



Course Syllabus: Management of Health Care Services  
College of Health Sciences and Human Services  
RESP 4443-DX1  
2020 Fall Semester Block A

Contact Information

Instructor: Professor Yasha, MEd, RRT  
Office: 100 Parker Square #127 Flower Mound, TX 75028  
Office hours: By appointment.  
Office phone: (972) 537-8487  
E-mail: [Yasha's email](#)

Communication Policy

My D2L email address is [Yasha](#). This is my preferred method of communication. When you email me, please include the course number and your name in the subject line of the email: **RESP 4443/Last Name/First Name**  
I teach several courses. This information will help me to respond in a timely manner. I make every effort and attempt to respond to emails within a 24-hour period during the workweek and within 48-hours over the weekend. If I do not reply to your email in the 24-48 hours period, please send a gentle reminder.

Course Description

This is an internet-based course that provides an introduction to management of health care services. Emphasis is placed on development of skills in leadership, communication, time management, problem solving, motivation, and other critical competencies. Topics include methods to achieve greater productivity, policy improvement, recruitment, selection, and training of new employees, as well as current issues facing the health care system.

Course Objectives

1. Course objectives include: Integrate health care management with real world situations
2. Understand perspectives and values of health care management
3. Develop skills in using tools and/or technology central to management
4. Develop the basic management skills and ability to work productively with others

Textbook & Instructional Materials

Required:

Umiker's Management Skills for the New Health Care Supervisor, Seventh Edition, McConnell, Jones and Bartlett Publishers 2014.  
ISBN-13: 9781284121322

Recommended:

American Psychological Association. (2019). *Publication manual of the American Psychological Association* (7th ed.).  
ISBN: 9781433832161

Required digital materials for this course are part of the Courseware Access and Affordability Program at MSU Texas. Students are charged for required course materials on their student account with the Business Office. Any students who wish to opt-out of the Program and purchase the required course materials on their own may do so. Opt-out instructions are sent to students' official my.msutexas.edu email address after the first day of class. Please contact the MSU Bookstore if you have any questions about the opt-out process.

#### Instructor Contact

Email: Please send messages to me through D2L. However, if you have any problems, you may contact me via [Yasha's email](#). With all correspondence, please include your full name, M#, and the title of the course. Correspondence sent after 5pm on Friday will receive a response on Monday.

#### Online Writing Lab

Academic Dishonesty: Begin drafting papers and projects as early as possible and take advantage of the MSU Writing Lab. Tutors will not edit your papers for you, but they will provide support and feedback at every stage of the writing process, from brainstorming to drafting, revising to proofreading. [ONLINE WRITING LAB](#)

#### Student Handbook

Refer to: [Student Handbook 2019-2020](#)

#### Academic Misconduct Policy & Procedures

Academic Dishonesty: Cheating, collusion, and plagiarism (the act of using source material of other persons, either published or unpublished, without following the accepted techniques of crediting, or the submission for credit of work not the individual's to whom credit is given). Additional guidelines on procedures in these matters may be found in the Office of Student Conduct.

Research papers and projects must be original work for each course assignment. The faculty will not accept a submission that has been or is being submitted for another course. No Exceptions!

### Assignment Grading

Assignments	Percentage of Total Grade
Participation	2%
Discussion Boards	18%
Management Case Study	40%
Exams	40%

### Grading Scale

Letter Grade	Percentage Grade
A	90-100%
B	80-89%
C	75-79%
D	70-74%
F	Less than 69%

A minimum grade of 75, or a C, is required in all respiratory courses. All assignments must be completed by 11:59pm CST on the due date.

### Discussion Boards

Discussion content and questions will be posted on certain weeks throughout the semester. You can see the weeks that will include a discussion assignment on the course schedule within the syllabus. During the weeks that include discussions, an initial post must be submitted by Wednesday at 11:59pm. Two substantial responses must be made within the discussion board by Sunday at 11:59pm. Each discussion has a max point value of 6 points. 2 points will be given for your initial post and 2 points will be given for each of your 2 response posts. All discussion boards are expected to raise thoughtful questions, incorporate content from readings, build on the ideas of others, expand the class' perspective, appropriately challenge assumptions and perspectives, use citations to support posts in proper APA formatting. Initial posts should be at least 200 words in content. Response posts should be at least 100 words in content.

