

**The University of Scranton**  
**The Panuska College of Professional Studies**  
**Department of Health Administration and Human Resources**

**HAD 522 HEALTH CARE OPERATIONS AND QUALITY**  
**Summer 2018 (3 credits)**

Instructor: Dr. David H. Gurr  
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## COMPETENCY EVALUATION

Health Care Competency

### Domain #1: Communication and Relationship Management

Competency

- A Apply principles of communication and interpersonal communication
- B Represent information to others
- C Use appropriate verbal and non-verbal communication
- D Facilitate group processes and discussion
- E Establish effective relationships

### Domain #2: Leadership

Competency

- A Explain important aspects of organizational structures
- B Encourage involvement of others in value setting or attainment
- C Gain perspective on others and support weaknesses
- D Accurately assess individual strengths and weaknesses

### Domain #3: Professionalism

Competency

- A Demonstrate professional standards and conduct
- B Uphold ethical and professional standards
- C Demonstrate professional norms and values
- D Enhance continuous professional development and reflect on learning

### Domain #4: Knowledge of the Healthcare Environment

Competency

- A Assess interrelationships between access, quality, cost, resource allocation, accountability and community
- B Interpret data to determine regulatory professional accreditation needs
- C Assess national and state assessment techniques support of health care programs
- D Apply principles of social policy analysis
- E Analyze and apply information to patient care systems

### Domain #5: Business Skills and Knowledge

Competency

- A Interpret oration of various sources to address organizational needs
- B Demonstrate critical financial analysis and problem solving
- C Apply basic financial analysis principles
- D Apply relevant principles, regulations and techniques in contracts
- E Apply principles of operation, production, capture utilization
- F Assess production techniques
- G Establish and analyze trends to assure appropriate

HAD – Health Care Competency

ABCDE D ABD D3 ABCD D ABCE D ABCEFG

**COURSE ACTIVITIES, TEACHING METHODS, and EVALUATION**

Classroom discussions, group activities, student participation, case studies, special projects, experiential exercises, student presentations, and projects. Other activities to include: student activities.

Evaluation

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Cas Stu II 0 pts	3	
Cas Stu III 0 pts		

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## Course Outline

Session	Topic/Assignments and Discussions	Written and/or Oral Assignments Due	Required Readings
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