



School of Business and Economics, Department of Management
1200 Murchison Road, Fayetteville, NC, 28301- 4298
Managed Care (Web-enhanced)

MISSION OF THE SCHOOL OF BUSINESS & ECONOMICS

Fayetteville State University has a long tradition of providing educational access to a diverse student population, who are seeking a relevant learning experience in the liberal arts and professions. The School of Business and Economics builds upon the 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 and who seek careers in management, government, and the professional disciplines. The School also serves the community as a catalyst for spurring economic development and assisting in economic education.

FSU Policy on Electronic Mail: Fayetteville State University provides to each student, free of charge, an electronic mail account (username@uncfsu.edu) that is easily accessible via the Internet. The university has established FSU email as the primary mode of correspondence between university officials and enrolled students. Inquiries and requests from students pertaining to academic records, grades, bills, financial aid, and other matters of a confidential nature must be submitted via FSU email. Inquiries or requests from personal email accounts are not assured a response. The university maintains open-use computer laboratories throughout the campus that can be used to access electronic mail. Rules and regulations governing the use of FSU email may be found at <http://www.uncfsu.edu/PDFs/EmailPolicyFinal.pdf>

II. COURSE DESCRIPTION

This course is intended to provide a foundation for managed care practice and contractual arrangements, including the evolution of managed care as well as an exploration of the various tools that have been developed to improve systems of care. Particular emphasis is placed on contemporary/integrated systems of care.

Note: This is a web-enhanced class using Blackboard Interface. **If you are not familiar with Blackboard, visit the Student Support Site at <http://www.uncfsu.edu/conted/studentssupport/> for Tip Sheets and Tutorials.**

Please visit

<http://www.uncfsu.edu/conted/ONLINE%20ORIENTATION%20FOR%20BLACKBOARD%20Final.doc> for the Online Orientation to Blackboard.

III. DISABLED STUDENT SERVICES

In accordance with Section 504 of the Rehabilitation Act and the Americans with Disabilities ACT (ACA) of 1990, if you have a disability or think you have a disability please contact the Center for Personal Development in the Spaulding building, Room 155 (1'st floor); 910-672-1203.

IV. TEXTBOOK

- **Required textbook:**
Kongstvedt, Peter R. (2007) *Essentials of Managed Care Sixth Edition*. Boston, MA: Jones and Bartlett Publishers. ISBN: 0763739839

V. STUDENT LEARNING OUTCOMES

At the conclusion of this course, the students will:

- Exhibit an understanding of managerial systems that support health service goals in the United States.
- Describe the development, implementation and management of internal systems to accomplish health services goals and objectives.
- Understand the roles of continuous quality improvement, interdisciplinary collaboration, managerial ethics, and cultural competency as being integral to meeting both organizational and public health goals.
- Research and compare managed health care systems.
- Interpret and critique contemporary literature related to integrated systems of care.

VI. COURSE COMPETENCIES

Competencies acquired from the course

- Ethical issues: Students will understand differing perspectives of ethical dilemmas related to managed care.
- Global issues: Student will demonstrate an understanding of legal and regulatory aspects of managing care in a global context
- Technological issues: Students will understand how technology can assist managed care efforts.
- Written and oral communication skills: Students will build existing communication and critical thinking skills through research, exams, and assignments
- Cultural issues: Students will develop an understanding of cross cultural aspects of care as well as the need for cultural competency in health care provision;

VII. COURSE REQUIREMENTS AND EVALUATION CRITERIA

A. Grade Distribution

| | |
|-----------------------|-------------|
| Class participation | 10% |
| Quizzes & assignments | 20% |
| Exams (3 exams) | 45% |
| *Project | 25% |
| Total | 100% |

*Criteria for the Managed Care Project will be given to student in class

B. Grading Scale

A = 92 – 100% B = 83 – 91% C = 73 – 82% D= 64-72%
 F = 63% or less

Please note the following University policies:

INTERIM GRADE X = NO SHOW – Assigned to students who are on a class roster, but never attend class. For warning purposes only; NOT a final grade.

INTERIM GRADE EA = EXCESSIVE ABSENCES - Assigned to students whose class absences exceed 10% of the total contact hours. For warning purposes only, NOT a final grade.

