

Course Description – Curriculum 2013

Subject: OM454 Healthcare Operations Management

Credits: 3

Prerequisite: OM201

Description: Specific characteristics of healthcare, strategic management and competition in Thailand's healthcare sector of both public and private organizations, managerial decision analysis of healthcare organization establishment, organization structure, human resources management, management and improvement of healthcare operations i.e. patient and provider scheduling, patient flows and waiting times, quality management in healthcare, lean healthcare, and medical support management, medical and other services management such as accommodation and food service, healthcare information management and analysis, ethics and social responsibility, delivery of the course: lectures, group discussions, and term project in depth areas of healthcare operations management