Health care is one of the fastest growing industries in the U.S. economy. ALL professions involved in the delivery of health care—policymakers, providers, advocates, and administrators—will need to understand the issues and challenges covered:

- Health care policy implications for patient care delivery
- Challenges of providing affordable health care in the U.S.
- Critical practices that support health care delivery
- Innovations in the health care industry affecting access and quality of care

This course introduces the American health care system, with a particular focus on problems faced in delivering and paying for quality health care and approaches to addressing those problems. After a brief overview of the U.S. health care system, specific topics to be explored include access to care, the role of primary versus specialty care, quality measurement, health care finance, legal and compliance issues, human resources, and approaches to continuous improvement. Through readings, class discussion with professionals in various roles in health care, job shadowing, and a final project, students examine ideals and aspirations in delivering high quality, affordable health care as well as practical limitations and barriers to doing so. They consider implications for leaders who seek to change the way health care is delivered, administered and paid for in the United States. One time offering; open to first years. Enrollment limited to 16. S. Banks.

Instructor: Shannon Banks, Bates Class of 1985, Senior Vice President, Delivery System Operations, Martin’s Point Health Care

Job shadowing and class discussions will expose students to:

- Medical directors
- Healthcare providers
- Customer experience staff
- Service delivery staff
- Human resources staff
- Case managers
- Young professionals; recent college graduates

Students will produce and present a professional quality product on a health care related topic of particular interest to them, such as a business proposal or informational presentation.

GEC credit for C065, Public Health, category B