### Management Case Study

There will be one Management case study.

Topic: Identify a management problem you have encountered in your work place and suggest a possible solution for the problem.

This assignment should be at least two to three full pages in length (excluding title and reference pages). Utilizing correct APA format, you must reference at

least three recent (within the last 5 years) scholarly journal articles in support of your proposed solution to the management problem you identified. Use in-text citations as well. This paper must follow APA guidelines. An abstract is not required for this assignment. A great APA resource can be found on the [Purdue OWL website](#). I do expect well-written papers that are at a collegiate level of writing. A rubric for the writing assignment can be found in the Learning Tools within the D2L course. The written assignment is worth 40% of your final grade.

### Quizzes

There will be five quizzes, which will cover several chapters within the text as well as additional readings that you will find posted in each week's module. Students are expected to analyze and apply their education and knowledge during these quizzes. Quizzes are located under assessments. You may use learning resources to help you with the quizzes; however, the quizzes are timed and may only be taken once. Quizzes/Exams account for 40% of your final grade, distributed equally among all quizzes.

### Late Work

D2L is designed so that students are locked out of the system after the deadline has passed. Please make note of all deadlines and adhere to them. Anything not completed and submitted on time will be graded as a zero. Please talk with your professor, prior to the due date, regarding circumstances that may prevent you from completing an assignment on time. All assignments must be completed by 11:59pm on the due date.

### Important Dates

Deadline to file for December 2020 Graduation: September 28, 2020

Last Day to drop with a grade of "W:" October 9, 2020.

Refer to: [Drops, Withdrawals & Void](#)

### Desire-to-Learn (D2L)

Extensive use of the MSU D2L program is a part of this course. Each student is expected to be familiar with this program as it provides a primary source of communication regarding assignments, examination materials, and general course information. You can log into [D2L](#) through the MSU Homepage. If you experience difficulties, please contact the technicians listed for the program or contact your instructor.

### Online Computer Requirements

Taking an online class requires you to have access to a computer (with Internet access) to complete and upload your assignments. It is your responsibility to have (or have access to) a working computer in this class. *Assignments and tests are due by the due date, and personal computer technical difficulties will not be considered reason for the instructor to allow students extra time to submit*

*assignments, tests, or discussion postings. Your computer being down is not an excuse for missing a deadline!!* There are many places to access your class! Our online classes can be accessed from any computer in the world which is connected to the internet. Contact your instructor immediately upon having computer trouble. If you have technical difficulties in the course, there is also a student helpdesk available to you. The college cannot work directly on student computers due to both liability and resource limitations however they are able to help you get connected to our online services. For help, log into [D2L](#).

#### Refund and Repayment Policy

A student who withdraws or is administratively withdrawn from Midwestern State University (MSU) may be eligible to receive a refund for all or a portion of the tuition, fees and room/board charges that were paid to MSU for the semester. HOWEVER, if the student received financial aid (federal/state/institutional grants, loans and/or scholarships), all or a portion of the refund may be returned to the financial aid programs. As described below, two formulas (federal and state) exists in determining the amount of the refund. (Examples of each refund calculation will be made available upon request).

#### Services for Students With Disabilities

In accordance with Section 504 of the Federal Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, Midwestern State University endeavors to make reasonable accommodations to ensure equal opportunity for qualified persons with disabilities to participate in all educational, social, and recreational programs and activities. After notification of acceptance, students requiring accommodations should make application for such assistance through Disability Support Services, located in the Clark Student Center, Room 168, (940) 397-4140. Current documentation of a disability will be required in order to provide appropriate services, and each request will be individually reviewed. For more details, please go to [Students with Disabilities](#).

