Global Healthcare Operations Management

DSO-586
Spring 2015

Who should take the course?

Graduate students who are interested in healthcare management. Students who want to learn operations management, and help in developing multi-disciplinary based solutions to improve healthcare.

Course objectives

This course focuses on management and improvement of healthcare delivery systems. You will learn operations management tools and techniques to design, manage, and improve these systems. A significant component of this course is field projects that are based in Los Angeles, Brasilia Brazil, and Bocas del Toro, Panama. The goal of these projects is to improve access and quality of care provided to low income communities.

Key concepts

- Analysis and modeling of healthcare systems
- Forecasting short term and long term demands on health systems
- Business process reengineering
- Trends in healthcare delivery technologies
- Patient health behaviors and decision making processes
- Patient experience management
- Survey techniques

Course description

This course focuses on tools and techniques needed to close the gap between supply and demand for healthcare services. You will learn how to determine the capabilities of existing health systems, estimate the needs for health services, and identify solutions for reducing the gap. The field project provides you an opportunity to apply these techniques, develop creative solutions, and hopefully have a lasting impact on issues that are of concern to society.

Healthcare systems are amongst the most complex systems and insights gleaned from studying healthcare often find application in other services.