

MGT 553/554 Capstone Project in Healthcare **Winter & Spring 2018 Syllabus**

Course Description

The 5-credit capstone course sequence (2 credits in winter, 3 credits in spring) provides students with valuable professional experience as they address a real-world business problem posed by a participating healthcare organization that serves as the project sponsor.

Students collaborate in teams over a 20-week period, developing their analysis and recommendations to complete the project. The teams then prepare a final report and conduct a presentation to the participating project sponsor.

Students, working in teams, are expected to invest an average of 10-12 hours per week in the project throughout the two terms. The capstone course is the final project before graduation. In the capstone course, students are expected to integrate prior learning, seek opportunities to reinforce areas of weakness, and acquire new knowledge to complete the project successfully.

Credits: 2 credits in winter, 3 credits in spring

Faculty Information

Ron Sakaguchi
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For a brief question, please connect with the instructors by e-mail. For an extended conversation please e-mail the instructor to set up an appointment. Instructors will generally respond to e-mail inquiries within 48 hours.

General Course Meeting Information

This course meets online Monday, January 8 – Friday, March 23, 2018.

We will meet in person just once in winter term:

Friday, January 12, 2018	4:00pm – 9:00pm	CLSB 3A002
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And twice in spring term:

Friday, April 6, 2018	4:00pm – 9:00pm	CHH 3171/3181
Friday, June 1, 2018	4:00pm – 9:00pm	CLSB 3A002

Required Materials

Readings will be made available online through the Sakai learning platform.

Course Objectives

Students should expect this class to require the same amount of time, if not more, than other 4 credit MBA classes. Each student should expect to spend a minimum of 200 hours on the project.

Other Expectations:

- A superior team work effort.
- Regular meetings with the sponsor and faculty advisor.
- Attendance at all 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.

Learning Objectives

- Translate and apply your understanding of the complex healthcare system to address specific healthcare organizational, business, and quality issues faced by stakeholders in the healthcare system.
- Craft meaningful and actionable problem statements with strong consideration towards diverse stakeholders.
- Systematically gather and methodically analyze primary and secondary data most relevant to the situation.
- Thoughtfully design and rigorously evaluate potential solutions.
- Propose solutions that address the needs of diverse stakeholders and are sensitive to contextual factors.
- Exhibit awareness of one's strengths and weaknesses in professional environments.
- Demonstrate the ability to manage one's behavior appropriately in professional settings.
- Demonstrate an awareness of the perspectives of others in professional settings.
- Demonstrate the ability to create positive, productive relationships in professional settings.
- Demonstrate a thorough consideration of context, purpose and audience in communication.
- Present a central message in a clear, concise and convincing manner.
- Skillfully articulate complex information.

Each student team is responsible for initiating and maintaining an effective 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.

Each team will have a team communicator. The communicator is the primary communicator between the team, sponsor and advisor. The team communicator also serves 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 communicator is responsible for disseminating all information from the sponsor and advisor to the rest of the team.

Teams must provide regular project progress to both the sponsor and the faculty advisor.

Confidentiality and Conflict of Interest

A project will often require access to information that is considered proprietary by the sponsor, requiring teams to maintain confidentiality of the materials. All students and faculty members will 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.

Teams must only use OHSU email, which is encrypted, to protect the materials provided to them by the project sponsors. Teams must also use the secure cloud storage solution, Box, provided by OHSU. No materials will be archived or transmitted on personal storage locations or email servers.

Attendance Requirements

Attendance at the face-to-face sessions is required as is participation in the online component of the course. Students are expected to be present and participate in discussions in a professional and respectful manner. Failure to attend or participate in class may adversely affect your final grade. See the Grading Policy (below) for details.

Grading Policy

MGT 553 winter term is pass/no pass and completion of all course requirements with a grade of pass is required for a final grade of pass in the course.

MGT 544 spring term is graded.

Grades for both terms will be based on scores from participation in the in-person (F2F) sessions, and team- and individual assignments. The point breakdown is as follows:

- 20% Participation in the F2F sessions*
- 40% Quality of work completed in team assignments*
- 40% Quality of work completed in the individual assignments*

Grades are due to the Registrar's Office one week after the end of the term. Students will find official grades posted in SIS by Friday, March 30, 2018. If at this time you do not see your grades in SIS, please contact the Division at 503-346-0375.

Copyright Information

Every reasonable effort has been made to protect the copyright requirements of materials used in this course. Class participants are warned not to copy, audio, or videotape in violation of copyright laws. Journal articles will be kept on reserve at the library or online for student access. Copyright law does allow for making one personal copy of each article from the original article. This limit also applies to electronic sources.

To comply with the fair use doctrine of the US copyright law, Sakai course sites close three weeks after grades are posted with the Registrar. Please be sure to download all course material you wish to keep before this time.

Syllabus Changes & Retention

This syllabus is *not* to be considered a contract between the student and the Division of Management. It is recognized that changes may be made as the need arises. Students are responsible for keeping a copy of the course syllabus for their records.

PLEASE NOTE: the course outline posted on Sakai will have the most up to date information.

Student Access

Our program is committed to all students achieving their potential. If you have a disability or think you may have a disability (physical, learning, hearing, vision, psychological) which may need a reasonable accommodation please contact Student Access at (503) 494-0082 or e-mail at studentaccess@ohsu.edu to discuss your needs.

You can also find more information [here](#). 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

Commitment to Equity and Inclusion

Oregon Health & Science University is committed to creating and fostering a learning and working environment based on open communication and mutual respect. OHSU does not discriminate on any status protected by law. If you encounter sexual harassment, sexual misconduct, sexual assault, or discrimination based on race, color, religion, age, national origin, veteran's status, ancestry, sex, sexual orientation, gender identity, or disability, please contact the Affirmative Action and Equal Opportunity Department at 503-494-5148 or aaeo@ohsu.edu. Retaliation for reporting discrimination is prohibited. Inquiries about Title IX compliance or sex/gender discrimination and harassment may be directed to the OHSU Title IX Coordinator: Laura Stadum (503-494-0258 or titleix@ohsu.edu).

Inclement Weather Policy

When the weather forecast calls for ice or snow, call the OHSU Alert Line, 503 494-9021, for information regarding weather conditions that may affect operations at OHSU. See this [website](#) for details. For more information specific to the Division, please visit our [website](#).

Academic Honesty

Course participants are expected to maintain academic honesty in their course work. Submission

of previously published solutions or answers (sections or in total) as one's own work will not receive credit. Literature and resources (including Internet resources) employed in fulfilling assignments must be cited. Phrases, sentences or paragraphs from other sources, including the participant's own previous writings may only be used with explicit attribution and citation of source.

To uphold the principles and practice of academic honesty, faculty members at OHSU may use originality checking systems such as *Turnitin* to compare a student's submitted work against multiple sources. More information about Turnitin and plagiarism can be found online through [OHSU's Teaching & Learning Center](#).

Use of Sakai

This course will have an online component, which can be accessed through Sakai, OHSU's online course management system. OHSU's Sakai software is supported by the Sakai Help Desk. The Help Desk offers technical and user support seven days a week: Monday through Friday from 8 a.m. to 9 p.m. Pacific Time and weekends and holidays from noon until 5 p.m. Pacific Time. You can contact the Help Desk using their [web-based form](#), or via e-mail at sakai@ohsu.edu, or by phone at 1-877-972-5249.

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