

**STATE UNIVERSITY OF NEW YORK  
COLLEGE OF TECHNOLOGY  
CANTON, NEW YORK**

**COURSE OUTLINE**

**HSMB 101 - INTRODUCTION TO HEALTH SERVICES MANAGEMENT**

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**Revised by: M. Fiacco**

**SCHOOL OF BUSINESS AND LIBERAL ARTS  
HEALTH CARE MANAGEMENT  
SPRING 2015**

- A. **TITLE:** Introduction to Health Services Management
- B. **COURSE NUMBER:** HSMB 101
- C. **CREDIT HOURS:** 3 credit hours
- D. **WRITING INTENSIVE COURSE (OPTIONAL):** No
- E. **COURSE LENGTH:** 15 weeks
- F. **SEMESTER(S) OFFERED:** Fall
- G. **HOURS OF LECTURE:** 3 lecture hours

**H. CATALOG DESCRIPTION:**

This course introduces the student to the health care system in the United States and to the role of the health services manager. The course offers an overview of health care system components, management concepts, goal setting, budgeting, organizing, team building and leadership concepts. The importance of communication in health care management area will be stressed. Incorporated into the weekly class sessions, the instructor will have the opportunity to discuss observational experiences to acquaint the student with the management and physical makeup of health care organizations.

**I. PRE-REQUISITES:** None

**J. GOALS (student learning outcomes):** By the end of this course, the student will:

Course Objective	Institutional SLO
1. Define management and differentiate from leadership.	1. Communicate 2. Crit. Thinking
2. Describe the planning, organizing, decision making and problem solving phases of management.	3. Crit. Thinking 4. Inter-Intrapersonal skills
3. Describe the relationship between organizational structure and function.	1. Communicate 3. Prof. Competence
4. Discuss the process of developing health care management teams and how to effectively communicate in teams to meet the goals of the healthcare organization.	1. Communicate 3. Prof. Competence

5. Define quality, its importance in health care and procedures used to measure outcomes in health care services.	1.Communicate 2.Crit. Thinking
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**K. TEXTS:**

Buchbinder, S., Shanks, N., Introduction to Health Care Management, 2<sup>nd</sup> Ed. Jones and Bartlett

**L. REFERENCES: N/A**

**M. EQUIPMENT: None**

**N. GRADING METHOD:**

- A = 90-100
- B = 80-89
- C = 70-79
- D = 60-69
- F = 0-59

**O. MEASUREMENT CRITERIA/METHODS:**

Assignments, discussions, and quizzes will be used to measure attainment of course objectives. Student participation will be included in the evaluation process. A final comprehensive examination will be utilized.

**P. DETAILED TOPICAL OUTLINE:**

1. Management in the Health Care Context
  - a) Management functions
  - b) Managing individuals and groups
  - c) Management roles
  - d) Special management considerations in health care
2. Planning
  - a) Goal setting and planning
  - b) Diagnosing problems
  - c) Solving planning problems
  - d) Operational planning
  - e) Project planning
  - f) Strategic planning
  - g) Forecasting
3. Budgeting
  - a) Purpose
  - b) Process
  - c) Problems-Diagnosing
  - d) Pit falls
  - e) Fixed and variable expenses
  - f) Capital budgeting

4. Organizing
  - a) Organization of work and jobs
  - b) Selecting team members
  - c) Promoting team work
  - d) Decision making and problem solving process
  
5. Leading
  - a) Motivation
  - b) Leadership
  - c) Power and lateral relations
  
6. Communication
  - a) Communicational basics
  - b) Nonverbal communications
  - c) Communications in organizations
  - d) Improving verbal communications
    1. Managing the environment
    2. Listening
    3. Meetings
  - e) Improving written communications
  
7. Managing Change
  - a) The change process
  - b) Levels and types of change
  - c) Resistance to change
  - d) Overcoming resistance to change
  
8. Quality
  - a) Defining quality
  - b) Conformance to specifications
  - c) Meeting customer requirements
  - d) Quality in health care
  - e) Outcomes measurement
  - f) Bench marking
  - g) Implementation of TQM/CQI
  
9. Stress in the Workplace
  - a) Definition
  - b) Principles
  - c) Eustress
  - d) Distress
  - e) Stress Management practices
  - f) Handling conflicts in the workplace

**Q. LABORATORY OUTLINE: None**