

Syllabus for HCA 740

Healthcare Operations and Project Management

NOTE: This syllabus document contains the basic information of this course. The most current syllabus is available in the full course.

Course Description

This course explores operations management techniques unique to healthcare processes. It addresses solutions for operational issues in healthcare facilities and supply chain, and highlights essential components of healthcare project management. The curriculum emphasizes operational and management tools and techniques for project and process execution in a healthcare environment.

Prerequisite(s)

HCA 715
HCA 720

Course Outcomes

Upon completing this course, you will be able to do the following:

- Critique various healthcare operations while identifying potential alternative practices that could be applied using continuous quality improvement tools, risk management, supply chain and/or other operational management techniques unique to health care organizations.
- Articulate, document, and evaluate operational processes in healthcare facilities.
- Apply operations management principles to improve healthcare processes for various unique healthcare settings.
- Utilize inventory management and scheduling techniques in healthcare facilities.
- Analyze healthcare supply chains for performance and efficiency.
- Execute evaluations of a variety of mock and real facilities operational performance.
- Work individually and in collaborative groups producing both healthcare projects and developing universal processes applying health care operational and managerial tools.
- Construct project charter, project schedules, and project plans for healthcare projects.
- Manage scope, time and budgets for healthcare projects.
- Analyze risks and arrive at a risk management plan for healthcare projects.

- Develop communication plans for healthcare projects.
- Determine project acceptance criteria and evaluate project quality for healthcare projects.
- Share results from healthcare projects and evaluations of facility operations with stakeholders and classmate peers.

Course Requirements/Components

- Discussions
- Written Assignments
- Papers
- Final Group Project
- Peer Critique

Grading

The following grading scale will be used to evaluate all course requirements and to determine your final grade:

Grade	Percentage Range
A	94% - 100%
A-	92% - 93.99%
B+	89%-91.99%
B	85%-88.99%
B-	83%-85.99%
C+	81%-82.99%
C	75%-80.99%
C-	70%-74.99%
D	65%-69.99%
F	Below 64.99%

Assignment	Points
Weekly Discussions	110
DMAIC Table Assignment	100
Excel Inventory Template Assignment	100
Supply Chain Paper	100
PMI Project Charter Assignment	100
Project Management Problems Paper	100
Project Management Challenges Paper	100
Final Project	180
Peer Critique	10
Total	1000