

Soules College of Business
Department of Technology
TECH 5336.060 Lean Healthcare
Course Syllabus

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Office Hours: Virtual
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Spring 2023

Course Description:

This course focuses on continuous improvement and the elimination of waste in a healthcare facility by empowering individuals to identify waste and non-value-added activity as well as identifying and improving value-streams to reduce costs. Students will also learn to create better flow for patients and processes, thereby, preventing errors and improving quality in a systematic way.

Textbook:

Sperl T., Ptacek R., and Trewn J. (2013). *Practical Lean Six Sigma for Healthcare*, The Lean Store, ISBN- 978-1-4675-1699-0

Course Objectives:

1. Apply the ADTP methodology to implement process improvements in a professional setting
2. Perform problem solving using lean six sigma techniques and tools
3. Facilitate lean six sigma continuous improvement teams
4. Recognize the need for and implement quality improvement measures in their service industry

Student Learning Outcomes:

By the end of this course, students should be able to:

1. Understand and discuss the utilization of the Assess, Diagnose, Treat, and Prevent methodology in a healthcare setting by successfully passing quizzes, and exams by a grade of 70% or better.
2. Identify and eliminate waste using lean methods, tools, and techniques and demonstrate this understanding by successfully passing quizzes, and exams by a grade of 70% or better.
3. Learn techniques to effectively manage change throughout the continuous improvement cycle by successfully passing quizzes, and exams by a grade of 70% or better.
4. Develop standard work practices, establish visual workspaces, and monitor and manage key process indicators, and be able to explain their significance in a lean healthcare environment by successfully passing assigned homework, participating in online discussions

in CANVAS, writing assignments, quizzes, and exams by a grade of 70% or better.

Core Competencies:

1. Computer-based skills - By use of standard software the student will be able to utilize, interpret, and manipulate the tools of Lean Six Sigma.
2. Communication skills - The student will conduct several research based writing assignments to develop their quality improvement problem solving and quality control measurement skills.
3. Interpersonal skills - Students will work in group discussions concerning quality improvement to experience the use of graphical problem solving techniques.
4. Problem-solving - Each student will use case studies and textbook examples to work through the continuous improvement cycle known as Assess, Diagnose, Treat, and Prevent. Personal accountability for achievement - Each student will follow the designated suspense dates for course work as listed in the course syllabus.
5. Understand the historical context of Lean Six Sigma by studying the Quality Master's in order to develop a foundation in the origins of the Lean Six Sigma Methods.

Course Requirements:

<u>Grading and Evaluation:</u>	<u>Percentage of Grade:</u>
Chapter Assignments	15
Discussions / Topics	20
Quizzes	15
Midterm Exams (2)	25
Final Exam	25
Total	100%

This is an approximate weighting of the course work for this semester and may change slightly during the semester.

Students are required to log on to CANVAS through their UT Tyler account to review study materials, participate in group discussions, submit course work, complete tests and quizzes that the instructor may post

Instructor reserves the right to make changes with prior notice to students

Grading Scale:

- A= 90-100 %
- B= 80-89 %
- C= 70-79 %
- D= 60-69 %
- F=Below 60%

Important Dates:

Class Start Date	Jan, 9
Census Date	Jan 23
Last Day to Drop	Mar 23
Study Day	Apr, 25
Final Exam Due	Apr 29
End of Term	Apr 29
Final Grades Due	May 2

Any late work must be cleared with the instructor prior to the due date. Any late coursework will not be accepted after the due date. Any reconciliation will be considered on a case by case basis with legitimate excuses.

IDEA Statement

If you have a disability, including a learning disability, for which you request disability support services/accommodations(s), please contact Ida MacDonald in the Disability Support Services office so that the appropriate arrangements may be made. In accordance with federal law, a student requesting accommodation must provide documentation of his/her disability to the Disability Support Services counselor. In order to assure approved services the first week of class, diagnostic, prognostic, and prescriptive information should be received 30 days prior to the beginning of the semester services are requested. For more information, call or visit the Student Services Center located in the University Center, Room 282. The telephone number is 566-7079 (TDD 565-5579). Additional information may also be obtained at the following UT Tyler Web address: <http://www.uttyler.edu/disabilityservices>.

Academic Honesty Statement

“Academic dishonesty, such as unauthorized collusion, plagiarism and cheating, as outlined in the Handbook of Operating Procedures, University of Texas at Tyler, will not be tolerated. University regulations require the instructor to report all suspect cases of academic dishonesty to the Dean of Students for disciplinary action. In the event disciplinary measures are imposed on the student, it becomes part of the student’s official school records.” Also, please note that the handbook obligates you to report all observed cases of academic dishonesty to the instructor.

