

APPROVED

# The University of Toledo

RECEIVED

JUN 14 2012

## New Graduate Course Proposal

COLLEGE OF GRADUATE STUDIES

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="2"/>	<input type="text" value="1.5"/>	<input type="text" value="1.5"/>
Maximum Credit Hours	<input type="text" value="2"/>	<input type="text" value="1.5"/>	<input type="text" value="1.5"/>
Weekly Contact Hours	<input type="text" value="2"/>	<input type="text" value="1.5"/>	<input type="text" value="1.5"/>

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.

None

Permission

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

None

Catalog Description (75 Words Maximum)

The course examines critical issues in improving the efficiency and effectiveness of healthcare delivery process. The unique role of a physician in healthcare delivery affords multiple opportunities to improve performance of the healthcare system. This course will enable physicians to design and implement initiatives that improve the quality of care, via the application of quality principles such as six sigma. Additionally, the course will also help physicians to hone your skills in improving care delivery by streamlining processes, reducing process inefficiencies, errors, and delays, and increasing process reliability and safety.

**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	<input type="text" value="N.A."/>	Date	<input type="text"/>
Director School Department Chairperson	<input type="text" value="D.J. Dwyer"/>	Date	<input type="text" value="6/13/2012"/>
College Curriculum Authority or Chair	<input type="text" value="Thurongle"/>	Date	<input type="text" value="6/13/2012"/>
College Dean	<input type="text" value="Kurt S. Kurt"/>	Date	<input type="text" value="6/13/2012"/>
Graduate Council	<input type="text" value="Nick Pizzano"/>	Date	<input type="text" value="7.16.12"/>
Dean of Graduate Studies	<input type="text" value="John P."/>	Date	<input type="text" value="07/16/12"/>
Office of the Provost	<input type="text"/>	Date	<input type="text"/>

### For Administrative Use Only

Effective Date	<input type="text"/>
CIP Code	<input type="text"/>
Subsidy Taxonomy	<input type="text"/>
Program Code	<input type="text"/>
Instruction Level	<input type="text"/>

**University of Toledo**  
**SHBE 6020: Creating Effective Operations**  
**Fall 2012**

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 critical issues in improving the efficiency and effectiveness of healthcare delivery process. The unique role of a physician in healthcare delivery affords multiple opportunities to improve performance of the healthcare system. This course will enable physicians to design and implement initiatives that improve the quality of care, via the application of quality principles such as six sigma. Additionally, the course will also help physicians to hone your skills in improving care delivery by streamlining processes, reducing process inefficiencies, errors, and delays, and increasing process reliability and safety.

**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. Learn performance improvement tools that you can use to deliver high quality healthcare
2. Understand how you can develop a culture of quality consciousness in your organization
3. Understand the tools that can help you analyze and design efficient processes
4. Be able to analyze complex systems and suggest ways of improving patient safety
5. Design and outline a plan for improving quality of care at your home institution

**Tentative Topics:**

1. The Three Faces of Quality
  - a. Define, Measure, Analyze, Improve and Control (DMAIC) cycle for improving quality
  - b. Initiating and implementing quality improvement programs
  - c. Managing for change
2. Science of Reliability
  - a. Process analysis for identification of inefficiencies, waste and delays
  - b. Value stream mapping
  - c. Analyzing complex systems for reducing errors, mistake proofing and improving patient safety
3. High Reliability 2.0

- a. This module requires the application of some of the concepts and ideas learnt in the two previous modules (The three faces of quality and Science of reliability) to the participant's healthcare setting.