

The University of Scranton
The Panuska College of Professional Studies
Department of Health Administration and Human Resources

HAD 522 HEALTH CARE OPERATIONS AND QUALITY
Summer 2018 (3 credits)

Instructor: Dr. David H. Gurr
3000

COMPETENCY EVALUATION

Health Care Operations

Domain #1: Communication and Relationship Management

Competency

- A Apply principles of communication and demonstrate effective applications
- B Represent the organization to the community
- C Be socially aware to provide a better understanding of the organization
- D Facilitate group dynamics and discussions
- E Establish effective relationships

Domain #2: Leadership

Competency

- A Explain potential impacts and consequences of organizational decisions
- B Encourage a vision of the organization and value its contribution
- C Gain perspective on the organization's support network
- D Accurately assess organizational weaknesses

Domain #3: Professionalism

Competency

- A Demonstrate professional standards and conduct
- B Uphold the organization's professional standards
- C Demonstrate professional norms and values
- D Enhance the organization's reputation and effectiveness

Domain #4: Knowledge of the Healthcare Environment

Competency

- A Assess the relationships between access, quality, cost, resource allocation, and accountability
- B Interpret the impact of the regulatory environment on professional practice
- C Assess the impact of the support of the health care profession
- D Apply principles of social policy analysis
- E Analyze the impact of the health care system

Domain #5: Business Skills and Knowledge

Competency

- A Interpret the role of various sources of information and communication
- B Demonstrate critical financial analysis and problem solving
- C Apply basic financial analysis principles
- D Apply the principles of risk management and contract negotiation
- E Apply principles of operational protection and utilization
- F Assess the impact of the health care system
- G Establish the organization's financial and operational performance

HAD – Health Care Operations

ABCDE D ABD D3 ABCD D ABCE D ABCEFG

COURSE ACTIVITIES, TEACHING METHODS, and EVALUATION

Classroom discussions, group activities, student participation, case studies, special projects, experiential exercises, student presentations, and projects. Other activities to include student activities.

Evaluation

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Course Outline

| Session | Topic/Assignments and Discussions | Written and/or Oral Assignments Due | Required Readings |
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