OPERATIONAL EXCELLENCE (MS)

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.

Master's Degree

The Masters of Science (MS) builds upon the foundational concepts presented in the Graduate Certificate and focuses on the advanced application of OpX concepts necessary for the analysis, management, and improvement of processes and the systems that deliver healthcare. This option contains 10 online courses and a capstone project, which is specifically designed to enhance the student's career trajectory. This option can be completed in two years.

Learning Goals/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

Master's Degree (Above Plus)

- Evaluate the effectiveness of various performance improvement evaluation approaches as well as improvement interventions
- Integrate quality, safety, and transformation/change management tools to promote quality, safety, and process efficiency
- Design and implement operational excellence tools and strategies at a system level
- Develop systematic approaches to drive broad-impacting improvements across a healthcare organization

Curriculum: 33 credits

Code	Title	Credits
OPX 530	Appl Lead Strat for Eff Change	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
HQS 512	Business Case for Quality	3
OPX 535	Strategic Execution	3
OPX 531	Evaluating Healthcare Orgs	3
General Elective (Program Director approval)		3
General Elective (Program Director approval)		3
OPX 650	Capstone	3
Total Credits		**33**