#### College Policies

##### Campus Carry Rules/Policies

Refer to: [Campus Carry Rules and Policies](#)

##### Smoking/Tobacco Policy

College policy strictly prohibits the use of tobacco products in any building owned or operated by WATC. Adult students may smoke only in the outside designated-smoking areas at each location.

##### Alcohol and Drug Policy

To comply with the Drug Free Schools and Communities Act of 1989 and subsequent amendments, students and employees of Midwestern State are informed that strictly enforced policies are in place which prohibits the unlawful possession, use or distribution of any illicit drugs, including alcohol, on university property or as part of any university-sponsored activity. Students and employees are also subject to all applicable legal sanctions under local, state and federal law

for any offenses involving illicit drugs on University property or at University-sponsored activities.

### Grade Appeal Process

Students who wish to appeal a grade should consult the Midwestern State University [Undergraduate Catalog](#).

### Course Schedule:

Below, you will find the course schedule. The same content will be in each D2L module as well. I suggest printing a copy of the course schedule to help you stay organized.

Please note that changes in the course syllabus, assignments, and schedule may be made at the discretion of the professor.

### Course Schedule

Week	Assignment	Required Reading
1 Aug 22-Aug 30	Introductions Syllabus Confirmation <ul style="list-style-type: none"> <li>• <i>This will be a part of your overall grade.</i></li> <li>• Due by Aug 26<sup>th</sup> at 11:59 pm</li> </ul> Discussion 1 <ul style="list-style-type: none"> <li>• "No Longer One of the Gang"</li> </ul>	Chapter 1, 2, and 3
2 Aug 31-Sep 6	Discussion 2 <ul style="list-style-type: none"> <li>• "Yours, Mine and Hours"</li> </ul> Quiz #1 (Chapters 1, 2, 3) <ul style="list-style-type: none"> <li>• Due by Sunday at 11:59 pm</li> </ul>	Chapters 5 and 6
3 Sep 7-Sep 13	Discussion 3 <ul style="list-style-type: none"> <li>• "Shortage of Help"</li> </ul> Quiz #2 (Chapters 5, 6, 7, 8, 9) <ul style="list-style-type: none"> <li>• Due by Sunday at 11:59 pm</li> </ul>	Chapters 7, 8, and 9
4 Sep 14-Sep 20	Discussion 4 <ul style="list-style-type: none"> <li>• "One Too Many Bosses"</li> </ul>	Chapters 11, 12, 16, and 17

	<p>Quiz #3 (Chapters 11, 12, 16, 17)</p> <ul style="list-style-type: none"> <li>• Due by Sunday at 11:59 pm</li> </ul>	
<p>5 Sep 21-Sep 27</p>	<p>Management Case Study</p> <ul style="list-style-type: none"> <li>• Due <b>Saturday</b>, Sep 26<sup>th</sup> at 11:59 pm</li> </ul>	
<p>6 Sep 28-Oct 4</p>	<p>Discussion 5</p> <ul style="list-style-type: none"> <li>• "Motivate the Unmovable"</li> </ul> <p>Discussion 6</p> <ul style="list-style-type: none"> <li>• "A Matter of Insubordination"</li> </ul>	Chapter 18 and 19
<p>7 Oct 5-Oct 11</p>	<p>Discussion 7</p> <ul style="list-style-type: none"> <li>• "Did He Have it Coming?"</li> </ul> <p>Quiz #4 (Chapters 18, 19, 20, 21)</p> <ul style="list-style-type: none"> <li>• Due by Sunday at 11:59pm</li> </ul>	Chapter 20 and 21
<p>8 Oct 12-Oct 16</p>	<p>Quiz #5 (Chapter 22, 23, and 24)</p> <ul style="list-style-type: none"> <li>• Due <b>WEDNESDAY</b>, Oct 14<sup>th</sup> at 1159pm</li> </ul> <p>Course Evaluations</p> <p>Post on discussion board what you found most interesting about this course and improvements you would suggest. <i>This will be a part of your discussion grade.</i></p> <p><b>All work is due by Oct 14<sup>th</sup>!</b></p>	Chapter 22, 23, and 24