

MGSC 641D1. OPERATIONS MANAGEMENT IN HEALTH SERVICES.

Credits: 1

Offered by: Management (Graduate Studies)

This course is not offered this catalogue year.

Description

Why effective operations management is essential to delivering safe, high-quality, cost-effective and patient-centred care. Fundamental concepts necessary to observe and understand the patient flows, including measuring demand and capacity, identifying key performance measures and pinpointing the sources of variability. Strategies to improve the patient flows, including workforce planning, optimization of admission and discharge processes as well as real-time demand and capacity management.

- Students must register for both MGSC 641D1 and MGSC 641D2
- No credit will be given for this course unless both MGSC 641D1 and MGSC 641D2 are successfully completed in consecutive terms

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