

GRADUATE STUDIES
COLLEGE OF
JUN 14 2012

APPROVED

The University of Toledo

New Graduate Course Proposal

RECEIVED

Contact Person Phone (XXX-XXXX)

Email

College If Other

Dept/Academic Unit

Alpha/Numeric Code (Subject area - number)

Proposed title Proposed Effective Term

Is the course cross-listed with another academic unit?

Approval of other Academic unit (Signature and title)

Is the course offered at more than one level?

If yes, an undergraduate course proposal form must also be submitted. If the undergraduate course is new, complete the [New Undergraduate Course Proposal](#); if the undergraduate course is existing, submit an [Undergraduate Course Modification Proposal](#).

Credit hours: Fixed: or Variable: to

Delivery mode:	Primary	Secondary	Tertiary
Activity Type	<input type="text" value="Online"/>	<input type="text" value="Lecture"/>	<input type="text" value="Seminar"/>
Minimum Credit Hours	<input type="text" value="1.5"/>	<input type="text" value=".25"/>	<input type="text" value=".25"/>
Maximum Credit Hours	<input type="text" value="1.5"/>	<input type="text" value=".25"/>	<input type="text" value=".25"/>
Weekly Contact Hours	<input type="text" value="1.5"/>	<input type="text" value=".25"/>	<input type="text" value=".25"/>

Terms Offered Fall Spring Summer Years offered

May the courses be repeated for credit? Maximum hours:

Are students permitted to register for more than one section during a term? Grading system:

Prerequisites (must be taken **before**): e.g., C or higher in BIOE 4500 or BIOE 5500 and C or higher in MATH 4200, etc.

Permission

Co-requisites (must be taken **together**):

None

Catalog Description (75 Words Maximum)

The course examines, from a healthcare perspective, critical issues in improving the performance of healthcare operations including lean systems and six sigma quality in ways that increase efficiency and maintain or even increase the quality of care and patient satisfaction.

Attach a syllabus and an electronic copy of a complete outline of the major topics covered. [Click here for the template.](#)

Course Approval

Department Curriculum Authority

Date

School Director
Department Chairperson

Date

College Curriculum Authority or Chair

Date

College Dean

Date

Graduate Council

Date

Dean of Graduate Studies

Date

Office of the Provost

Date

For Administrative Use Only

Effective Date

CIP Code

Subsidy Taxonomy

Program Code

Instruction Level

University of Toledo
SHBE 5005: Healthcare Process Improvement
Spring 2013

Instructor: Dr. Sachin Modi
Faculty Office: ST 4044
Phone: 419-530-2258
E-Mail: Sachin.Modi@utoledo.edu
Class Meetings Location: Stranahan Hall

Course Description: The course examines, from a healthcare perspective, critical issues in improving the performance of healthcare operations including lean systems and six sigma quality in ways that increase efficiency and maintain or even increase the quality of care and patient satisfaction.

Reading Material: No Textbook are suitable -- Reading List to be determined

Grading Criteria: Standard grading scale to apply with 93% of total points and higher is an A, 90 up to 93% is and A-, 87 up to 90 is a B+, 83 up to 87 is a B, 80 up to 83 is a B- and so on. \

Assessment of Learning: Students will be evaluated based on written examinations and quizzes, projects, and analytical papers.

Learning Objectives:

Able to do the following in the context of healthcare:

1. Understand and apply lean principles in healthcare
2. Conduct process analysis to identify inefficiencies in processes and suggest improvement initiatives.
3. Be able to identify and initiate productivity enhancing initiatives in the workplace
4. Apply six-sigma principles to improve healthcare performance
5. Understand and improve patient satisfaction

Tentative Topics:

1. Principles of Lean Systems
 - a. Value Stream Mapping
 - b. Productivity improvement
 - c. Sourcing principles
 - d. Lean materials management
2. Process Management
 - a. Defining and mapping detailed process flows
 - b. Process Analysis for identification of inefficiencies
 - c. Improving process performance
 - d. Conduct capacity planning
 - e. Understand resource scheduling
3. Six-Sigma and Quality Management
 - a. Total Quality Management

- b. Understand and Execute the Define, Measure, Analyze, Improve and Control (DMAIC) cycle for improving quality
- c. Understand and identify metrics to measure, and monitor service quality and patient satisfaction