



THE CYPRUS INTERNATIONAL INSTITUTE OF MANAGEMENT
COURSE UNIT DESCRIPTION

Course Unit Title	Healthcare Operations & Quality Management	
Course Unit Code	MA720	
Type of Unit	Elective	
Level of Course Unit	Second cycle	
Year of Study	First/second year	
Semester	On demand	
Number of ECTS Credits	4.5 ECTS	
Course Unit Objectives	The objective of this course is to provide the foundation and principles of operations and operational management within the health care environment. An overview of the many operational components that make a medical practice or health system run is described, along with the tools available for managerial decision-making. Application of certain managerial science principles is discussed and applied, enabling course participants to consistently make the right decisions at the right time. Effort is made to help them see all of the components of a large health system, and how each operation is interlocked with other operations and how working across groups can facilitate novel and impactful solutions to problems healthcare managers face.	
Learning Outcomes	On completion of this course students are expected to:	
	CILO 1	Gain a deeper understanding of health care operations, and what tools are at their disposal to help shape the performance of those operations.
	CILO 2	Apply the principles and methods of management to decision, monitoring, measuring and increasing performance.
	CILO 3	Carry-out oversight of health-care facility operations, how efficiently they function, and how capable they are of providing an adequate and reliable quality of service
	CILO 4	Assess performance and propose performance improvement measures; process improvement and patient flow
	CILO 5	Assess quality of service and propose service improvement measures
Name of Lecturer(s)	Dr Nicola Burgess Associate Professor of Operations Management, WBS, The University of Warwick (TBC)	
Mode of delivery	Face to Face	
Prerequisites	Operations Management & Logistics; Total Quality Management	
Course Content	Introduction to healthcare operations. Setting goals and executing strategy Operations in support of strategy	CILO 1
	The managerial science applied to decision-making, managing people and assets. Monitoring performance and developing actions to correct negative trends or enhance positive ones.	CILO 2
	Controlling costs and improving the quality of service provided to patients. Streamline costs and to create necessary funding to maintain adequate levels and quality of services offered.	CILO 3
	Performance improvements, tools & techniques. Drivers, principles and concepts of clinical systems improvement. Reducing variability in health service systems	CILO 4
	Total quality management in healthcare Principles and techniques for improving quality of service in healthcare Service operation strategy,	CILO 5

	Information technology Service scheduling	
Recommended or required reading	<p><u>Textbooks:</u> <u>Healthcare Operations Management, Second Edition Second Edition</u> <u>by Daniel B. McLaughlin & John R. Olson</u> <u>Operations Management in Healthcare Strategy and Practice by Corinne Karuppan</u> <u>PhD, CPIM, Michael Waldrum MD & MBA, and Nancy Dunlap MD, Ph.D.&</u> <u>MBA</u></p> <p><u>Online sources:</u> <u>Chapter 44 Tools and Strategies for Quality Improvement and Patient Safety by</u> <u>Ronda G. Hughes. https://www.ncbi.nlm.nih.gov/books/NBK2682/</u> <u>Quality Management for Health Care Delivery by Brent C. James, M.D.</u> <u>The Hospital Research and Educational Trust of the American Hospital Association</u> <u>https://www.ghdonline.org/uploads/QMMP.pdf</u></p>	
Planned learning activities and teaching methods	Lectures; in-class discussion and debates; in-class exercises; problem sets; team work; video case studies, team presentations, interactive online learning via Moodle (quizzes, assignments, forums)	
Assessment methods and criteria	Class Participation:20% In-class Exam: 80%	
Language of Instruction	English	
Work Placement(s)	Not applicable	