



## Meet your Professor



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## Office Hours

Location	DAY	FROM (am/pm)	TO (am/pm)
10-235 and 10-226	M	9 AM	11 AM
10-235 and 10-226	T	8 AM	9 PM
10-235 and 10-226	W	9 AM	11 AM
10-235 and 10-226	TH	8 AM	9 AM
10-235 and 10-226	F	9 AM	10 AM

## Classroom Location, Day, & Time

Online

## Introduction to the Course (CRN 17215)

This course focuses on the administrative structures of healthcare departments. It encompasses analysis of systems, decision-making processes, and communication techniques to interact with all levels of management and supervision within and outside of the healthcare department.

**Textbooks**

ISBN: 0763790869

Introduction to Health Care Management. Sharon B. Buchbinder, Nancy H. Shanks. , 2<sup>nd</sup> Edition**Valencia College Core Competencies**

The Valencia Student Core Competencies (Think, Value, Act and Communicate) are an established component of the College's curriculum development and review process. A detailed overview can be found in the current Valencia catalogue or the Valencia Website: <http://valenciacollege.edu/competencies/> . Developing these core competencies will be enhanced through critical thinking exercises, classroom discussions, and reasoned choices made by acquiring, analyzing, synthesizing, and evaluating knowledge. You will also need to read, listen, write and speak effectively.

**Overall Course objectives/Outcomes**

1. Analyze management techniques to determine best practices to provide quality patient care.
2. Explore methods to provide in-service training.
3. Examine methods to maintain department harmony.
4. Identify administrative and supervisory problems and solutions.
5. Apply appropriate interpersonal communication methods to a given health care relationship.
6. Develop an internal communication strategy for a small group and its organization.
7. Develop a presentation to deliver to an audience.
8. Determine appropriate communication tool for delivering information to a specific audience.
9. Compose written communication.

**Students with Disabilities**

Student's with disabilities who qualify for academic accommodations must provide a letter from the Office for Students with Disabilities and discuss specific needs with the professor, preferably during the first two weeks of class. The Office for Students with Disabilities determines accommodations based on appropriate documentation of disabilities. (West Campus SSB room 102, 407-582-1523)

## Academic Honesty

Students are expected to be in complete compliance with Valencia College policy on academic honesty. This policy is written in the Valencia College Catalog and Student Handbook. Academic honesty, in terms of documentation, means that you have not stolen another's ideas and misrepresented them as your own; you have given credit where credit is due. As in most areas of life, let common sense and common courtesy rule and help keep you from inadvertently committing an act of plagiarism.

## Atlas

Students will need to check their Atlas account daily for email, helpful hints and updated information. <https://atlas.valenciacollege.edu/>

## Blackboard

This course will be entirely online. The student will be required to complete assignments, examinations and participate in discussion topics online. Any problems or questions must be communicated to the instructor in a timely manner. <https://online.valenciacollege.edu/>

## Course Disclaimer

These course requirements may be changed with notification, as deemed necessary by the instructor due to unforeseen circumstances.

## Grading Considerations

- All late assignments will result in an automatic grade reduction of 10%.
- No assignment or test will be accepted after one week past the due date.
- Late assignments may be emailed to [jchulak@valenciacollege.edu](mailto:jchulak@valenciacollege.edu) if blackboard submission has been disabled. Acceptance of late assignments is not guaranteed.
- Quizzes and online discussions may NOT be made up beyond the due date.

## Withdrawal Policy:

Per Valencia Policy 4-07 (Academic Progress, Course Attendance and Grades, and Withdrawals), a student who withdraws from class before the established deadline for a particular term will receive a grade of "W." A student is not permitted to withdraw after the withdrawal deadline. A faculty member MAY withdraw a student up to the beginning of the final exam period for violation of the class attendance policy. A student who is withdrawn by faculty for violation of the class attendance policy will receive a grade of "W." Any student who withdraws or is withdrawn from a class during a third or subsequent attempt in the same course will be assigned a grade of "F." For a complete policy and procedure overview on Valencia Policy 4-07 please go to: <http://valenciacollege.edu/generalcounsel/policydetail.cfm?RecordID=75>.

## Grading Scale

A= 90-100

B= 83-89

C= 75-82

D= 70-74

F= Less than 70%

Note: A minimum grade of “C” is required if used to satisfy Radiologic and Imaging Sciences B.S. degree requirements.

## Grade Breakdown

### 30%- Discussions Board

*Discussion Rubric* (available on blackboard)

Rubric Detail

Criteria	Levels of Achievement			
	No Progress	Introductory	Proficient	Mastery
Knowledge of Content	0 to 3 points Participation inadequate	4 to 6 points Comments/questions reflect that the student read or understood only part of the content or included few/no references to readings.	7 to 8 points Comments/questions reflect that the student read the intended material but has misunderstood key points. References are appropriately interwoven to support a position but not consistent with APA formatting.	9 to 10 points Comments skillfully applied ideas, facts, etc. from readings related assignments and references in building a position.
Critical Thinking	0 to 3 points Participation inadequate	4 to 6 points Comments contained only one or none of the following elements: expansion of topic, bringing in additional perspective and promoting additional discussion.	7 to 8 points Comments contained only 2 of the 3 elements: expansion of topic, bringing in additional perspective and promoting additional discussion.	9 to 10 points Comments were pertinent and demonstrated critical understanding of the topic by expanding the issue, bringing in additional perspective and promoting additional discussion.
Participation	0 to 3 points Participation inadequate Posts less than the stated required number.	4 to 6 points Student contributions were based on conversations that had moved on and not clearly related to the learning topic.	7 to 8 points Student generally contributed in a timely way and met posting deadlines.	9 to 10 points Student contributions made in a timely way consistent with the flow of the discussion and posting requirements.

