sponsor or altered in a way that will prevent unfair loss of competitive advantage to the source.