Introduction

Welcome to HSC: 475: Processes and Outcomes Evaluation. My name is Dr. Jerry McGraw and I will be your instructor for this semester. I have been teaching for over 30 years, full time over the last 8 years. My background is strongly anchored in healthcare administration, process improvement, and I was a practicing Physician Assistant for almost 30 years. I would like to introduce some of the major aspects of the course, to include expectations that I will have of you as well as the expectations you should have of me.

This course will begin on Jan 8th and complete on Apr 27th, 2018. Recorded lectures for each chapter will be included in the content material on D2L, and can be downloaded and reviewed at any time convenient to you, and will be the only lecture source. Your first assignment period will be Jan 8th through Jan 14th, 2018 (Sunday) with all deliverables due into D2L no later than 11:59 PM CST Sunday night (notice that D2L is on CST because the server is located in Pierre, SD). All subsequent chapter assignments will open on Monday morning at 8 AM CST and close on Sunday at 11:59 PM CST.

Course Description

This course introduces the Toyota Production System (TPS). The "Lean" approach has transformed the auto manufacturing industry, and has recently been adopted by many healthcare institutions. This process improvement methodology will be studied as it applies to healthcare processes, applying the concepts of Pull, Single Piece Flow, Standard Work, A3, and 5S. Case studies focusing on current efforts, to reduce waste, and improve quality in healthcare will be reviewed.
Required Course Materials

It is imperative that you have all your materials and text book before the first day of class. Class assignments rotate on a weekly basis so the content for each week will be very concentrated. If you decide to purchase the package elsewhere, check with the USD Bookstore to ensure you have all of the required materials.

The following are the REQUIRED textbooks for this course:

- ISBN-10: 9781498743259

Desire2Learn (D2L)

All quizzes, exams, lectures, and course documents will be distributed through D2L. With that in mind, it is imperative that you have set up a D2L access before the first day of class. You will receive your WebAdvisor User ID and password.

- To access D2L, use the URL: http://d2l.sdbor.edu
- To login to D2L, type your WebAdvisor user ID and password into the “username” and “password” fields respectively.
- Your “My Home” page will contain a list of each of the courses in which you are enrolled. To access a course, just click on its name.
- If you cannot access your course on the start date listed in WebAdvisor, please contact Continuing Education at: (800) 233-7937 or (605) 677-6240 for assistance.
- You can also access the complete orientation guide at http://www.usd.edu/cde/upload/Online-Orientation-Guide.pdf
- Anyone who has not accessed the course after the first week of class will be dropped from the course.

Course Expectations

- IMPORTANT: This will not be a self-paced or correspondence-like course. You will be required—and given points based upon your performance—on the weekly requirements. Failure to do so may result in a reduced grade in the course, or being dropped from the course.
- Every week will have an associated discussion question and chapter quiz (6). Chapter quizzes will include all content covered in discussion questions, lectures, and in the textbook.
- There will be three unit exams over the semester. The unit exams will cover the content in the previous four chapters. These exams will NOT be proctored but will require the use of the Respondus browser to take. There will be an
associated research paper required for each unit areas. **Students must complete all research papers to pass this course.**

- A comprehensive final test will be completed over the last week of class. This test will cover all course content presented during the semester.
- This course will require between 6-8 total hours of preparation and study per week. Please ensure that you have scheduled adequate time to accomplish your studies.

**Communication**

My contact information is located both in the syllabus and at the end of this welcome letter. For most communication, D2L email is the best choice and I check my inbox regularly so you can expect me to respond within 24 hours during the week and within 48 hours during the weekend. For emergencies you may contact me via my cell phone either using texting or calling. **I ask that you contact me via my cell phone only for true emergencies.**

**Course Truisms**

- The best way to be successful in this course is to study and review the material nightly. Waiting till the last minute and “crash” studying the night before seldom works and even if you pass the test, you usually will not retain the information when it comes time to take the final exam.
- The lectures are an integral part of the course. Material is reviewed, concepts and principles are clarified, and overall content is presented in each lecture. Most of the quiz and test questions are derived from the lecture material.

I am a very participative instructor so you can expect regular feedback on your discussion questions and research papers. All quizzes and exams are available to review once they have been closed for completion so that you can use them for review for the final exam. **I hope you find this class informative and valuable as you move forward in your career.**

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