Course Overview
With fast changing regulations and aging population, healthcare delivery systems in the US and abroad are facing growing demand, increasing cost and heightened patient expectations. Healthcare services providers must find ways to operate efficiently and effectively in order to reduce costs while improving quality, patient satisfaction, safety and other important outcomes.

The 5 week course provides a “real world” window into the latest trends in Healthcare with a focus on Hospital operations, as well Pharmaceutical and Payer organizations.

Course Objectives
To provide relevant and timely insight to the ongoing evolution in Healthcare today:

- Share real world insights through personal experience, and connections from 35 years in Pharmaceutical industry.
- Incorporate pertinent guest industry class lecturers as applicable.
- Provide career advice.

Course Relationship with Others in the Program
This course complements other courses in the MS-HSM program because it provides a window into the latest real world trends and examples which the other courses are touching on.

Two Most Closely Related Courses and description of the differences from the proposed course;

22:799:580 Operations Analysis (3 credits)
This is the core MBA course that discusses general operations and supply chain management issues in manufacturing and distribution industries but lack of details and in-depth discussions of healthcare services and delivery systems. The Healthcare Operations Analysis course is the healthcare version of “Operations Analysis”, which, addresses the special features and meets the unique needs of healthcare services organizations.

This course provides students with strategies, techniques, and best practices to improve unit, organizational, and integrated delivery system performance by applying key concepts from operations and supply chain management to the healthcare context. The Healthcare Operations Analysis course complements this course by introducing quantitative models and tools to address operational and tactic issues in healthcare delivery systems.
Learning Outcomes

- What critical activities successful Hospital systems are undertaking today and for the future?
- Optimal Healthcare administration career navigation.
- Insight into the latest trends creating opportunities and hurdles for Healthcare operations.

Textbook

None

Software

None

Teaching Method

The course will be taught using:

- Pertinent subject matter PowerPoint presentations
- Each student will conduct a short project study on a critical healthcare topic, presenting findings to the class.
- Class-related material (Healthcare journal articles, Discussion Boards etc.) will be posted on Blackboard. Students should be enrolled in Blackboard to access the posted materials. The URL is: http://blackboard.rutgers.edu.

Grading

A final grade will be provided. The weights for course work components are given below.

<table>
<thead>
<tr>
<th>Component</th>
<th>Weight</th>
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<tbody>
<tr>
<td>Class participation</td>
<td>30%</td>
</tr>
<tr>
<td>Project</td>
<td>40%</td>
</tr>
<tr>
<td>Discussion Boards</td>
<td>30%</td>
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<tr>
<td>TOTAL:</td>
<td>100%</td>
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Homework Assignments

Provide relevant insight into Discussion Board topics posted by the course professor.

Term Project

- Select one of the following study topics to write a report on. Be prepared for a 20 min class presentation (due 2/9/18).

  1) What role will the IDNs play in the evolving Healthcare landscape and what changes to their operations are ongoing?
  2) What innovation is happening now, and will be needed to optimize healthcare over the next 5-10 years?
  3) If you were the CEO of US Healthcare what would you do to create a best in class global leadership?
## Class Schedule

<table>
<thead>
<tr>
<th>Sessions</th>
<th>Topics covered</th>
<th>Assignments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction. Healthcare Trends Overview, Career aspirations</td>
<td>• Readings posted</td>
</tr>
<tr>
<td>2</td>
<td>Interactive discussion on critical Topics selected by the calls</td>
<td>• Readings posted</td>
</tr>
<tr>
<td>3</td>
<td>Discussion Topics</td>
<td>• Readings posted</td>
</tr>
<tr>
<td>4</td>
<td>Project presentations and Guest Lecturer. Students read out their reports</td>
<td>• Completing Project study</td>
</tr>
<tr>
<td>5</td>
<td>Discussion Topics</td>
<td>• Readings posted</td>
</tr>
</tbody>
</table>