

UNIVERSITY of MASSACHUSETTS DARTMOUTH
Charlton College of Business
Decision and Information Science Department

COURSE: **POM 452—Service Operations Healthcare**
Prerequisite: Completion of foundation courses;
POM 212—Business Statistics or equivalent

Professor: Dr. Soheil Sibdari; email: via WebCT (myCourse)

Office: Charlton College of Business, Room 302; Phone: (508) 999-8019

Office hours: MTW 2-3pm.

COURSE DESCRIPTION:

This course focuses on healthcare management from financial and strategic perspectives. This book is intended to be a foundational resource for teaching the utilization of operations and supply chain management (OSCM) in healthcare management and administration. We review leading-edge concepts and techniques that many health care facilities may have not fully implemented. Students will learn managing the documentation, allocation, and reporting of a healthcare organization. In this course student will learn how to handle situations where managers need to make critical operation and service decisions. The course topics include: healthcare supply chain strategy, financial aspects of healthcare operations, managerial accounting in healthcare, data and statistical tools for healthcare operations, problem solving and simulation.

COURSE OBJECTIVES:

The course is designed to provide students with an understanding of the methods and tools used by today's logistics managers. An applied, problem-solving approach will be used as the learning focus.

The goal of this course is to prepare you to succeed in managing the 21st century logistics operations. From this course you will:

- Understand the nature of service operations
- Understanding healthcare operations management
- Essentials of Healthcare Supply Chain Management
- Supply Chain Transformation in the Healthcare Sector
- Designing Sustainable Healthcare Supply Chains
- Performance Metrics for the Healthcare Supply Chain
- Emerging Trends of Healthcare Supply Chain Management
- Applying standard financial methods and instruments in the adoption of new technologies.
- Develop skills in 3PL (Third-Party Logistics) and understand its significance in productive global supply chain operations.

COURSE MATERIAL

Text: *Health Care Operations and Supply Chain Management: Strategy, Operations, Planning, and Control*, by John Kros and Evelyn Brown (John Wiley & Sons, 2013) ISBN: 978-1-118-10977-9

CLASSROOM POLICY:

Academic Honesty:

All university policies regarding academic honesty such as exam policies and plagiarism will be followed in this class. Students are encouraged to read the detail instructions provided by the registration office.

Lectures:

This course is offered in online setting where there are weekly activates that you need to follow in myCourse. The aim of this course is to use spreadsheet modelling and methods to solve healthcare logistics and supply chain management. Therefore, some part of the course will be spent in learning decision analysis and the other half will be spent on employing the decision analysis techniques in solving supply chain and logistics problems. The details of the classes and weekly activities will be available online through WebCT.

Exams:

There will be exams throughout the semester. All corresponding chapters and presented case studies in each part of the course will be student's responsibility for the exam. The number of chapters is tentative and might change depending on the progress we have during the semester.

Quiz:

There might be one quiz per chapter with the due date stated in the link provided for the quiz. All the quizzes are mandatory and the grades go toward your class participation and quiz. The quizzes are very helpful tools to enhance your understanding of the course and to prepare you for the final exam. If you face problems posting the quiz, it is most likely due to submission attempt after the deadline. If otherwise, please contact the help desk at the library.

myCourses:

This course is fully online and a web corner is designated in my Courses where all hand-outs, announcements, lecture notes, articles, etc. will be uploaded. A valid UMass Dartmouth username and password is required to access this website (the same as your email account).

Online Attendance:

Regular check and review of the course website is expected from students. Attendance in the online section is measured on the basis of quality (grades) and quantity (count) of student's response on the case studies, and punctuality in meeting deadlines on all assignments and report

Emailing:

Please email me at (ssibdari@umassd.edu) with subject line: "POM 452-short subject" Please make sure to include the "POM452" to avoid confusion. The emails will be responded within 48 hours.

Additional help:

Do not fall behind in understanding the material. Get your questions answered immediately. Quizzes provide a good practice for each exam chapter. Although the course is offered in an online format, but you will be provided by sufficient help and instruction from the lecturer and TAs. Please email me if you have any question. We can answer your questions using an online format that are myCourse chat or email.

EVALUATION POLICY:

Your final grade for the course according to the following distribution.

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| Exams | 25% |
| Quiz | 25% |
| Assignments and cases | 40% |
| Class Participation | 10% |
| Total | 100% |