

# OPERATIONAL EXCELLENCE (GRADUATE CERTIFICATE)

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## Contacts

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## Program Description

Operational Excellence (OpX) is the academic and professional field focused on developing and implementing evidence-based performance improvement methodologies needed to promote value and efficiency in healthcare. OpX professionals lead healthcare transformation by focusing on eliminating waste and improving system performance.

## Graduate Certificate

The Graduate Certificate focuses on the foundations of OpX. This option contains five online courses and can be completed in one year.

## Program Outcomes

The OpX program prepares leaders to be effective agents of change within their organizations by equipping them with the knowledge and skills to facilitate and lead system and process-level improvements. Graduates will be able to:

### Graduate Certificate

- Apply the foundational concepts of quality and safety measurement, improvement, and analysis
- Utilize project management tools and framework to design and implement improvement projects
- Distinguish the various evaluation methods used to externally and internally assess a healthcare organization's performance
- Identify and evaluate appropriate healthcare situations to utilize operational excellence tools

## Curriculum: 1 Year

Code	Title	Credits
<b>Graduate Certificate</b>		
HPL 500	US Healthcare Org & Delivery	3
HQS 500	Intro Healthcare Qual & Safety	3
OPX 520	Change Management	3
OPX 532	Project Management Essentials	3
OPX 525	Executing Lean Improvements	3
<b>Total Credits</b>		<b>15</b>