Grade Replacement Statement

If you are repeating this course for a grade replacement, you must file an intent to receive grade forgiveness with the registrar by the 12th day of class. Failure to file an intent to use grade forgiveness will result in both the original and repeated grade being used to calculate your overall grade point average. A student will receive grade forgiveness (grade replacement) for only three (undergraduate student) or two (graduate student) course repeats during his/her career at UT Tyler. (2017-2018 Catalogue, p. 100).

University Policies Regarding Academic Processes:

POLICIES THAT MUST APPEAR IN EACH COURSE SYLLABUS

The following University policies must appear on each course syllabus or be provided as an informational sheet (web-links to these policies may be used in the print or electronic syllabus) <http://www.uttyler.edu/academicaffairs/syllabuspolicies.pdf>

Students Rights and Responsibilities

To know and understand the policies that affect your rights and responsibilities as a student at UT Tyler, please follow this link: <http://www2.uttyler.edu/wellness/rightsresponsibilities.php>

Grade Replacement/Forgiveness and Census Date Policies

Students repeating a course for grade forgiveness (grade replacement) must file a Grade Replacement Contract with the Enrollment Services Center (ADM 230) on or before the Census Date of the semester in which the course will be repeated. Grade Replacement Contracts are available in the Enrollment Services Center or at <http://www.uttyler.edu/registrar>. Each semester's Census Date can be found on the Contract itself, on the Academic Calendar, or in the information pamphlets published each semester by the Office of the Registrar.

Failure to file a Grade Replacement Contract will result in both the original and repeated grade being used to calculate your overall grade point average. Undergraduates are eligible to exercise grade replacement for only three course repeats during their career at UT Tyler; graduates are eligible for two grade replacements. Full policy details are printed on each Grade Replacement Contract.

The Census Date is the deadline for many forms and enrollment actions that students need to be aware of. These include:

- Submitting Grade Replacement Contracts, Transient Forms, requests to withhold directory information, approvals for taking courses as Audit, Pass/Fail or Credit/No Credit.
- Receiving 100% refunds for partial withdrawals. (There is no refund for these after the Census Date)
- Schedule adjustments (section changes, adding a new class, dropping without a "W" grade)
- Being reinstated or re-enrolled in classes after being dropped for non-payment
- Completing the process for tuition exemptions or waivers through Financial Aid

State-Mandated Course Drop Policy

Texas law prohibits a student who began college for the first time in Fall 2007 or thereafter from dropping more than six courses during their entire undergraduate career. This includes courses dropped at another 2-year or 4-year Texas public college or university. For purposes of this rule, a dropped course is any course that is dropped after the census date (See Academic Calendar for the specific date).

Exceptions to the 6-drop rule may be found in the catalog. Petitions for exemptions must be submitted to the Enrollment Services Center and must be accompanied by documentation of the extenuating circumstance. Please contact the Enrollment Services Center if you have any questions.

Disability Services

In accordance with Section 504 of the Rehabilitation Act, Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA) the University offers accommodations to students with learning, physical and/or psychiatric disabilities. If you have a disability, including non-visible disabilities such as chronic diseases, learning disabilities, head injury, PTSD or ADHD, or you have a history of modifications or accommodations in a previous educational environment you are encouraged to contact the Student Accessibility and Resources office and schedule an interview with the Accessibility Case Manager/ADA Coordinator, Cynthia Lowery Staples. If you are unsure if the above criteria applies to you, but have questions or concerns please contact the SAR office. For more information or to set up an appointment please visit the SAR office located in the University Center, Room 3150 or call 903.566.7079. You may also send an email to cstaples@uttyler.edu

Student Absence due to Religious Observance

Students who anticipate being absent from class due to a religious observance are requested to inform the instructor of such absences by the second class meeting of the semester.

Student Absence for University-Sponsored Events and Activities

If you intend to be absent for a university-sponsored event or activity, you (or the event sponsor) must notify the instructor at least two weeks prior to the date of the planned absence. At that time the instructor will set a date and time when make-up assignments will be completed.

Social Security and FERPA Statement:

It is the policy of The University of Texas at Tyler to protect the confidential nature of social security numbers. The University has changed its computer programming so that all students have an identification number. The electronic transmission of grades (e.g., via e-mail) risks violation of the Family Educational Rights and Privacy Act; grades will not be transmitted electronically.

Emergency Exits and Evacuation:

Everyone is required to exit the building when a fire alarm goes off. Follow your instructor's directions regarding the appropriate exit. If you require assistance during an evacuation, inform your instructor in the first week of class. Do not re-enter the building unless given permission by University Police, Fire department, or Fire Prevention Services