

FAYETTEVILLE STATE UNIVERSITY
SCHOOL OF BUSINESS AND ECONOMICS
1200 Murchison Road, Fayetteville, NC 28301-4298
Prerequisites: MGMT 311

HCM 311: Health Care Management

The Mission Statement of the School of Business and Economics

The School of Business and Economics builds upon Fayetteville State University's strong teaching orientation, supplementing it with pedagogical and applied research. The School graduates students who possess a sound understanding of business concepts and applications seeking careers in management, government, and professional disciplines. The School also serves the community as a catalyst for spurring economic development and assisting in economic education.

II COURSE DESCRIPTION:

This course presents the foundation principles and dynamics of health care management, the healthcare system, and basic concepts and skills in administration. The institutional, social, and political forces in the field of healthcare are analyzed. Topics include fundamentals of management in healthcare and contemporary issues.

III COURSE TEXT: Shortell, S.M. and A.D. Kaluzny, 2006. Healthcare Management: Organization Design and Behavior, 5th Ed. Delmar Publishing.

IV LEARNING OBJECTIVES:

The course design will enable students to gain insight and knowledge in the various areas of healthcare management necessary to be able to succeed in the healthcare industry. The delivery of quality healthcare is fraught with various complicated issues. The turbulent, dynamic environment of the healthcare industry makes it difficult for the stakeholders to make sense of it.

Healthcare managers will be called upon to lead and properly navigate internal and external changes and forces acting upon the organization. The course explores factors such as the external environment, the organization's culture, processes and structure which affect the way a manager carries out his/her role. The course will also help students develop skills and knowledge in key processes such as planning, decision making, human resource management and leading others.

Finally, the course examines current and future challenges that managers face such as globalization, increasing speed of change, ethical behavior, and the changing economy.

V COURSE COMPETENCIES

1. The student will define theories and principles of healthcare management and administration.
2. The student will analyze various aspects of the healthcare delivery system in relation to overall management functions.
3. The student will identify and discriminate various topics in healthcare management research, including, but not limited to, healthcare financing, ethics, diversity, and other contemporary issues.
4. Analyze the institutional, social, and political forces in healthcare as presented throughout the professional literature and research in healthcare management.

Technology skills will be developed through the use of Blackboard as an additional source of course information and communication.

VI EVALUATION CRITERIA:

Withdrawal from Class

Withdrawal from Class means you are withdrawing from 1 or 2 classes that you will not be attending and you have other classes on your schedule that you will attend. Effective Fall 2009, students will be allowed only 5 withdrawals from class for the remainder of your college career. The 6th W will be calculated as "F".

GRADE DISTRIBUTION:

50%- 3 tests (10% each) and a Final Exam(20%)
30%- 1 Group Paper and Presentation (15% each)
10%- Quizzes
10%- Participation

THE STANDARD FSU GRADING SCALE:

A= 90-100 B=80-89 C=70-79 D=60-69 F=60 and below I=Incomplete

VII COURSE OUTLINE WITH ASSIGNMENT SCHEDULE:

COURSE SCHEDULE:

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<u>Date</u>	<u>Chapter Title/Topic</u>	<u>Chapter</u>	<u>Assignments</u>
Week 1	Overview of course and text, Chapters 1 and 2	None	
Jan. 10	Overview of syllabus and Chapter 1		Review of Syllabus
Jan. 12	Organizational Theory and HSM		Chapter 1 and Quiz
Jan. 14	Chapter 1 Continued		Discussion Board
Week 2	Chapters 2		Chapters 1 and 2
Jan. 17	MLK Day, No class!!!!		
Jan. 19	The Managerial Role		Chapter 2 and Chapter 2 Quiz
Jan. 21	Chapter 2 Continued		Discussion Board

Week 3	Chapters 3-4	Chapters 3-4
Jan. 24	Motivating People	Chapter 3 and Chapter 3 Quiz
Jan. 26	Leadership	Chapter 4 and Chapter 4 Quiz
Jan. 28	Chapter 4 Continued	Discussion Board
Week 4	Chapters 5 and 6	Chapter 5 and 6
Jan. 31	Conflict Management and Negotiation	Chapter 5 and Chapter 5 Quiz
Feb. 02	Groups and Teams	Chapter 6 and Chapter 6 Quiz
Feb. 04	Groups and Teams	Discussion Board
Week 5	Chapter 6 and Exam	Chapter 6
Feb. 07	Chapter 6 continued	Chapter 6
Feb. 09	Consult about Presentation (NO CLASS)	
Feb. 11	Exam 1, Chapters 1-6	Chapters 1-6
Week 6	Chapters 7 and 8	
Feb. 14	Work Design	Chapter 7 and Chapter 7 Quiz
Feb. 16	Coordination and Communication	Chapter 8 and Chapter 8 Quiz
Feb. 18	Chapter 8 continued	Discussion Board
Week 7	Chapter 9 and Career Procurement	Chapters 9
Feb. 21	Power and Politics	Chapter 9 and Chapter 9 Quiz
Feb. 23	Chapter 9 continued	Chapter 9
Feb. 25	Chapter 9	Discussion Board
Week 8	Chapter 10 and Exam 2	Review Chapter 10
Feb. 28	Organization Design	Chapter 10 and Chapter 10 Quiz
Mar. 2	Career Services Presentation	Chapter 10
Mar. 4	Exam 2, Chapters 7-10	Chapters 7-10
Week 9	Mid-term Break	

