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Grading for this assignment will be based on answer quality, logic / organization of the paper, and language skills, using the following rubric.

| Points: 150 | Case Study 1: Statistical Thinking in Health Care | | | |
|---|---|---|---|---|
| Criteria | Unacceptable Below 70% F | Fair 70-79% C | Proficient 80-89% B | Exemplary 90-100% A |
| <p>1. Develop a process map about the prescription filling process for HMO's pharmacy, in which you specify the key problems that the HMO's pharmacy might be experiencing. Next, use the supplier, input, process steps, output, and customer (SIPOC) model to analyze the HMO pharmacy's business process.</p> <p>Weight: 20%</p> | Did not submit or incompletely developed a process map about the prescription filling process for HMO's pharmacy, in which you specify the key problems that the HMO's pharmacy might be experiencing. Did not submit or incompletely used the supplier, input, process steps, output, and customer (SIPOC) model to analyze the HMO pharmacy's business process. | Partially developed a process map about the prescription filling process for HMO's pharmacy, in which you specify the key problems that the HMO's pharmacy might be experiencing. Partially used the supplier, input, process steps, output, and customer (SIPOC) model to analyze the HMO pharmacy's business process. | Satisfactorily developed a process map about the prescription filling process for HMO's pharmacy, in which you specify the key problems that the HMO's pharmacy might be experiencing. Satisfactorily used the supplier, input, process steps, output, and customer (SIPOC) model to analyze the HMO pharmacy's business process. | Thoroughly developed a process map about the prescription filling process for HMO's pharmacy, in which you specify the key problems that the HMO's pharmacy might be experiencing. Thoroughly used the supplier, input, process steps, output, and customer (SIPOC) model to analyze the HMO pharmacy's business process. |
| <p>2. Analyze the process map and SIPOC model to identify possible main root causes of the problems. Next, categorize whether the main root causes of the problem are special causes or common causes. Provide a rationale for your response.</p> <p>Weight: 20%</p> | Did not submit or incompletely analyzed the process map and SIPOC model to identify possible main root causes of the problems. Did not submit or incompletely categorized whether the main root causes of the problem are special causes or common causes. Did not submit or incompletely provided a rationale for your response. | Partially analyzed the process map and SIPOC model to identify possible main root causes of the problems. Partially categorized whether the main root causes of the problem are special causes or common causes. Partially provided a rationale for your response. | Satisfactorily analyzed the process map and SIPOC model to identify possible main root causes of the problems. Satisfactorily categorized whether the main root causes of the problem are special causes or common causes. Satisfactorily provided a rationale for your response. | Thoroughly analyzed the process map and SIPOC model to identify possible main root causes of the problems. Thoroughly categorized whether the main root causes of the problem are special causes or common causes. Thoroughly provided a rationale for your response. |
| <p>3. Compare the results of the two analyses.</p> | Did not submit or | Partially | Satisfactorily | Thoroughly |

| | | | | |
|--|---|---|---|---|
| Justify your response. Weight: 20% | analyze the business process and solve the problem. Did not submit or incompletely justified your response. | and solve the problem. Partially justified your response. | business process and solve the problem. Satisfactorily justified your response. | business process and solve the problem. Thoroughly justified your response. |
| 4. Propose one (1) solution to the HMO pharmacy's on-going problem(s) and propose one (1) strategy to measure the aforementioned solution. Provide a rationale for your response. Weight: 20% | Did not submit or incompletely proposed one (1) solution to the HMO pharmacy's on-going problem(s) and proposed one (1) strategy to measure the aforementioned solution. Did not submit or incompletely provided a rationale for your response. | Partially proposed one (1) solution to the HMO pharmacy's on-going problem(s) and proposed one (1) strategy to measure the aforementioned solution. Partially provided a rationale for your response. | Satisfactorily proposed one (1) solution to the HMO pharmacy's on-going problem(s) and proposed one (1) strategy to measure the aforementioned solution. Satisfactorily provided a rationale for your response. | Thoroughly proposed one (1) solution to the HMO pharmacy's on-going problem(s) and proposed one (1) strategy to measure the aforementioned solution. Thoroughly provided a rationale for your response. |
| 5. 2 references Weight: 5% | No references provided | Does not meet the required number of references; some or all references poor quality choices. | References are mostly relevant sources of fair quality | References are highly relevant quality sources |
| 6. Integration of References Weight: 5% | Sources are rarely integrated using effective techniques of quoting, paraphrasing, and summarizing, or lack in-text citations. | Sources are partially integrated using effective techniques of quoting, paraphrasing, and summarizing, along with in-text citations. | Sources are mostly integrated using effective techniques of quoting, paraphrasing, and summarizing, along with in-text citations. | Sources are consistently integrated using effective techniques of quoting, paraphrasing, and summarizing, along with in-text citations. |
| 7. Writing / Support for ideas: Weight: 5% | Rarely uses reasons and evidence that logically support ideas. | Partially uses reasons and evidence that logically support ideas. | Mostly uses reasons and evidence that logically support ideas. | Consistently uses reasons and evidence that logically support ideas. |
| 8. Writing / Grammar and mechanics Weight: 5% | Numerous errors in grammar, spelling, and punctuation. | Partially free of errors in grammar, spelling, and punctuation. | Mostly free of errors in grammar, spelling, and punctuation. | Free of errors in grammar, spelling, and punctuation. |



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