HEALTHCARE OPERATIONS MANAGEMENT CERTIFICATE

Program Description

Careers in medical and health management are projected to grow rapidly over the next ten years, as the need to develop effective healthcare operations has never been more pressing.

This certificate program provides you with the tools to analyze and identify strategies to improve the operational performance of healthcare organizations. Courses focus on key concepts in four essential areas of operations management: process analysis, service operations, quality management, and inventory management. You will begin by implementing process analysis tools to create a flow diagram and explore performance measures that can be used to measure the effectiveness of current processes within an organization. Next, you will practice using statistical analysis to evaluate the efficiency of service operations in a variety of contexts, including in person and virtual. Quality control is an essential part of any business operation, and as part of this program you will be introduced to statistical process control as a tool for evaluating and improving the quality of systems and processes. Finally, you will look at different methods for tracking inventory and implementing strategies to improve business performance. Upon completing this program, you will possess the tools and skills to successfully manage operations in the healthcare industry.

Key Takeaways

- Identify and quantify the effects of a bottleneck in a fixed process or system and propose strategies to manage bottlenecks
- Analyze a service process with variable levels of demand and recommend improvements to reduce processing and wait times
- Use statistical process control methods to measure the quality of a process and recommend strategies for improvement
- Use the appropriate models and approaches to match levels of inventory with demand

What You'll Earn

- Healthcare Operations Management Certificate from Cornell College of Human Ecology
- 40 Professional Development Hours (4 CEUs)

Who Should Enroll

- Mid-career healthcare professionals
- Physicians transitioning into a managerial role
- Nurses and nurse practitioners taking on management responsibilities
- Healthcare policy professionals looking to transition into operations management
- Business management professionals/MBA students who wish to specialize in healthcare operations
- Customer-facing managers in government agencies

Total Investment

- 2 months to complete all the courses

How to Enroll

For more information on how to enroll, please visit Healthcare Operations Management Certificate (https://ecornell.cornell.edu/certificates/healthcare/healthcare-operations-management/).

Program Requirements

Code	Title	Hours
Required Courses		
eCornell SLN571	Analyzing Operations Processes	
eCornell SLN572	Improving Service Operations	
eCornell SLN573	Designing a Quality Control System	
eCornell SLN574	Inventory Management	