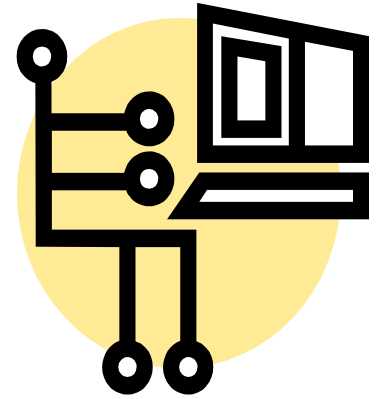


University of Missouri Health Care  
Leadership Development in  
**Medical Practice  
Management**



**Five Professional Education Courses  
for UMHC Physicians and Managers:**

- **Patient Flow**
- **Human Resource Management**
- **Revenue Cycle**
- **Regulatory Compliance and Contracting**
- **Strategic Planning and Current Issues**

Each course meets for eight 90-minute sessions. Learners can complete the 5-course curriculum in one year. Classes are held in Room 705 of the Clinical Support and Education Building. A professional education certificate is awarded after completing all five Medical Practice Management courses.

*University Physicians*

*University of Missouri School of Medicine*

*Dept. of Health Management & Informatics*

**Example of Course Outline: Patient Flow**

- Session 1: Overview: Systems Approach, Process Modeling, and Lean Thinking
- Session 2: Facility/Process Layout
- Session 3: Performance Measurement
- Session 4: Staffing and Scheduling
- Session 5: Queuing Theory and Capacity Planning
- Session 6: Streamlining Patient Flow
- Session 7: Technology
- Session 8: Synthesizing Case Study

Instructors: Bob DeGraaff, PhD  
David Mountjoy, MHA  
Kalyan Pasupathy, PhD  
Eric Rosenhauer, MBA, MHA

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