

ORGANIZATIONAL EXCELLENCE CONCENTRATION, MS

Master of Science in Healthcare Management

The 12-credit elective track includes Lean Six Sigma Methodology in Healthcare which employs a five-step approach, Define-Measure-Analyze-Improve-Control (DMAIC). This approach utilizes a data-driven improvement cycle used for improving, optimizing and stabilizing business processes and designs. This methodology in healthcare focuses on improving the patient experience by making sure that the processes that are being considered consistently deliver the desired results and on eliminating defects which in healthcare can be the difference between life and death. Utilizing Lean Six Sigma improves patient safety by eliminating life threatening errors such as those involving medications and falls. Today there is a call in healthcare to improve healthcare using six sigma methodologies.

Students who choose this concentration will also earn a Lean Six Sigma Green Belt in Healthcare certificate from Bay Path University. This certificate focuses on optimizing workflow, increasing efficiency, and reducing waste, using Lean/ Six Sigma methodology. This approach provides a problem-solving framework and quality tools that address operational problems specifically in the healthcare organization.

Degree requirements for the Organizational Excellence concentration are as follows:

| Code | Title | Hours |
|--------------------------------|--|-----------|
| HCM 500 | Principles of Healthcare Service Excellence | 3 |
| HCM 501 | Healthcare Law, Policy, and Ethics | 3 |
| HCM 503 | Strategic Planning in Healthcare | 3 |
| HCM 515 | Organizational Behavior and Leadership in Healthcare | 3 |
| HCM 602 | Managing Healthcare Delivery Systems | 3 |
| HCM 610 | Six Sigma Lean Methodology in Healthcare | 3 |
| HCM 611 | Continuous Improvement Strategies, Tools, and Techniques | 3 |
| HCM 612 | Change Management and Project Management Integration | 3 |
| HCM 613 | Economics and Finance in Healthcare | 3 |
| HCM 623 | Health Informatics System Application | 3 |
| HCM 630 | Qualifying Lean/Six Sigma Green Belt in HCM Comprehensive Exam | 0 |
| HCM 631 | Lean/Six Sigma Green Belt Pre-Practicum Seminar Course | 0 |
| MLN 500 | Introduction to the Theory and Practice of Negotiation | 3 |
| NMP 605 | Financial Management in the Nonprofit Sector | 3 |
| Total Credits Required: | | 36 |