Course Title	**Management of Health Care Operations**				
Course Code	**MBAH 100**				
Course Type	**COMPULSORY FOR THE CONCENTRATION (ELECTIVE)**				
Level	**MASTER**				
Year / Semester	**YEAR 2 / SEMESTER 5 or 6**				
Teacher's Name	**Romana Novakovic/Marios Katsioloudes/Annabel Droussiotis (team taught course)**				
ECTS	**6**	Lectures / week	**3**	Laboratories / week	
Course Purpose and Objectives	MBAH 100 is a compulsory course intended for students taking master program MBA Concentration for Health Care Management. Course focuses on key concepts in four essential areas of health care operations management: process analysis, service operations, quality management, and inventory management. It introduces analytical methods essential to explore performance measures, which can be used to measure the effectiveness of current procedures and practices within a health care organization. Evaluation of the efficiency of service operations is done in a variety of contexts. Quality control being an essential part of any business operation, is introduced as a tool for evaluating and improving the quality of systems and processes. Finally, it presents different methods for tracking inventory and implementing strategies to improve health care business performance.				
Learning Outcomes	On completion of this course, students will be able to identify and use appropriate tools and skills to successfully manage operations in healthcare sector. Specifically, students will be able to: 1. Analyse Operations Processes - Create a process flow diagram that represents a process in organization - Identify the bottleneck in a process or system and quantify its effects - Propose solutions to manage identified bottlenecks 2. Improve Service Operations - Determine the steady state for a service process or system - Use theory to analyse a service process whose levels of demand are variable - Recommend strategies to improve a service process				

3. Design a Quality Control System
- Set appropriate specification limits for a quality control variable
- Use statistical process control tools to determine whether a system or process is in control (consistent)
- Determine whether a system or process is capable (delivering according to needed specifications)
- Recommend strategies for quality improvement

4. Perform Inventory Management
- Calculate service-level metrics to determine how likely an organization is to fulfil a customer request
- Use different models to match levels of inventory with demand in a way that maximizes profit for long life cycle products
- Recommend strategies to improve operations management in a health care organization

Prerequisites	**ALL COMPULSORY COURSES**	Required	

Course Content	— Health care operations and system management — Quality Management — Operations research methods — Productivity and performance management — Operational metrics in health care organizations — Inventory management — Forecasting and supply chain management — Best practices for health care operations managements

Teaching Methodology	• Knowledge acquisition from lectures and course slides • Small group exercises, simulations, and case studies • Formative Assignment(s) for revision • PPT Presentation(s) for group discussions

Bibliography	**Essential Reading:** 1. Langabeer, R. J, & Helton, J. (2020) Health Care Operations Management. Jones and Bartlett Publishers, Inc. Sudbury, United States. 2. Dai, T., & Tayur, S. (2018) Handbook of healthcare analytics: theoretical minimum for conducting 21st century research on healthcare operations. John Wiley & Sons, Inc. New Jersey, United States. **Recommended Reading:**

	Karuppan, C., Waldrum, M., & Dunlap, N. (2016) Operations Management in Healthcare Strategy and Practice. Springer Publishing Company LLC. New York, United States.
Assessment	Participation 10% Midterm Exam 30% Quizzes and Workshops 20% Final Exam 40%
Language	English