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:
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>
</tr>
</thead>
<tbody>
<tr>
<td>1. Define management and differentiate from leadership.</td>
<td>Demonstrate effective oral and written communication skills</td>
<td>1-Comm Skills ISLO ISLO</td>
<td>W Subsets Subsets Subsets</td>
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<tr>
<td>2. Describe the planning, organizing, decision making and problem solving phases of management.</td>
<td>Demonstrate an understanding of healthcare financial management</td>
<td>2-Crit Think ISLO ISLO</td>
<td>PS Subsets Subsets Subsets</td>
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<tr>
<td>3. Describe the relationship between organizational structure and function.</td>
<td>Describe the role of organizational and human resource management in the healthcare field</td>
<td>1-Comm Skills ISLO ISLO</td>
<td>W Subsets Subsets Subsets</td>
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<tr>
<td>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.</td>
<td>Demonstrate effective oral and written communication skill</td>
<td>1-Comm Skills ISLO ISLO</td>
<td>O Subsets Subsets Subsets</td>
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<tr>
<td>5. Define quality, its importance in health care and procedures used to measure outcomes in health care services.</td>
<td>Demonstrate an understanding of healthcare quality and outcomes measures.</td>
<td>1-Comm Skills ISLO ISLO</td>
<td>W Subsets Subsets Subsets</td>
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<tr>
<td>KEY</td>
<td>Institutional Student Learning Outcomes [ISLO 1 – 5]</td>
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<td>ISLO #</td>
<td>ISLO &amp; Subsets</td>
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</tbody>
</table>
| 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:

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

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
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) 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 ☐