



Operational Excellence

College of Population Health

Presentation Overview

- Program Description
- Plan of Study
- Careers
- Professional Associations
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- Faculty Profile



Mary Reich Cooper, MD, JD

OPERATIONAL EXCELLENCE, PROGRAM DIRECTOR



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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.

Advanced Practice Certificates (APCs)

APC in Operational Excellence

HQS 500: Introduction to Healthcare Quality & Safety

OPX 531: Evaluating Healthcare Organizations

OPX 532: Project Management Essentials

APC in Operational Excellence Education

OPX 531: Evaluating Healthcare Organizations

OPX 532: Project Management Essentials

Teaching Operational Excellence

Graduate Certificate

HPL 500: U.S. Healthcare Organization & Delivery

HQS 500: Introduction to Healthcare Quality & Safety

OPX 531: Evaluating Healthcare Organizations

OPX 532: Project Management Essentials

Elective*

Master's Degree

- HPL 500: U.S. Healthcare Organization & Delivery
- HQS 500: Introduction to Healthcare Quality & Safety
- OPX 531: Evaluating Healthcare Organizations
- OPX 532: Project Management Essentials
- AHE 503: Hospital Finance & Accounting
- HPL 520: Fundamentals of Practice-Based Statistics
- POP 520: Change Management
- OPX 525: Executing Lean Improvements
- OPX 535: Strategic Execution
- OPX 540: Baldrige
- OPX 650: Capstone Seminar and Project

JOB TITLE

Operational Excellence Manager/Lead

OUTLOOK

As of July 2020 LinkedIn.com had 65,000+ jobs listed and indeed.com had 2,218 jobs listed

SALARIES

MAX	\$124,500
MEDIAN	\$102,836
START	\$75,000

From Ziprecruiter.com

- **American College of Healthcare Executives**

The American College of Healthcare Executives is the professional society for healthcare leaders committed to improving health. www.ache.org

- **Operational Excellence Society**

The Operational Excellence Society is a “think tank”; grass-roots organization that emerged the Operational Excellence LinkedIn Group, that largest group of that genre by far, started by Joseph Parish. The society is staffed and managed by volunteers and has not dues or membership fees. www.opexsociety.org

- **ASQ**

ASQ empowers people, communities, and organizations of the world to achieve excellence through quality. www.asq.org



Maria Encarnacion

PHILADELPHIA, PA
CLASS OF 2022

I was always a natural born leader, outspoken, intelligent, opinionated, and determined. I have a natural love of learning with an inquisitive spirit. Those gifts became challenges in school. A speech impediment would be the catalyst to my educational turmoil and demise. The outlook of succeeding in school was bleak. However, when I became a mother, I decided it was time to face my fears. I received my Associate's degree in Business Management and was nominated for a scholarship to Vassar University. Unfortunately I was unable to accept because I could not live in a dorm with two children. Consequently I decided it was time to focus on my Bachelor's degree. Another life change caused me to relocate to Philadelphia where my employer nominated me for another award just as I was applying for my Master's degree.

I have rewritten my life motto and that is *“Proceed even with fear.”*



Dennis R Delisle, ScD, FACHE

COLLEGE OF POPULATION HEALTH, ADJUNCT ASSISTANT
PROFESSOR AND ASSISTANT PROGRAM DIRECTOR,
OPERATIONAL EXCELLENCE

BS FROM SYRACUSE UNIVERSITY
MHA FROM THE GEORGE WASHINGTON UNIVERSITY
SCD FROM TULANE UNIVERSITY

Dr. Delisle is a transformational healthcare professional and nationally recognized Lean and change leadership expert. He has a passion for operational excellence and team-based leadership.

COURSES

- OPX 525 - EXECUTING LEAN IMPROVEMENTS
- OPX 535 - STRATEGIC EXECUTION
- POP 520 - CHANGE MANAGEMENT
- OPX 532 - PROJECT MANAGEMENT ESSENTIALS
- OPX 531 - EVALUATING HEALTHCARE ORGANIZATIONS



Jefferson

Thomas Jefferson University