BUSADM 3630.01: Healthcare Cluster
Fall Semester 2014
Tuesdays: 5:30-7:30PM
Mason Hall 405

INSTRUCTOR: Mrinalini Gadkari, MD, MHSA Senior Lecturer
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OFFICE HOURS: By appointment

COURSE CONTENT
This course is the first in a 2-course sequence where students will get an overview of the US healthcare system. You will learn from Fisher faculty and healthcare industry partners about the history of healthcare, finance and payment structure, healthcare operations focused on provide safe, reliable and cost effective care, manufacturing and delivery of pharmaceuticals and supplies, manufacturing and delivery of product that help people with disabilities, physician involvement, healthcare IT, and explore various careers in the healthcare industry. The second course will provide you a hands-on experience working on real world projects at various healthcare organizations.

My goal is to provide the students the big picture of the whole gamut of the healthcare care industry and encourage them to find how they can bring in their skills and abilities and possibly carve out a career in healthcare if interested.

In addition students will learn a scientific and systematic problem solving method applicable to not only healthcare but also any industry. You will learn facilitation techniques to efficiently achieve desired outcomes in meetings.

OBJECTIVES OF THE COURSE
1. Learn about the unique opportunities and challenges of working in the healthcare
2. Problem solving skills to address issues in any industry
3. Facilitating meetings for success in any environment
4. Begin acquiring and building a professional network

COURSE MATERIAL
All reading materials will be posted on Carmen

COURSE REQUIREMENTS
The course will be conducted in an interactive lecture-discussion format. You are expected to come to class prepared and contribute to the discussion.

GRADING
There are a number of activities and assignments that will be used to assess your understanding of the material covered in this course. These are listed below.
<table>
<thead>
<tr>
<th>Component</th>
<th>Total Course Points</th>
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<tbody>
<tr>
<td>Class Attendance (2 points x 13 classes)</td>
<td>26</td>
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<tr>
<td>Class Participation (4 points x 13 classes)</td>
<td>52</td>
</tr>
<tr>
<td>Weekly homework assignments (5 points x 10 assignments)</td>
<td>50</td>
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<tr>
<td>Final Exam</td>
<td>72</td>
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<tr>
<td>Total (Maximum points)</td>
<td>200</td>
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**CLASSROOM EXPECTATIONS**

1. **Attendance is required.** You should attend every class and participate to
   a. Learn as much as possible
   b. Achieve a grade you will be satisfied with
2. **Arrive on time**
3. **Turn off all electronic devices unless required for class exercises**

**ASSIGNMENTS**

1. **Weekly homework assignments**
   - All weekly assignments are **individual** assignments. Do not collaborate or discuss
     assignments with anyone
   - **Submit on time.** All assignments are due on Mondays by 5pm. Upload them in Dropbox in
     Carmen. There are no make-ups.
   - Assignments must be neat and complete, and in the correct sequence. Use of relevant
     pictures and graphs is highly encouraged where necessary. Use the templates uploaded on
     Carmen.

2. **Take home final exam**
   This is an individual assignment. You will choose one of the 8 challenges that healthcare is
   faced with (will be shared in class) and create an A3 report (will be taught in class) to create a
   well defined problem statement, understand root causes of the problem and develop
   recommendations. You will research relevant articles and also use creative thinking to solve the
   problem. Provide reference to all the articles, websites etc. on the A3 and list them on the
   backside of the A3.
DISABILITY ACCOMMODATION
If you need an accommodation based on the impact of a disability, please arrange an appointment with me as soon as possible - we need to discuss the course format and explore potential accommodations. I rely on the Office for Disability Services for assistance in verifying need and developing accommodation strategies. You should start the verification process as soon as possible.