FN = FAILURE DUE TO NON-ATTENDANCE – Assigned to students who are on class roster, but never attend the class. An FN grades is equivalent to an F grade in the calculation of the GPA.

NOTE TO STUDENTS ABOUT CLASS WITHDRAWALS:

- **Students receive no refund for withdrawing from individual classes and they slow their progress toward degree completion.**
- **Students who withdraw from or fail more than one-third of their classes will no longer be eligible for financial aid.**
- **STUDENTS MUST STRIVE TO EARN CREDIT FOR ALL THE CLASSES IN WHICH THEY ENROLL. STUDENTS SHOULD WITHDRAW FROM CLASSES ONLY WHEN IT IS ABSOLUTELY NECESSARY.**

C. Other

NOTE: IT IS VERY IMPORTANT TO READ AND UNDERSTAND THE FOLLOWING REQUIREMENTS FOR THIS COURSE.

1. Class Participation/Blackboard

Students are expected to participate in class discussions. This is a web-enhanced class and some quizzes and class materials will be posted on the web. Class attendance also counts as part of class participation.

2. Text and other readings

Assigned readings should be completed according to the given schedule. It usually takes 2 to 3 hours to read one chapter. It is recommended that students take notes carefully when they are reading the chapters. You are also responsible for other assigned readings as well as presentations (guest speaker or video) during class.

3. Technology Requirements

This course assumes you already have a demonstrated competence in basic computer skills as listed below. If you are not familiar with the items listed below, you will need to use tutorials, additional self-help tools, or campus resources to improve your competency.

- **Blackboard Interface.** You should be familiar with blackboard, including the use of on-line quizzes and accessing information..
- **The Internet.** You must be capable of using the Internet, especially for purposes of getting course-related information from the web page of the textbook hosted by the publisher. The professor may also send you email updates requiring that you visit selected web sites as part of the participation portion of the course and/or homework and tests.
- **Email Services.** You must be proficient in sending and receiving email, including the use of attachments. And, you need to check your e-mail often for course updates/announcements..
- **Turnitin software.** You will be required to upload writing assignments to *Turnitin*. Instructions will be given to you.

4. Communication with the Instructor and with Each Other

The best way to communicate with me is by email. If you have any questions or problems, please let me know as soon as possible so that we can find a solution.

Note: Email ID Requirements: Due to increasingly serious virus threats, I prefer that you adequately identify yourself, or you will run the risk of an un-opened and unread e-mail message . When you send me an email, your subject line should contain: **Course Number, Your Name, and Reason for message.**

Please use my office hours to consult with me about specific course questions.

5. Exams

Exams will consist of multiple choice and true/false items as well as discussion questions. You will be given a study guide to help direct your preparation. You must take each examination on the date and time scheduled. There will be an optional comprehensive final exam that can be substituted for your lowest (or missed) exam score. Please note: There will be no *makeup exams*.

6. Incomplete Policy

The "I" grade will be issued only for students who, because of a valid reason were unable to complete all the requirements for this course. In order to receive an "I", the student should have a grade of at least "C". Written documentation of the reason for requesting an "I" is required. An "I" grade will not be issued because a student is failing, or when it would require a student to complete a major portion of the requirements for the course after the semester has ended. Additionally, to consider an "I" grade, I must have your plan to complete the requirements.

7. Academic Dishonesty

Plagiarism and cheating are serious offenses and may be punished by failure on exam; failure in course; and/or expulsion from the University. Plagiarism is a serious academic and business (legal) offense and is considered theft of intellectual property. Please visit the Georgetown University web site (<http://www.georgetown.edu/honor/plagiarism.html>) for plagiarism discussions. All students enrolled in FSU classes at all levels are responsible for knowing what constitutes plagiarism. Whether by design or by accident, plagiarized content is unacceptable. There are no explanatory circumstances.

Plagiarism occurs when:

- Students submit work that directly quotes or paraphrases the work of another, without specific citation of the passages crediting the creator of the work
- Students combine the works of another with their own original effort, including comments on those passages, without specific citation of the passages crediting the creator of the work.
- Students include a list of references at the end of an assignment but do not indicate which words or passages specifically (by use of quotation marks) are from those sources and which words or passages are original work

VIII. ACADEMIC SUPPORT SERVICES

To facilitate student success, *Blackboard* will be used for on-line quizzes, the distribution of additional course materials and other activities. *Smartthinking*, and *Turnitin*, as well as the *FSU Writing Center* are available to students to support writing assignments. Directions for access/usage of these resources will be given in class as needed.

