

## INDIVIDUAL CASE STUDY (CASE CODE: 18)

### BIOTECHNOLOGY AND HEALTHCARE ADMINISTRATION COMMITTEE

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#### PARTICIPANT GUIDELINES

- The event will be presented to you through your reading of CURIS Skills, CURIS Knowledge and Case Details
- Each case study must be completed individually and should take approximately 1 hour
- You should take approximately 10 minutes to review this information and 20 mins to conduct external research to help prepare your response
- You should then take approximately 20 minutes to write your response and allot 10 minutes to edit your response and submit your work
- Please also include a citations page to indicate which external sources were used
- All submissions will be made through the CurisConnect website: <https://curisconnect.vercel.app/>
- You will be evaluated on how well you demonstrate the CURIS Skills and meet the CURIS Knowledge criteria. The last page in your case study package consists of an Evaluation Form whereby the evaluator will allot points for the completion of the case study.
- The points allotted will be based on the depth and detail of your explanation in your response since there are no defined right or wrong answers, but rather we want to see your thinking, research, knowledge and understanding on the situation at hand.
- The amount of points earned will correspond to the amount of volunteer minutes or hours you will earn. The threshold and range for this grading scheme can also be found at the bottom of the Evaluation Form.

#### CURIS SKILLS

- Critical Thinking – Reason effectively and use systems thinking.
- Communication – Communicate clearly.
- Creativity and Innovation – Show evidence of creativity.
- Healthcare Oriented Mindset - Utilizes proper terminology and demonstrates foundational educational understanding in the discipline.

#### CURIS KNOWLEDGE

- Explain the principles of healthcare operations management.
- Describe the pros and cons of different staffing models.
- Identify factors affecting operational decisions.

## CASE DETAILS

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You are assuming the role of the Health Operations Manager at Wonderful Health Clinic, a well-established, multidisciplinary healthcare facility located in a suburban area. The clinic offers a range of services including family medicine, specialized care, and mental health services. Riverside Health Clinic has been operational for over 12 years and has built a loyal and diverse patient base by offering accessible care, extended hours, and personalized healthcare solutions. In recent years, there has been a significant issue involving staff shortages, particularly among administrative and nursing staff, affecting the clinic's efficiency and patient satisfaction. The clinic has received complaints regarding longer wait times, delayed test results, and poor communication between departments, causing frustration among patients and staff. As the Health Operations Manager, have been asked by the clinic's director to address these issues and restore smooth operations without compromising the quality of patient care. Your responsibilities include evaluating the clinic's current operational structure, implementing a plan to address staff shortages, improving workflow efficiency, and ensuring regulatory compliance.

Please also address the following questions in your response:

- How can we effectively balance patient demand with our current staff limitations to prevent burnout while maintaining quality care?
- What specific steps can be implemented to improve interdepartmental communication and reduce the delays in test result processing and patient follow-ups?

## EVALUATION FORM

PARTICIPANT: \_\_\_\_\_

EVALUATOR: \_\_\_\_\_

Did the participant:		Below expectations	Meets expectations	Exceeds expectations	Judged score
<b>CURIS KNOWLEDGE</b>					
1	Explain the principles of healthcare operations management.	2	4	6	
2	Describe the pros and cons of different staffing models.	2	4	6	
3	Identify factors affecting operational decisions.	2	4	6	
<b>CURIS SKILLS</b>					
4	Critical Thinking & Problem-Solving	1	2	3	
5	Communication, Terminology & Professionalism	1	2	3	
6	Creativity & Innovation	1	2	3	
7	Healthcare Oriented Mindset	1	2	3	
<b>TOTAL SCORE</b>					