Course Syllabus: Management of Health Care Services

Robert D. & Carol Gunn College of Health & Human Services RESP 4443-DX2 Fall 2023 Parts of Term A: August 28 – October 20

Contact Information

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Course Description

This internet-based course provides an introduction to the management of healthcare services. Emphasis is placed on developing leadership, communication, time management, problem-solving, motivation, and other critical competencies. Topics include methods to achieve greater productivity, policy improvement, recruitment, selection, new employee training, and current healthcare system issues.

Learning Objectives

1. Integrate health care management with real-world situations
2. Understand perspectives and values of health care management
3. Develop skills in using tools technology central to health care management
4. Develop the essential management skills and ability to work productively with others

Textbook & Instructional Materials

Required: McConnell, C. R. (2018). *Umiker's management skills for the new health care supervisor* (7th ed.). Jones & Bartlett Learning. ISBN 9781284121322

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

Tutoring Assistance

Begin drafting papers and projects as early and take advantage of the [Distance Education Tutoring Services](). 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, and proofreading

Student Handbook

Refer to:

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Dishonesty: Cheating, collusion, and plagiarism (the act of using source material of other persons, either published or unpublished, without following the accepted techniques of crediting, or the submission for credit of work, not the individuals to whom credit is given). Additional guidelines on procedures in these matters may be found in the Office of Student Conduct. Self-plagiarism: Commonly described as recycling or reusing one's own specific words from previously published or submitted work. While self-plagiarism does not cross the line of actual theft of others' ideas, it nonetheless can create issues in the scholarly and academic realms. Beyond verbatim sections of text, self-plagiarism can also refer to the publication of identical papers in two places (sometimes called "duplicate publication.") Papers, projects, or other assignments previously submitted in other courses will not be accepted in this course.

Use of Artificial Writing Generators

The use of any artificial writing generator (ex: Chat GPT) is strictly prohibited. The use of artificial writing generators can and will be deemed a violation of the university's honor system. Any or all parts of a written assignment identified as having elements of writing attributed to an artificial writing source will automatically receive a zero (0) for a grade. ***Students will not be allowed to make up those assignments.*** This program uses software that detects AI generators. For more policy information regarding cheating and plagiarism, see the Honor System section in this syllabus.

Grading

Course Grade - A minimum grade of 75, or a C, is required in all respiratory courses. All assignments must be completed by 11:59 PM CST on the due date. Table 1: Grade percentage allocated to each assignment

Assignments	Percentage of Total Grade
Participation	2%
Discussion Boards	18%
Self-Care Plan	5%
Management Case Study	35%
Exams	40%
Total	100%

Table 2: Total percentage for the final grade.

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

Email/Course Announcement Requirements

You are required to access and review your emails and D2L Course Announcements regularly.

Course Tools

1. **Syllabus**: contains the syllabus.
2. **Announcements**: All announcements will be posted under the NEWS section on the course homepage.
3. **Weekly Course Content Modules**: I have broken down your weekly reading assignments, discussion boards, as well as any exams/quizzes that pertain to that specific week and placed them into individual weekly modules. You will also find PowerPoints that pertain to the assigned chapters for that week.
4. **Learning Tools**: Here, you will find information that may help you during this course, including online research databases tips and APA Guidelines.

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 this syllabus. During the weeks that have two discussions, an initial post must be submitted for each discussion by Wednesday at 11:59 PM CST. Additionally, two substantial responses for each discussion must be made by Sunday at 11:59 PM CST. Each discussion has a max point value of six points. Two points will be given for your initial post, and two points will be given for each of your 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, and appropriately challenge perspectives and assumptions. Students must support their posts in proper APA formatting, including in-text citations and complete reference entries. Initial posts should be at least 200 words in content. Response posts should be at least 100 words in content. Discussion Boards count for 18% of your final grade.

Self-Care Plan Assignment

Self-care, aka personal wellness, is vital for employees and managers. Self-care reduces stress and burnout while encouraging employee retention. For this assignment, you will create a personalized self-care plan. The goal is to determine the activities that will enable you to take time for yourself; therefore, there are no incorrect responses. Please review the videos within the module and this brochure on building a self-care plan. It explains the essential aspects of self-care. The information will be helpful when you are creating your plan. You may use the format found within **Step Two (on page three of the brochure)** or create a document (WORD, Excel, or any format you choose). **The plan can be as detailed as you like and must include at least two activities for the following seven self-care categories: Physical, Emotional, Spiritual, Professional, Social, Financial, and Psychological.** Additionally, please list three positive coping strategies that you can employ when faced with challenging situations. A grading rubric for the Self-Care Plan can be found in the Learning Tools within the D2L course. ***Submit your completed plan to the Self-Care Dropbox by Sunday, October 15th.*** The Self-care Plan assignment is worth 5% of your final grade.

United Nations Development Programme. (2021). Building a self-care plan.

https://www.undp.org/content/dam/unct/yemen/docs/unct-ye-dss-

docbuilding-self-care-toolkit-en.pdf

Management Problem and Proposed Solution Paper

There will be one Management written paper in this course. The purpose is to identify a management problem you have either encountered in your workplace or covered within the course materials and suggest a possible solution for the problem. This assignment must be submitted as a ***Word document (no PDFs)*** with at least two to three full pages in length (excluding title and reference pages). Students can sign up for free access to the Office 365 web edition at the Microsoft Office 365 Education site. Email the MSU Helpdesk or call 940-3974680 should you have any issues. The Paper must be written according to 7th Edition APA guidelines, including in-text citations, page numbers, utilizing a font no greater than 12 with 1-inch margins, and double-spaced. While this paper must follow APA guidelines, an abstract is not required for this assignment. Within your paper, you must reference at least three recent (published within the last five years) scholarly, peer-reviewed journal articles supporting your proposed solution. An excellent APA resource can be found on the Purdue OWL website. I do expect well-written papers of the collegiate level. A grading rubric for the Management Paper can be found in the D2L course Learning Tools. The Management Paper is due **October 8th** and is worth 35% of your final grade.

