MASTER SYLLABUS

COURSE NUMBER – COURSE NAME
HSMB 101 – Introduction to Healthcare Management

CIP Code: 51.0701
For assistance determining CIP Code, please refer to this webpage
or reach out to Sarah Todd at todds@canton.edu

Created by: Marela Fiacco
Updated by: Marela Fiacco

School of Business and Liberal Arts
Department: Healthcare Management
Semester/Year: Fall, 2023
A. TITLE: Introduction to Healthcare 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: 15 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:

I. STUDENT LEARNING OUTCOMES: (see key below)

By the end of this course, the student will be able to:

<table>
<thead>
<tr>
<th>Course Student Learning Outcome [SLO]</th>
<th>Program Student Learning Outcome [PSLO]</th>
<th>GER [If Applicable]</th>
<th>ISLO &amp; SUBSETS</th>
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<tr>
<th>ISLO #</th>
<th>Institutional Student Learning Outcomes [ISLO 1 – 5]</th>
<th>ISLO &amp; Subsets</th>
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<tbody>
<tr>
<td>1</td>
<td>Communication Skills</td>
<td></td>
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<tr>
<td></td>
<td>Oral [O], Written [W]</td>
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<td>2</td>
<td><strong>Critical Thinking</strong></td>
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<td></td>
<td><em>Critical Analysis [CA], Inquiry &amp; Analysis [IA], Problem Solving [PS]</em></td>
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| 3 | Foundational Skills  
Information Management [IM], Quantitative Lit./Reasoning [QTR] |
| 4 | Social Responsibility  
Ethical Reasoning [ER], Global Learning [GL],  
Intercultural Knowledge [IK], Teamwork [T] |
| 5 | Industry, Professional, Discipline Specific Knowledge and Skills |

*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:

☐ Classroom/Lab  ☐ Civic Engagement  
☐ Internship  ☐ Creative Works/Senior Project  
☐ Clinical Placement  ☐ Research  
☐ Practicum  ☐ Entrepreneurship  
☐ Service Learning (program, class, project)  ☐ Community Service

K. **TEXTS:**

Buchbinder, S., Shanks, N., Introduction to Health Care Management, 4th 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 the attainment of course objectives. Student participation will be included in the evaluation process. The Inbound Peregrine exam will be used as a final comprehensive examination.

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) Communal 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) Benchmarking  
   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 ☒