### 20%- Weekly Journal: (will be averaged towards final grade)

Weekly journals will be located within the Assignments tab for each section. They are due at the end of each week following your reading assignments and discussion board activities.

Your weekly journal will allow you an opportunity to summarize your learning and communicate ideas in the written form.

### 30%- Quiz: (will be averaged towards final grade)

Quizzes may or may not be announced. Quizzes will be given at the beginning of class and online. The content of each may include assigned reading material and/or previously covered material. Each quiz will be timed.

**20%- Team Presentation: (will be averaged towards final grade)**

Teams will create a healthcare department with an organizational plan using the information gained from this course, experience, and research material. Each team will select a healthcare facility for approval. Items to be included in the team presentation are the **Team Contract, Team Report, and Team Presentation**. This project will be due at the end of week 14.

**Week 1-** Introduce yourself to your team members in the Team Conference Room DB.

**Week 3-** Identify your team name, team project and submit your team contract

- A Team Contract template will be provided within the course and can be customized by team members.

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**Week 8-** Submit your Team Report **Outline**

- Outline can include the following: (modify as needed)
  - Facility purpose (Vision)
  - Service area/community
  - Budget analysis
  - Team members
  - Capital equipment
  - Patient safety
  - Quality Assurance (assessment to meet purpose)
  - Organizational Chart

**Week 14-** Post your team presentation on the public discussion board and post your **FINAL** Team Report.

- Team Report should be 8-10 pages and include a cover page, outline or description of the department, and reference page.
  
- Team Presentations will be a general overview delivered in an online format (youtube, video, powerpoint etc...your choice) demonstrating the functions of your health department.

## Course Itinerary

Week 1	<p><b>An Overview of Healthcare Management</b>  <i>-Buckbinder &amp; Shanks</i> chapter 1          -weekly discussions and assignments listed in content page</p>
Week 2	<p><b>Leadership</b>  <i>-Buckbinder &amp; Shanks</i> chapter 2          -weekly discussions and assignments listed in content page</p>
Week 3	<p><b>Management and Motivation</b>  <i>-Buckbinder &amp; Shanks</i> chapter 3          -weekly discussions and assignments listed in content page</p>
Week 4	<p><b>Organizational Behavior and Management Thinking</b>  <i>-Buckbinder &amp; Shanks</i> chapter 4          -weekly discussions and assignments listed in content page</p>
Week 5	<p><b>Strategic Planning</b>  <i>-Buckbinder &amp; Shanks</i> chapter 5          -weekly discussions and assignments listed in content page</p>
Week 6	<p><b>Healthcare Marketing</b>  <i>-Buckbinder &amp; Shanks</i> chapter 6          -weekly discussions and assignments listed in content page</p>
Week 7	<p><b>Quality Improvement Basics</b>  <i>-Buckbinder &amp; Shanks</i> chapter 7          -weekly discussions and assignments listed in content page</p>
Week 8	<p><b>Information Technology</b>  <i>-Buckbinder &amp; Shanks</i> chapter 8          -weekly discussions and assignments listed in content page</p>
Week 9	<p><b>Financing Healthcare and Health Insurance</b>  <i>-Buckbinder &amp; Shanks</i> chapter 9          -weekly discussions and assignments listed in content page</p>
Week 10	<p><b>Managing Costs and Revenues</b>  <i>-Buckbinder &amp; Shanks</i> chapter 10          -weekly discussions and assignments listed in content page</p>
Week 11	<p><b>Managing Healthcare Professionals</b>  <i>-Buckbinder &amp; Shanks</i> chapter 11          -weekly discussions and assignments listed in content page</p>
Week 12	<p><b>Strategic Management of Human Resources</b>  <i>-Buckbinder &amp; Shanks</i> chapter 12          -weekly discussions and assignments listed in content page</p>
Week 13	<p><b>Teamwork</b>  <i>-Buckbinder &amp; Shanks</i> chapter 13          -weekly discussions and assignments listed in content page</p>
Week 14	<p><b>Addressing Health Disparities: Cultural Proficiency</b>  <i>-Buckbinder &amp; Shanks</i> chapter 14          -weekly discussions and assignments listed in content page</p>
Week 15	<p><b>Ethics and Law</b>  <i>-Buckbinder &amp; Shanks</i> chapter 15          -weekly discussions and assignments listed in content page</p>
Week 16	<p><b>Fraud and Abuse</b>  <i>-Buckbinder &amp; Shanks</i> chapter 16          -weekly discussions and assignments listed in content page</p>