Quizzes

There will be five quizzes, which will cover several chapters within the text and additional readings that may be assigned. 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.

Late Work

D2L is designed so that students are locked out of the system after the deadline has passed. Please make a note of all deadlines and adhere to them. All assignments must be completed by 11:59 PM CST on the due date. Any coursework not completed and submitted on time will be graded as a zero. Before the due date, do not hesitate to contact me regarding circumstances that may prevent you from completing an assignment on time.

Important Dates

Deadline to file for December graduation: September 25, 2023
Last Day to drop with a grade of "W:" September 27, 2023
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.

Attendance

This is an online course and students are required to regularly login and check for any announcements posted. Students are expected to attend all meetings of the classes in which they are enrolled. Although in general students are graded on intellectual effort and performance rather than attendance, absences may lower the student's grade where class attendance and class participation are deemed essential by the faculty member. In those classes where attendance is considered as part of the grade, the instructor should so inform students of the specifics in writing at the beginning of the semester in a syllabus or separate attendance policy statement. An instructor who has an attendance policy must keep records on a daily basis. The instructor must give the student a verbal or written warning prior to being dropped from the class. Instructor's records will stand as evidence of absences. A student with excessive absences may be dropped from a course by the instructor. Any individual faculty member or college has the authority to establish an attendance policy, providing the policy is in accordance with the General University Policies.

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, we are able to help you get connected to our online services. For help, log into D2L**.**

Change of Schedule

A student dropping a course (but not withdrawing from the University) within the first 12 class days of a regular semester or the first four class days of a summer semester is eligible for a100% refund of applicable tuition and fees. Dates are published in the Schedule of Classes each semester.

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) 3974140. 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 Disability Support Services.

College Policies

Campus Carry

Effective August 1, 2016, the Campus Carry law (Senate Bill 11) allows those licensed individuals to carry a concealed handgun in buildings on public university campuses, except in locations the University establishes has prohibited. The new Constitutional Carry law does not change this process. Concealed carry still requires a License to Carry permit, and openly carrying handguns is not allowed on college campuses. For more information, visit [Campus Carry](#).

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.

Course Schedule:

Changes in the course syllabus, procedure, assignments, and schedule may be made at the discretion of the instructor.

Course Schedule

Week	Activities/Assignments/Exams	Due Date
Week 1 8/28 to 9/3	• Post the Syllabus Confirmation • Post Your Introduction • Read Chapters 1-3 • Post to "No Longer One of the Gang" Discussion	• Post the Syllabus Confirmation and your Introduction by Sunday • Create an initial Discussion Board thread by Wednesday.

Week	Activities/Assignments/Exams	Due Date
		Respond to two of your peers by Sunday.
Week 2 9/4 to 9/10	• Read Chapters 5, 6, and 26 • Post to "Let's Jettison the Deadwood" Discussion • Take Quiz 1 (Chapters 1-3)	• Create an initial thread by Wednesday. Respond to two of your peers by Sunday. • Quiz 1 is due by Sunday.
Week 3 9/11 to 9/17	• Read Chapters 8 and 9 • Post to "Shortage of Help" Discussion • Take Quiz 2 (Chapters 5, 6, 8, 9, and 26)	• Create an initial thread by Wednesday. Respond to two of your peers by Sunday. • Quiz 2 is due by Sunday.
Week 4 9/18 to 9/24	• Read Chapters 11, 12, 16, and 17 • Post to "One Boss Too Many" Discussion • Take Quiz 3 (Chapters 11, 12, 16, and 17)	• Create an initial thread by Wednesday. Respond to two of your peers by Sunday. • Quiz 3 is due by Sunday.

Week	Activities/Assignments/Exams	Due Date
Week 5 9/25 to 10/1	• Read Chapters 18 and 19 • Post to "Motivate the Unmovable" Discussion • Post to "A Matter of Insubordination" Discussion	• For each discussion, create an initial thread by Wednesday. Respond to two
		of your peers by Sunday.
Week 6 10/2 to 10/8	• Submit the Management Problem and Proposed Solution Paper • Read Chapter 35 • Begin Self-Care Plan Assignment	• Management Paper is due by Sunday
Week 7 10/9 to 10/15	• Read Chapters 20 and 21 • Post to "Did He Have It Coming?" Discussion • Submit Self-Care Plan Assignment • Take Quiz 4 (Chapters 18-21)	• Create an initial thread by Wednesday. Respond to two of your peers by Sunday. • Self-Care Plan and Quiz 4 are due by Sunday.

| Week 8 10/16 to 10/20 | • Read Chapters 22-24
• Take Quiz 5 (Chapters 22, 23, 24 and 35)
• Post Course Evaluations & Feedback to the Discussion Board. Include what you found most interesting about this course and provide any feedback for improvements. *This will be a part of your discussion grade.* | ***All coursework is due by Thursday, October 19th.*** |