

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: Dr. David H. Gurr
3000

COMPETENCY EVALUATION

Health Care Operations

Domain #1: Communication and Relationship Management

Competency

- A Apply principles of communication and interpersonal communication
- B Represent the organization to the community
- C Use effective communication techniques to resolve conflicts
- D Facilitate group decision-making processes
- E Establish effective relationships

Domain #2: Leadership

Competency

- A Explain the organization's vision and mission
- B Encourage and motivate staff
- C Gain respect and support from staff
- D Accurately assess organizational needs

Domain #3: Professionalism

Competency

- A Demonstrate professional behavior
- B Uphold the organization's values and standards
- C Demonstrate professional conduct
- D Enhance the organization's reputation

Domain #4: Knowledge of the Healthcare Environment

Competency

- A Assess the organization's financial resources
- B Understand the organization's legal and regulatory environment
- C Understand the organization's market and competition
- D Apply principles of organizational management
- E Analyze the organization's performance

Domain #5: Business Skills and Knowledge

Competency

- A Interpret organizational financial statements
- B Demonstrate critical thinking and problem-solving skills
- C Apply basic financial analysis principles
- D Apply business principles to organizational contracts
- E Apply principles of operations management
- F Use project management techniques
- G Use statistical analysis tools to assess performance

HAD – Health Care Operations

ABCDE D ABD D3 ABCD D ABCE D ABCEFG

COURSE ACTIVITIES, TEACHING METHODS, and EVALUATION

Classroom discussions, group activities, student participation, case studies, special projects, experiential exercises, student presentations, and projects. Other activities to include: student activities.

Evaluation

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Operations Quality Project pts

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Attendance Participation pts

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Peer Evaluation pts

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The best patient experience Helping physicians improve care satisfaction and scores

Course Outline

Session	Topic/Assignments and Discussions	Written and/or Oral Assignments Due	Required Readings
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