

Health Care Operations Improvement

ISE/PPD 508: (3 units) 048-31508D



The largest piece of the US economy and a field with many new job opportunities, health care, needs capable management and people to solve its unique problems. This course offers a student the opportunity to learn through work with local hospitals and experts in the field.

Process improvement topics such as scheduling, Lean thinking, staffing, flowcharting, queuing models and many other techniques will be covered. Health care settings beyond the hospital, such as outpatient clinics and doctor's offices, will be included. Emergency and disaster preparedness will be addressed.

Course Description:

The course covers topics in improving operations, such as patient flow analysis, quality control, surgery scheduling and process modeling. Issues such as nurse staffing, emergency room workflow and outpatient clinic scheduling will be examined. Students will become familiar with methods and resources for implementing change in a health care setting.

In addition to lectures, we will have frequent guest speakers providing insights from various hospitals and health care institutions. Past speakers have been from hospital organizations, technology providers and government. Homework and health care case studies are included.

Pre-requisites:

This course is open to students with graduate or upper division undergraduate standing. Prior experience in health care is not required – but interest is.

Course Text:

"Quantitative Methods in Healthcare Management (2nd Ed.)", Yasar A. Ozcan, 2009. Plus, readings and cases.

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