

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



**MASTER SYLLABUS**

**COURSE NUMBER – COURSE NAME  
HSMB 101 – Introduction to Health Services Management**

**Created by: M. Fiacco**

**Updated by:**

**School of Business and Liberal Arts**

**Department: Business**

**Semester/Year: Fall 2019**

- A. **TITLE:** Introduction to Health Services Management
- B. **COURSE NUMBER:** HSMB 101
- C. **CREDIT HOURS:** (Hours of Lecture, Laboratory, Recitation, Tutorial, Activity)

# Credit Hours: 3  
# Lecture Hours: 3 per week  
# Lab Hours:        per week  
  Other:            per week

Course Length:        Weeks

- D. **WRITING INTENSIVE COURSE:** Yes  No
- E. **GER CATEGORY:** None:  Yes: GER  
*If course satisfies more than one:* GER
- F. **SEMESTER(S) OFFERED:** Fall  Spring  Fall & Spring

G. **COURSE 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

- H. **PRE-REQUISITES:** None  Yes  If yes, list below:

**CO-REQUISITES:** None  Yes  If yes, list below:



			ISLO ISLO ISLO	Subsets Subsets Subsets Subsets
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KEY	<u>Institutional Student Learning Outcomes [ISLO 1 – 5]</u>
ISLO #	ISLO & Subsets
1	<b>Communication Skills</b> Oral [O], Written [W]
2	<b>Critical Thinking</b> <i>Critical Analysis [CA] , Inquiry &amp; Analysis [IA] , Problem Solving [PS]</i>
3	<b>Foundational Skills</b> <i>Information Management [IM], Quantitative Lit./Reasoning [QTR]</i>
4	<b>Social Responsibility</b> <i>Ethical Reasoning [ER], Global Learning [GL], Intercultural Knowledge [IK], Teamwork [T]</i>
5	<b>Industry, Professional, Discipline Specific Knowledge and Skills</b>

\*Include program objectives if applicable. Please consult with Program Coordinator

J. **APPLIED LEARNING COMPONENT:** Yes  No

If YES, select one or more of the following categories:

- |   |  |
|---|--|
| <input type="checkbox"/> Classroom/Lab      | <input type="checkbox"/> Civic Engagement              |
| <input type="checkbox"/> Internship         | <input type="checkbox"/> Creative Works/Senior Project |
| <input type="checkbox"/> Clinical Placement | <input type="checkbox"/> Research                      |
| <input type="checkbox"/> Practicum          | <input type="checkbox"/> Entrepreneurship              |
| <input type="checkbox"/> Service Learning   | (program, class, project)                              |
| <input type="checkbox"/> Community Service  |  |

K. **TEXTS:**

Buchbinder, S., Shanks, N., Introduction to Health Care Management, 3rd Ed. Jones and Bartlett

L. **REFERENCES:**

M. **EQUIPMENT:** None  Needed:

N. **GRADING METHOD:**

A - F

O. **SUGGESTED 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 COURSE 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) Communcial 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  Yes