

**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 appropriate 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 the trust and support of 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 status
- B Understand the organization's legal and regulatory requirements
- 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 data
- B Demonstrate critical thinking and problem-solving
- 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 Understand the organization's insurance and risk management

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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*Case Studies pts*

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<u>Case</u>	<u>Assigned</u>	<u>Due</u>
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Cas Stu II 0 pts	3	
Cas Stu III 0 pts		

*Operations Quality Project pts*

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*Attendance Participation pts*

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*Peer Evaluation pts*

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Sn r B C ca o I H a,t A n strat on r ss  
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
1	Cours Intro uct on an S a us v w <i>A Gift From Mrs Timm</i> n stan n p rat ons qu,t an roc ss I prov nt ast an r s nt Cas Stu Iava a		Barr – C 3 Karuppan – C
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