The University of Scranton
The Panuska College of Professional Studies
Department of Health Administration and Human Resources

HAD 522   HEALTH CARE OPERATIONS AND QUALITY
Summer 2018 (3 credits)

Instructor   a F   r   D   HA
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COMPETENCY EVALUATION
H A Co p t nc   o

Domain #1: Communication and Relationship Management
Co p   n
A   App pr nc p s o co   un cat on an   onstrat sp c c app cat ons
B   rs nt r su ts o ata ana s s to c s on a rs
C   s actua ata to pro uc an   v r cr   an un rstan a r su ts
D   Fac tat roup na cs proc ss t n s an scuss on
E   t   ct v nt rp rsona s s

Domain #2: Leadership
Co p   n
A   Exp a n pot nt a pacts an cons qu nc s o   c s on a n n s tuat ons ot
       nt rna an xt rna
B   Encoura a   v o co t nt to t ss on an va u s o t or an at on
C   Ga n p s c an u n to acc pt r s an support n w us n ss v ntur s
D   Accurat ass ss n v ua str n t s an w a n ss s

Domain # 3: Professionalism
Co p   n
A   n rstan pro ss ona stan ar s an co s o t ca   av or
B   p o an act upon t ca an pro ss ona stan ar s
C   D onstrat pro ss ona nor s an   av ors
D   En a n cont nu pro ss ona   v op nt nc u n r   ct on an s   r ct
        arn n

Domain # 4: Knowledge of the Healthcare Environment
Co p   n
A   Ass ss t nt rr at ons ps a on acc ss qua t cost r sourc a ocat on
       accounta t an co un t
B   r par pro cts t at ar cr   to ov rn nt r u ator pro ss ona an
       accr tat on a nc s
C   s ar t n an n s ass ss nt t c n qu s n support o   a t car pro ra
        v op nt an   p ntat on
D   App pr nc p s an t o s o   a t po c ana s s
E   Ana an app   un n an pa nt c an s s o t   a t car s st

Domain # 5: Business Skills and Knowledge
Co p   n
A   Int rat n or at on ro var ous sourc s to a   c s ons an r co   n at ons
B   D onstrat cr t ca t n n ana s s an pro   so v n
C   App   as c nanc a ana   nt an ana s s pr nc p s
D   App r urs nt pr nc p s ra   cat ons an t c n qu s nc u n rat s tt n an
       contracts
E   App pr nc p s o   op rat n pro ct an cap ta u   t n
F   s pro ct ana   nt t c n qu s
G   s stat st ca an ana t c too s to asur an   prov p r or anc

COURSE ACTIVITIES, TEACHING METHODS, and EVALUATION

w   us r a n s ctur s   scuss ons   roup act v t s stu   nt part c pat on cas stu   s u st
sp a   rs v   os   an outs pro   cts   xp r nt a   x rc s s stu   nt pr s ntat ons r s arc   an p r aps
ot   r   t o s an act v t s to na   stu   nts to ac   v t   cours o   ct v s

<u>Eva uat on</u>

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areas or questions pts

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questions are top rtan t to the top c and content not to pr s ntation or pr s ntor s s — "r s ntation
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co p t t r cas stu st rou out t t r ass n nt an u at s or t s ar as o ows

	Case	**Assigned**	**Due**
Cas Stu I 0 pts			3
Cas Stu II 0 pts		3	
Cas Stu III 0 pts			

Op   on Q   o   p
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too s w arn t rou out t t r to v op a so ut on an su t a wr tt n r port   wr tt n r port s
to o a quat n t to s ow an un rstan n o ac o t too s c os n an prov a so ut on s
u   an w ll ra us n t *Op   on Q   o   b*

A n n   p on p
Du to t structur an sc u o t cours w w ll cov r a var t o   n or at on us n   u t p
 arn n t c n qu s w c   p as ot n v ua an roup part c pat on n ac c ass pro

HAD – H a t Car p rat ons an ua t ana nt Su r 0

Eac roup *on* p r w co p t a p r va uat on us n t

HAD – H a t Car p rat ons an ua t ana nt Su r 6

C ca o I H a t A n strat on r ss
Sn r B 6 b p n p n . p p n p o f on n

Course Outline

Session	Topic/Assignments and Discussions	Written and/or Oral Assignments Due	Required Readings
1	Course Introduction and Syllabus Review *A f o* Understanding Operations Quality and Process Improvement past and present Case Study I available		Barr – C 3 Karuppan – C 1
	Case Study 1 Clean process management Topic presentation Introduction	Structured S 1 sub f	Barr – C Karuppan – C 3
3	What Does It look n It's Don t HCAHPS scores Case Study II available	Structured S sub f Operations reviews port presentations Case Study I u	Barr – C 10 Karuppan – C 1 D Articles
	Quality as a Competitive Advantage	Structured 3 S 3 sub f Topic presentations	Barr – C Karuppan – C D Articles
	Top notch Delivery Case Study III available	Structured S sub f Operations reviews port presentations Topic presentation Questions/ F ac Case Study II u	Barr – C Karuppan – C
V	Controlling Costs n or Supply Capacity anagement	Structured S s sub f Karuppan –	