COURSE OUTLINE: HCA126 - HEALTHCARE OPERATION

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Course Code: Title	HCA126: HEALTHCARE OPERATIONS
Program Number: Name	2186: HEALTH CARE ADMIN
Department:	BUSINESS/ACCOUNTING PROGRAMS
Academic Year:	2024-2025
Course Description:	This course explores the day-to-day operations of health care facilities and the processes, tools, and methods to optimize the delivery of high-quality health care services to key stakeholders. Topics will include operational planning, patient flow and utilization, supply chain and procurement, emergency response planning, insurance and claims management, risk management and patient safety, infection prevention and control, and operational decision-making using health analytics.
Total Credits:	3
Hours/Week:	3
Total Hours:	42
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
This course is a pre-requisite for:	HCL401
Vocational Learning Outcomes (VLO's) addressed in this course: **Please refer to program web page for a complete listing of program outcomes where applicable.**	**2186 - HEALTH CARE ADMIN** VLO 1 Address the needs of a diverse patient population using best practices to ensure progressive and positive processes within a health care facility. VLO 2 Achieve positive outcomes using core concepts of quality, patient safety, patient & Family centred care. VLO 3 Utilize progressive, professional leadership concepts while working within an interprofessional health care team. VLO 4 Communicate effectively and appropriately with patients, families, and members both in the health care and administrative teams to maintain a wholly interactive environment. VLO 5 Practice within the legal, ethical and professional scope of practice of a manager in the province of Ontario. VLO 6 Utilize health care technology and informatics for the benefit of the patients and support of the institution. VLO 7 Support evidence informed decision making, using critical thinking skills and best practices in the administration of a healthcare facility. VLO 8 Outline strategies to manage risks in the business activities of a health care organization. VLO 9 Maintain ongoing personal and professional development to improve work

		performance in health care administration.
Essential Employability Skills (EES) addressed in this course:	EES 1	Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.
	EES 2	Respond to written, spoken, or visual messages in a manner that ensures effective communication.
	EES 4	Apply a systematic approach to solve problems.
	EES 5	Use a variety of thinking skills to anticipate and solve problems.
	EES 6	Locate, select, organize, and document information using appropriate technology and information systems.
	EES 7	Analyze, evaluate, and apply relevant information from a variety of sources.
	EES 8	Show respect for the diverse opinions, values, belief systems, and contributions of others.
	EES 9	Interact with others in groups or teams that contribute to effective working relationships and the achievement of goals.
	EES 10	Manage the use of time and other resources to complete projects.
	EES 11	Take responsibility for ones own actions, decisions, and consequences.

Course Evaluation:	Passing Grade: 50%, D A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
Define operations management and its functions in health care from a systems perspective.	1.1 Compare and contrast concepts of `operations management` and `governance` in health care. 1.2 Explore the responsibilities and challenges of operations management including operational planning. 1.3 Review key legislation that guides operations of health organizations in Ontario. 1.4 Describe a systems view of health care and how effective operations management contributes to high-quality outcomes. 1.5 Evaluate frameworks for effective operations management in a health care setting.
Course Outcome 2	**Learning Objectives for Course Outcome 2**
Review and apply key health care operational concepts related to today`s health care organizations.	2.1. Differentiate operational planning from strategic planning and explain how to effectively execute strategy using a balanced scorecard and project management best practice. 2.2 Describe patient and family-centred care philosophy and design approaches in health care operations. 2.3 Explain the basics of supply chain management and explore the practice of managing inventory. 2.4. Explore service supply and demand, utilization, patient flow, and capacity management, and the impact on effective operations.
Course Outcome 3	**Learning Objectives for Course Outcome 3**
Evaluate tools for problem-	3.1 Describe key tools associated with problem- solving and

	solving, decision-making and performance improvement related to health care operations.	decision making. 3.2 Explain the importance of measurement in the development of high performing systems and organizations. 3.3 Explain the importance of business intelligence tools, health analytics and data to improve operational performance.
	Course Outcome 4	**Learning Objectives for Course Outcome 4**
	Explore and apply concepts and approaches related to risk management, patient safety, quality management, and process improvement from an operational perspective.	4.1 Explain the principles and approaches of risk management and risk assessment tools used in health care including the importance of insurance and claims management. 4.2 Describe the concepts of patient safety and how these apply to day-to-day health care operations. 4.3 Evaluate contemporary process improvement frameworks, tools and approaches used by health care organizations. 4.4. Identify environmental factors impacting operations of health care organizations and explore emergency response planning and infection prevention and control strategies.

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight
Assignments	40%
Skills Development	20%
Tests	40%

Date: June 9, 2024

Addendum: Please refer to the course outline addendum on the Learning Management System for further information.