# New Graduate Course Proposal

**Contact Person:** Dr. David Dobrzykowski  
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**College:** Business & Innovation  
**Dept/Academic Unit:** Information Operations and Technology Management

**Alpha/Numeric Code (Subject area - number):** SHBE 5005

**Proposed title:** Healthcare Process Improvement  
**Proposed Effective Term:** 2013 20 (Spring)

**Is the course cross-listed with another academic unit?** No

**Approval of other Academic unit (Signature and title):** N.A.  
**Is the course offered at more than one level?** No

**Credit hours:** Fixed: 2.0

**Delivery mode:**  
**Activity Type:** Online  
**Primary**  
**Secondary**  
**Tertiary**

**Minimum Credit Hours:** 1.5  
**Maximum Credit Hours:** 1.5

**Weekly Contact Hours:**

**Terms Offered:**  
**Spring**

**Years offered:** Every Year

**May the courses be repeated for credit?** No

**Are students permitted to register for more than one section during a term?** No

**Grading system:** Normal Grading (A-F, PS/NC, PR, I)

**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
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.
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