

# Minnesota State University Moorhead

## MHA 651: Healthcare Operations Management

### A. COURSE DESCRIPTION

Credits: 3

Lecture Hours/Week: 3

Lab Hours/Week: 0

OJT Hours/Week: \*.\*

Prerequisites: None

Corequisites: None

MnTC Goals: None

This course examines the application of operations management in the framework of healthcare organizations. The course will examine how operational issues impact healthcare management and delivery of safe patient care. Students will assess healthcare operation issues and analyze how they may impact the organization and patient care delivery. Students will develop problem solving skills and critical thinking by engaging in the following topics: (a) operations, systems and financial management; (b) risk analysis and patient safety; (c) quality, productivity and project management; (d) logistics and supply chain management; and (e) operational best practices, decision-making and data management/evaluation.

**B. COURSE EFFECTIVE DATES:** 02/02/2019 - Present

### C. OUTLINE OF MAJOR CONTENT AREAS

1. Module 1: Operations, Systems and Financial Management
2. Module 2: Risk Analysis and Patient Safety
3. Module 3: Quality, Productivity and Project Management
4. Module 4: Logistics and Supply Chain Management; Provider Relations
5. Module 5: Best Practices, Decision Making and Data Management/Evaluation

### D. LEARNING OUTCOMES (General)

1. Explore the challenges and opportunities for improving healthcare operations.
2. Explore methods/tools for problem solving and decision making in healthcare operations.
3. Assess potential errors and methods to design safe systems.
4. Collaborate to analyze operational issues and present a cogent strategy to address those issues.
5. Evaluate patient flow and satisfaction and how these impact healthcare operations.
6. Assess the supply chain and inventory management process.
7. Analyze and apply data to impact operational decisions.
8. Apply the principles of project management to implement performance improvement and other activities.
9. Synthesize operations management techniques in support of an organization's strategy

### E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

None

### F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

## **G. SPECIAL INFORMATION**

None noted