ACADEMIC MISCONDUCT
- Any material submitted for course credit must be your own work if it is an individual-based assignment or the work of your team if it is a group-based assignment.
- Students are not permitted to discuss, read, etc. the work, thoughts, and ideas regarding the homework or exams with other students.
- If outside references are used, they must be properly referenced.
- It is recommended that you take action to protect your work, such as collecting your materials from the lab printers and disposing of rough drafts at home.
- Homework submissions that are similar to current or past submissions may initiate serious disciplinary action, so please do your own work as an individual or, when required, as a team.

Academic misconduct will not be tolerated, is a serious threat to the integrity and value of your degree, and can have very serious consequences.

PROCEDURES
1. Suspected cases of academic misconduct must be reported to the Committee on Academic Misconduct, per OSU policy (http://studentaffairs.osu.edu/resource_csc.asp).
2. Typical penalties include an ‘E’ in the course and disciplinary probation for a first offense, and dismissal from OSU for a second offense.

COURSE OUTLINE (subject to revision)

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Description</th>
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<tbody>
<tr>
<td>Aug 26</td>
<td>Industry Clusters Kick-off</td>
<td>Meet ‘n’ greet</td>
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<tr>
<td>Sep 2</td>
<td>Course overview</td>
<td>You will learn about the evolution of healthcare and understand the structure for delivery of healthcare in the US</td>
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<td>Sep 9</td>
<td>Cost, quality and delivery in healthcare</td>
<td>You will understand how healthcare organizations maintain a fine balance to deliver cost-effective high quality and safe patient care.</td>
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<td>Sep 16</td>
<td>A3 problem solving</td>
<td>You will learn a scientific and systematic method to solve problems. This is the format you will use for completing your final exam.</td>
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<td>Sep 23</td>
<td>Healthcare insurance in the US and in the world</td>
<td>Angela Ferguson, Associate Director Patient Access at the OSU Wexner Medical Center with share with you an insider’s view of the insurance structure in the US and how it impacts healthcare organizations and patients.</td>
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<td>Sep 30</td>
<td>Healthcare Finance</td>
<td>Dr. Eric Drobny, Emergency Medicine physician and CFO Emergency Services at Mt. Carmel Hospital will share his perspective on the current financial scene in</td>
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<tr>
<td>Date</td>
<td>Event Description</td>
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<td>Oct 7</td>
<td>The MD Perspective</td>
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<td>Oct 14</td>
<td>Manufacturing of pharmaceuticals and delivery to the patient</td>
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<td>Oct 21</td>
<td>Prosthetics: Helping those who cannot walk</td>
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<td>Oct 28</td>
<td>Culture in high reliability organization</td>
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<td>Nov 4</td>
<td>Healthcare IT</td>
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<td>Nov 11</td>
<td>NO CLASS</td>
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<td>Nov 18</td>
<td>Careers in Healthcare</td>
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<tr>
<td>Nov 25</td>
<td>NO CLASS</td>
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<tr>
<td>Dec 2</td>
<td>Facilitating teams</td>
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<tr>
<td>Dec 9</td>
<td>EXAM DUE on CARMEN by 8AM + Recap and review</td>
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healthcare and the challenges healthcare organizations face

A panel of physicians will share their perspective on current and future state of the healthcare system and how it impacts/will impact their work and role.

Guest Speaker
You will learn about the manufacturing of pharmaceutical and how they actually get delivered to the patient in a hospital.

John Matera, COO, WillowWood will talk about the unique products they make to help those around the world who cannot walk start walking, running, mountain climbing and lead a normal fulfilled life.

Anamarie Rayburn, Director of Quality Improvement Services Nationwide Children’s Hospital will share with you strategies on creating a safe and reliable organization.

Guest Speaker
Learn about Electronic Medical Record (EMR), the current state and future of health information communication.

Guest Speaker
What are the different careers in healthcare? What roles does diversity play in a healthcare setting? What characteristics are well suited for a healthcare career?

Whether in healthcare or elsewhere, meetings are integral to running the business. You will learn some great facilitation techniques to efficiently achieve the desired outcomes in the meetings.

We will review and recap the whole semester and discuss takeaways from the course.