IX. COURSE OUTLINE WITH ASSIGNMENT SCHEDULE

| | | |
|----------------|---|--|
| Week 1 | Introduction to course, Syllabus The Origins of Managed Health Care | Chapter 1 |
| | Managed Care Plans & Integrated Systems | Chapter 2 |
| Week 2 | Common Myths About Health Plans Physician Networks in Managed Health Care Compensation of Physicians in Managed Care | Chapter 4 Chapter 5 Chapter 6 |
| Week 3 | Exam 1 Hospitals, Facilities, and Ancillary Services Performance-Based Incentives in Managed Care Managing Basic Medical-Surgical Utilization | Chapter 7 Chapter 8 Chapter 9 |
| Week 4 | Fundamentals of Disease Management Case Management Prescription Drug Benefits in Managed Health Care Mid-term | Chapter 10 Chapter 11 Chapter 12 |
| Week 5. | Exam 2 Data Analysis and Profiling in Health Plans Member Services Healthcare Consumerism | Chapter 16 Chapter 19 Chapter 20 |
| Week 6 | Medicare and Managed Care Medicaid and Managed Care Global Managed Care Review | Chapter 26 Chapter 27 Chapter 29 |
| Week 7 | Exam 3 Projects Due/Project Presentations Final exams for graduating seniors | |
| Week 8 | Final exams for students not graduating Optional comp. exam given at scheduled final time | |

X. TEACHING STRATEGIES

The materials in this class will be mostly presented through class lectures. Some outside readings will be assigned and students are responsible for all the reading assignments. In addition, we may have guest speakers

and students are responsible for the content of their presentations. This is a web-enhanced course enhanced by using Blackboard (<http://blackboard.uncfsu.edu/>). All class announcements and materials such as syllabus, handouts, presentations, and study guides are available on Blackboard. Finally, the grade book posts all student grades associated with tests and assignments. You should use the Blackboard grade book to review your grades. Please check the Blackboard frequently for updates related to the class.

XI. BIBLIOGRAPHY

Suggested supplemental readings/sources for articles include (but are not limited to) the following:

Journals, such as *Academy of Management Review*, *Academy of Management Journal*, *Harvard Business Review*, *Medical Group Management*, *Group Practice Journal*, *Health Care Management Review*, *Journal of Health & Human Behavior*, *Health Progress*, *Hospitals*, *Health Services Research*, *Ambulatory Care Management*, *Hospital and Health Services Administration*, *Journal of Applied Behavior Analysis*, *Medical Care*, *Patient Care*, *JAMA*, *Annals of Internal Medicine*, *New England Journal of Medicine*, *Lancet*, *New England Journal of Medicine*, *Modern Healthcare*, *Journal of Care Management*, *Managed Care News*, *Managed Care Interface*, *Healthcare Financial Management*, *Managed Care Quarterly*, *Managed Care Medicine*, *HMO Magazine*, *Physician's Management*, *Wall Street Journal*, *Business Week*, *Fortune*.

Books

- Youngberg, B & Hatlie, MJ. *The Patient Safety Handbook*, 2004. Boston: Jones & Bartlett Publishers. ISBN: 0763731471
- Banja, J. *Medical Errors and Medical Narcissism*, 2005. Boston: Jones & Bartlett Publishers. ISBN: 9780763783617

Articles

Hoangmai H. Pham, Deborah Schrag, J. Lee Hargraves, Peter B. Bach. (2005). Delivery of Preventive Services to Older Adults by Primary Care Physicians. *Journal of the American Medical Association*, Vol. 294, No. 4

Paul B. Ginsburg (1999) Managed Care Backlash: The View from Communities. *Journal of Health Policy, Politics and Law*, 18 (1).

Short, A, Mays, G and Mittler, J. (2003) disease management, a leap of faith to lower-cost, high-quality health care. Center for Health System Change Issue Brief (69) Oct. Accessed Jan 8, 2008 from: <http://www.hschange.org/CONTENT/607/607.pdf>

Web sites

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