Healthcare Operations Management – C429

Overview

This course builds upon basic principles of management, organizational behavior, and leadership. Specific processes and business principles for managing operations in interdependent and multi-disciplinary healthcare organizations are explored. Marketing strategies, communication skills, and the ability to establish and maintain relationships while ensuring productivity that is efficient, safe, and meets the needs of all stakeholders is emphasized.

Competencies

- Effective Leadership Concepts
  The graduate examines effective leadership and management as applied in healthcare settings.

- Professional Development
  The graduate recognizes ways to engage in professional development and improvement in the healthcare environment.

- Clinical Performance and Healthcare Management
  The graduate examines clinical care performance and management in the healthcare environment.

- Organizational Resource Management in Healthcare
  The graduate examines the use of organizational resources in the healthcare environment.

- Healthcare Marketing
  The graduate explains the operations and strategies that would need to be used in a marketing plan for healthcare.

Learning

Getting Started

Welcome to Healthcare Operations Management! To help you track your progress in the course, view the Pacing Guide located in the Course Information section. To get started, click “Go to Course Materials.” Inside the course you will see four topics: Organizational Culture, Clinical Performance, Resource Management, and Professional Development. Within these topics, you’ll be asked to read text and external articles, watch videos, and complete “Engage” activities (a way to test your knowledge). Within the “Discover” section, you’ll see Challenge questions that you should try to answer – we’ve provided an Interactive Notebook where you can easily keep a record of your answers. Recording your notes will help increase your ability to gain competency in the course. Competency will be demonstrated by the successful completion of an Objective Assessment. Note: We recommend you wait to take the preassessment after you have learned the content in this course. If you feel you already have a solid background in the content, discuss the timing of the preassessment with your mentor.

Assessments

Pre-Assessment: Healthcare Operations Management

STATUS: Not Attempted
# OF ITEMS: 65
TIME ALLOTTED: 180 minutes
CODE: PKKC

Objective Assessment: Healthcare Operations Management

STATUS: Not Attempted
# OF ITEMS: 65
TIME ALLOTTED: 180 minutes
CODE: KKC1

A score of Competent or Exemplary is required to pass all assessments. Passing a preassessment does not guarantee you will pass the high-stakes assessment.

On objective assessments, you will be charged a retake fee for the third attempt and every attempt thereafter. For more information, click here.

Course Information

https://my.wgu.edu/courses/course/3540008