Fall 2022 – Improving Health Care

PPD 508 - ISE 508
Health Care Operations Improvement (3 units)

Wednesdays, 6:40-9:40 PM  31508D on Campus section, 31708D online section

Healthcare is changing dramatically and quickly. The pandemic has added to the industry’s importance and challenges. The world’s largest industry and largest employer seeks people to solve its unique problems. Emergencies, high costs and new treatments demand better systems. This course offers a student the opportunity to learn the latest improvement tools from experts, developers, and researchers in the field. Systems design, data analytics, new services and technology are changing how hospitals and clinics care for people.

Topics such as quality improvement, better teamwork, scheduling, Lean thinking, staffing, and optimization are covered. With models and simulation, new healthcare systems designs can be created. AI, big data, and biotech are rapidly changing the medical world. Implementing information systems, telemedicine and new medical technology are addressed in this course.

Course Description:

The highly rated course covers topics in performance improvement to reduce wait time, improve quality and implement changes. Students will become familiar with methods and resources for identifying problems and implementing change in a healthcare setting by seeing how it helps people in need.

In addition to lectures, we will have frequent guest speakers providing insights. Past speakers have included hospital CEO’s, IT providers, software developers, systems engineers, technology developers, physicians, and government representatives. Organizations such as Kaiser, Cedars Sinai, the Veteran’s Administration, Keck Hospitals and Epic software will speak at the class.

Optional projects at local hospitals will be provided students and many employment opportunities have resulted directly from this course. We will use the USC hybrid capabilities of the classroom to give an equal experience to online and in person students.

Pre-requisites:
This course is open to all USC students with graduate or upper division undergraduate standing. Prior experience in health care is not required – but interest is.

For more information, please contact me: David Belson, Ph.D.
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