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



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 <u>https://nces.ed.gov/ipeds/cipcode/browse.aspx?y=55</u> or reach out to Sarah Todd at todds@canton.edu

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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 \Box No \boxtimes
- 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 \boxtimes Yes \square If yes, list below:

CO-REQUISITES: None \boxtimes Yes \square If yes, list below:

I. STUDENT LEARNING OUTCOMES: (*see key below*)

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

Course Student Learning Outcome	Program Student		ISLO & SUBSETS
[SLO]	<u>Learning</u>	<u>GER</u>	
	Outcome	[If	
	[PSLO]	Applicable]	

1. Define management and differentiate	Compare practices of	4-Soc Respons	ER
from leadership.	professionalism in	ISLO	Subsets
	the healthcare setting.	ISLO	Subsets
			Subsets
2. Describe the planning, organizing,	Analyze alternative	2-Crit Think	PS
decision making and problem solving	management	ISLO	Subsets
phases of management.	solutions in	ISLO	Subsets
	healthcare related		Subsets
	problems and		
	challenges.		
3. Discuss the process of developing health	Demonstrate cultural	5-Ind, Prof, Disc, Know	Skills Subsets
care management teams and how to	competence in	ISLO	Subsets
effectively communicate in teams to meet	healthcare through	ISLO	Subsets
the goals of the healthcare organization	collaboraiton and		Subsets
	teamwork.		
		ISLO	Subsets
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KEY	Institutional Student Learning Outcomes [ISLO 1 – 5]	
ISLO	ISLO & Subsets	
#		
1	Communication Skills	
	Oral [O], Written [W]	
2	Critical Thinking	
	Critical Analysis [CA], Inquiry & Analysis [IA], Problem	
	Solving [PS]	

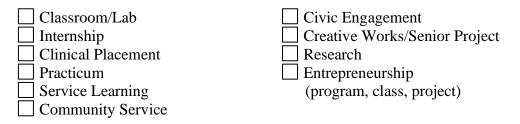
3	Foundational Skills
	Information Management [IM], Quantitative Lit,/Reasoning
	[QTR]
4	Social Responsibility
	Ethical Reasoning [ER], Global Learning [GL],
	Intercultural Knowledge [IK], Teamwork [T]
5	Industry, Professional, Discipline Specific Knowledge and
	Skills

*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:



K. <u>TEXTS</u>:

Buchbinder, S., Shanks, N., Introduction to Health Care Management, 4th, Ed. Jones and Bartlett

- L. REFERENCES:
- M. EQUIPMENT: None \boxtimes Needed:
- N. GRADING METHOD: A-F

0. 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) Communical 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 practicesf) Handling conflicts in the workplace

LABORATORY OUTLINE: None 🗌 Yes 🖂 Q.