**Healthcare Operations Management**

**Fourth Stage – Second Semester**

**Asst. Prof. Prabhu Mannadhan**

**Academic Year: 2022-2023**

**Course Book**

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| **S. No.** | **Information** | **Details** |
|  | **Course Name** | Healthcare Operations Management |
|  | **Course Code** | HA402HCOM |
|  | **Lecturer In-charge** | Dr. Prabhu Mannadhan |
|  | **College/Department** | Administration and Economics/ Health and Hospital Administration |
|  | **Contact Information** | bordauprabhu@lfu.edu.krd |
|  | **Time (in hours) per Week** | 3 Hours |
|  | **Office Hours** | Monday 11:00-01:00, Tuesday 09.00-10.00 |
|  | **Teacher’s Academic Profile** | https://staff.lfu.edu.krd/faculty/bordauprabhu |
|  | **Academic Title** | Assistant Professor |
|  | **Keywords** | Healthcare, Operations, Patient, Quality and Maintenance |
|  | **Course Overview:** This course is designed to explore the progress that has been made and the challenges that remain in bringing the concepts, practices and tools that have been developed in the health care industry. Drawing on concepts and materials from many industry sectors, the course will start from the fundamentals of operating systems and explore, through case studies and an anchoring project, the opportunities and challenges managers face in the application of information/communication technology, concurrent engineering, human factors, research, risk management, and supply chain management. | |

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| **12.** | **Aims & Objective:**  To understand the concepts and techniques of Healthcare Operations Management.  To use the above for improving the Operational Productivity of HealthcareOrganizations |
| **13.** | **Course Requirement: Core Course**  Students are expected to come early to the class and bring their note books and other relevant material for learning. They are expected to adhere with the classroom etiquettes. |
| **14.** | **Teaching and Learning Method:** The module will be delivered to the students through the use modern technology, case study, reading material, flipped classroom, video and case analysis. The student-centered approach will be applied. The strategies to be implemented to target students learning outcome. |
| **15.** | **Assessment Scheme:**   * 25 % Mid-term Examination * 15 % Assignments and Quizzes * 60 % Final Examination |
| **16.** | **Students Learning Outcome:**  By the end of the course, students should be able to:   * Explore the challenges and opportunities for improving healthcare operations; * Develop an understanding of the systems of care and how they translate into operational strategies and activities; * Understand the relationship between business strategy and operations (or the lack thereof); * Explore methods and tools for problem solving and decision making in healthcare operations; * Learn about the application of process improvement methods in healthcare; |
| **17.** | **Course Reading List and References**  Course Reading List and References:   * Healthcare operations management / Daniel B. McLaughlin, Julie M. Hays. * Operations management in healthcare : strategy and practice / Corinne M. Karuppan, Nancy E. Dunlap, Michael R. Waldrum. * William J. Stevenson: PRODUCTION/OPERATIONS MANAGEMENT, Richard Irwin. * Norman Gaither: PRODUCTION AND OPERATIONS MANAGEMENT, The Dryden Press. * Jack R. Meredith, THE MANAGEMENT OF OPERATION, John Wiley & Sons. * S.N. Chary, PRODUCTION AND OPERATIONS MANAGEMENT, Tata McGraw Hill. |
| **18.** | **Course Content** |

**Course Content**

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| **S. No.** | **Lecture Week** | **No. of Hours** | **Topics** |
| 1. | Week 1 | 3 | Introduction to Healthcare Operations  The Challenge and the Opportunity |
| 2. | Week 2 | 3 | History of Performance Improvement |
| 3. | Week 3 | 3 | Evidence-Based Medicine and Pay-for-Performance  Decision-Making Framework |
| 4. | Week 4 | 3 | Using Data and Statistical Tools for Operations Improvement |

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| 5. | Week 5 | 3 | Quality Management: Focus on Six Sigma |
| 6. | Week 6 | 3 | The Lean Enterprise |
| 7. | Week 7 | 3 | Applications to Contemporary Healthcare Operations Issues |
| 8. | Week 8 | 3 | **Mid Term Exam** |
| 9. | Week 9 | 3 | Process Improvement and Patient Flow |
| 10. | Week 10 | 3 | Scheduling and Capacity Management |
| 11. | Week 11 | 3 | Tracking and Managing Inventory |
| 12. | Week 12 | 3 | Demand Forecasting |
| 13. | Week 13 | 3 | Procurement and Vendor Relationship Management  The Healthcare Organization of the Future |
| 14. | Week 14 | 3 | Revision |
| 15. | Week 15 | Final Examination | |

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| **19.** | **Examinations:**   * **Define the terms of Healthcare Operations** * **List the methods of analyzing** * **Solve the problems in Healthcare Operations Management** |
| **20.** | **Course Policy:**   * There will be many activities going on throughout the course period in order to ensure and guarantee the learning outcomes. Therefore, students are expected to pay full attention and participate in all classroom activities in order to maximize their learning and understanding. |
| **21.** | **Note:**   * Seek help from the lecturer or your classmates whenever you need to. * Time spent in learning is never wasted, however, make sure that you make it enjoyable. * Keep a personal notebook to write down your notes in the lectures. Don’t rely on your friend’s notes as each one of you is different and has different learning approaches. |