California State University, San Marcos

FORM X (WHITE)

* Authorization To Offer Non-Degree Extension Credit Course Through Extended Studies*

1. Desired Term: Fall
2a. Course abbreviation and Number: BUS 1550
2b. Abbreviated Title: Managing Efficiency, Quality, and Safety in HC Systems

3. College: College of Business Administration
4. Number of Units: 3
5. Billing Units: 3
6. Allowed Student Levels: UG x GR x EE x (Default is to check all three levels)
7. Grading Method: X Normal (N) (Default is Letter Grade +/-, Students may request Credit/No Credit) Normal Plus Report-in-Progress (NP) (As for Normal; also allows Report-in-Progress) Credit/No Credit Only (C) Credit/No Credit or Report-in-Progress Only (CP)
8. Mode of Instruction:
   (See pages 17-23 at http://www.calstate.edu/cim/data-element/APDB-Transaction-DED-Section v/pdf for definitions of the Course Classification Numbers)

<table>
<thead>
<tr>
<th>Type of Instruction</th>
<th>Number of Credit Units</th>
<th>Instructional Mode (Course Classification Number)</th>
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<tbody>
<tr>
<td>Lecture</td>
<td>3</td>
<td>X</td>
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<td>Activity</td>
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<td>Lab</td>
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9. Attributes: Course Requires Consent for Enrollment? X Yes No
   Faculty Credential Analyst Dean Program/Department - Director/Chair
   Prerequisites: none Co-requisites: none

10. Does this course impact other discipline(s)? (If there is any uncertainty as to whether a particular discipline is affected, check "yes" and obtain signature.) X Yes No
    If yes, obtain signature(s). Any objections should be stated in writing and attached to this form.
    Nursing

    Discipline: Nursing
    Signature: [Signature]
    Date: 3/3/11
    Support: X
    Oppose: 

    Discipline: [Discipline]
    Signature: [Signature]
    Date: [Date]
    Support: [Support]
    Oppose: [Oppose]

Important: Please Complete

1. Instructor: Robert Aboolian

2. Please complete the Extension Course Proposal Form
   http://www.csusm.edu/academic_programs/Curriculum_Forms/index.html

SIGNATURES: (COLLEGE LEVEL)

1. Program Director/Chair
   Signature: [Signature]
   Date: 2/15/2011

2. College Dean (or Designee)
   Signature: [Signature]
   Date: 2/15/2011

SIGNATURES: (UNIVERSITY LEVEL)

3. Dean of Extended Studies (or Designee)
   Signature: [Signature]
   Date: 2/17/11

4. Vice President for Academic Affairs (or Designee)
   Signature: [Signature]
   Date: 3/9/11

PS: 3/9/11

* See attached e-mail from Reina
In planning the components of our Extended Studies program at Cal State San Marcos, this office consults closely with the academic colleges and departments to determine the suitability of course content, teaching methods and instructor qualifications. To assist us in evaluating your proposed course for credit, please submit this completed form—along with Form X: New Course Non-degree Credit—to our office as soon as possible. Questions before you submit? Call (760)750-4020.

- **Course Title:**
  
  Managing Efficiency, Quality, and Safety in HC Systems  
  BUS 1550

- **Course Description:**
  
  This course will focus on the management of operations and how HC systems can use more advanced methods to improve healthcare processes, delivery, and outcomes. Specific focus will be on reducing cycle times (e.g., patient wait times), measuring productivity, streamlining process flows, tracking outcomes and performance metrics, and generally improving health management processes and health outcomes. The process improvement will be measured by how it can improve quality of care and safety of HC delivery, reduce waste, and reduce costs. The role of technology and innovative approaches in improving EQS in HC delivery will be presented.

- **Course Objectives:**
  
  At the end of this course, students will be able to:
  
  o Demonstrate an understanding of the complexity of health operations  
  o Use analytical tools and software to help simplify and streamline decision processes  
  o Apply tools of operations management and data analysis to improve Efficiency, Quality, and Safety in HC delivery  
  o Manage and re-engineer the health care process flows  
  o Distinguish existing commercial applications and tools that improve EQS in HC delivery  
  o Design and evaluate studies to improve EQS in HC delivery  
  o Ensure that the system produces quality patient care

- **Evaluation:**
  
  Specific learning objectives and assignments will be used to assess competence, including projects and examinations.

- **Course Length:**
  
  Equivalent of 3 unit standard

- **Proposed Date(s):**
  
  Start in Fall 2011

- **Location:**
  
  On campus. Markstein Hall preferred.

- **Support Needs:** *(Please indicate any special services you will need, such as audio-visual equipment, photocopying, room set-up, etc.)*
A smart classroom.

- **Comments:** *(Please add any other relevant information, such as whether or not the course has been taught elsewhere successfully, why the course is needed in our area, marketing suggestions, etc.)*

The field of Health Information Technology (HIT) is relatively new; however, the national focus on healthcare reform, and the fact that the U.S. severely lags most OECD nations in application of IT in health systems, ensures a significant demand for those with appropriate training and education. As David Devone, founder and CEO of Healthcare Services Management, put it: "Hospitals, vendors, and consulting firms are fighting an uphill battle as they strive to add top talent to their ranks" because of a limited talent pool in a fast growing industry. The labor shortage in HIT can be attributable to a deficit of skilled workers and, currently, a shortage of appropriate programs. The proposed program anticipates these longer-term and structural changes in healthcare systems by providing a balance of technology and management skills; the goal is to produce graduates who can provide leadership in the evolution of HIT.

*When completed, please return this form, along with an up-to-date resume (with teaching references) to: Trish Henlon, Office of Extended Studies, Cal State San Marcos, 333 S. Twin Oaks Valley Rd., San Marcos, CA 92096; FAX: (760)750-3138; E-mail: thenlon@csusm.edu*
Thanks!

Hi Lourdes,

Sorry about that – I’m not sure how that slipped by all of us.

The CS number should be C2 for all of these.

Regina

These are BUS 1500 through 1550 (to be offered through Extended Learning).

😊

Lourdes

Hi Lourdes,

I’m not sure what courses you mean – are these for the HIT certificate or something else?