Mar. 7	Mid-term Break, NO CLASS!!!	
Mar. 9	Mid-term Break, NO CLASS!!!	
Mar. 11	Mid-term Break, NO CLASS!!!	
Week 10	Chapter 11 and Chapter 12	Review Chapters 11 and 12
Mar. 14	Managing Strategic Alliances	Chapter 11 and Chapter 11 Quiz
Mar. 16	Organization Learning, Innovation, Change	Chapter 12 and Chapter 12 Quiz
Mar. 18		Discussion Board
Week 11	Chapters 12 and 13	Review Chapter 13
Mar. 21	Chapter 12 continued	
Mar. 23	Organizational Performance	Chapter 13 and Chapter 13 Quiz
Mar. 25	Chapter 13	Discussion Board
Week 12	Chapter 14 and 15	Review Chapters 14 and 15
Mar. 28	Competitive Advantage	Chapter 14 and Chapter 14 Quiz
Mar. 30	The Future of Healthcare	Chapter 15 and Chapter 15 Quiz
Apr. 01	Chapter 15	Discussion Board
Week 13	Exam and Group Presentations Consult	
Apr. 04	Chapter 15 continued	
Apr. 06	Presentation Consult	
Apr. 08	Exam, Chapters 11-15	
Week 14	Presentations	Presentations
Apr. 11	Groups 1 and 2	Chapter 15
Apr. 13	Groups 3 and 4	Chapter 15
Apr. 15		
Week 15	Presentations and Special Topics	
Apr. 18	Groups 5 and 6	
Apr. 20	Special Topics	
Apr. 22	Good Friday, NO class!!!	Good Friday
Week 16	Special Topics and Review	
Apr. 25	Special Topics	
Apr. 27	Review	
Apr. 29	Study Day, NO Class!!!	
	Final Exam	
May 6	12:00-1:50 PM	

VIII. COURSE REQUIREMENTS

One Paper and Presentation

There is one writing assignment, which incorporates the concepts covered in the book. The group paper should be 10 to 15 pages in length, double-spaced, using Times Roman Font 12, with standard 1" margins. List any articles, publications or websites used to gather information. Cite the publication, date, and page number or the website address in your list of references. A minimum of 3 credible references are required. All papers must be submitted via Blackboard or submitted at the beginning of class on the due date. You will be required to present a PowerPoint presentation to accompany your paper. The Topics will be chosen by group from a small list of available topics. Presentations will be 15 minutes and will include a Powerpoint presentation accompanied by the previously mentioned 10-15 page paper. The assignments count 20% of your grade.

The topics of the papers are:

Choose a contemporary healthcare management topic. Research the topic and relate it to concepts covered in the readings.

Presentation

TBD

Examinations

You will have at least 3 exams for this class that will consist of true/false, multiple-choice, short answer and essay responses related to the designated material for that exam.

Participation

You are expected to read the articles and references noted for the week assigned and come to class prepared to participate in substantive discussions.

Other Information

Tutoring is available in the Writing Lab if you require help with writing a paper. Please use this option early in the semester as you must be able to complete basic academic paper writing to accomplish these paper assignments. **YOU MAY NOT USE A PAPER FROM A PREVIOUS CLASS.**

Plagiarism means submitting work as your own that is someone else's. For example, this is copying material from a book, the internet, or other source without acknowledging the words exactly. Treat the passage as a direct quotation and supply the appropriate citation of your choice. If you use someone else's ideas, even if you paraphrase the wording, appropriate credit should be given. You have committed plagiarism if you purchase a term paper or submit a paper as your own that you did not write.

As a courtesy to others, all cell phones and other digital equipment are to be turned off during class. Exceptions to this classroom practice may be granted by the Instructor in response to emergency medical situations. Additionally, respect for classmates, faculty, and guest speakers is expected. Individuals who are disruptive to our learning experience will first be warned about their disruptive behavior. If the disruption continues then the individual will be asked to leave the classroom.

Fayetteville State University students and members of the HCM 311 class are expected to uphold and abide by the Fayetteville State University code of honor. Additionally, students are reminded of the FSU Policy on Plagiarism. A copy this policy is distributed with this syllabus.

IX. TEACHING STRATEGIES

The teaching strategy centers on eliciting students knowledge of management through discussion of personal work experiences, case analysis, industry issues, historical perspectives, and current events which are intended to engage the student in the application and understanding of the theories and concepts presented in the readings. The in-class assignments are intended to keep students current with the weekly readings and to assist in their self analysis of reading comprehension.

X. BIBLIOGRAPHY

Brandon, D.T. et al. (2005). The Legacy of Tuskegee and Trust in MedicalCare: Is Tuskegee Responsible for Race Differences in Mistrust of Medical Care? Journal of the National Medical Association, 97(7): 951-956.

Grazier, K.L. (2001). Interview with John Griffith, FACHE, author of the well managed healthcare organization. Journal of Healthcare Management, 46(1), 3-7.

Grazier, K.L. (2006). Interview with Larry Sanders, FACHE, chairman and chief executive officer, columbus regional healthcare system. Journal of Healthcare Management, 51(4), 212-214.

Sanders, L. (2003). The ethics imperative. Modern Healthcare, 33(11), 46.

Cole, Patricia M., Cultural competence now mainstream medicine. Postgraduate Medicine, Dec2004, Vol. 116 Issue 6, p51, 3p; (AN 15583128)