Course Syllabus: Health Care Organization Behavior & Management
Health Administration
HSAD 3103 x 10
Fall 2023

Contact Information

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Course Description

The learning experience and directed readings in this course will provide students a framework to the healthcare organization. By the end of this course, you will have been exposed to many management ideas, theories, and applications. We will learn from each other through class discussions and personal experiences via online. Your own job and personal health care experiences are relevant and will be a valuable source to individual learning and to the learning opportunities of the entire class.

Course Objectives

Health Care Organization Behavior provides an overview of how health institutions are organized and governed, the role of management, and the systems designed for an effective operation. The purpose of this course is to enable students to accomplish the following:

1. Learn concepts and theories in health care organizations.
2. Identify attributes of effective health care delivery.
3. Understand key systems necessary for health care delivery.
4. Identify key elements of financial information and the importance of the concepts in providing care.
5. Identify legal and ethical issues affecting the healthcare industry.
6. Define human capital.
7. Define health policies and how they contribute to our roles in the organization.
8. List potential barriers to providing care.
9. Develop an understanding of integrated medicine.
10. Identify ways that leaders can improve health in the community.

Textbook & Instructional Materials

1. American Psychological Association. (2020). *Publication manual of the American Psychological Association: The official guide to APA style* (7th ed.). Washington, D.C.: American Psychological Association. ISBN-978-1-4338-3215.

2. Shiver, J. & Cantiello, J. (2015). Managing integrated health systems. Jones & bartlett Learning. ISBN 978-128404492

Contact the instructor if you require assistance.

Student Handbook

Refer to: Student Handbook 2022-2023

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Dishonesty: Cheating, collusion, and plagiarism (the act of using source material of other persons, either published or unpublished, without following the accepted techniques of crediting, or the submission for credit of work not the individual's to whom credit is given).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.
Office of Student Conduct

AI
Since writing, analytical, and critical thinking skills are part of the learning outcomes of this course, all writing assignments should be prepared by the student. Developing strong competencies in this area will prepare you for a competitive workplace. Therefore, AI-generated submissions are not permitted and will be treated as plagiarism.

Grading

All exams, quizzes, and assignments are categorized and weighted. This score will be converted to a letter grade as outlined.

Table 1: Weighted percentage allocated to each assignment

Assignment	Weight
Weekly Discussion Board Questions	20%
Weekly Quizzes	10%
Lit Review 1	10%
Mid-Term Project	25%
Lit Review 2	10%
Final Comprehensive Exam	25%

Table 2: Final Grade Conversion

Grade	Points
A	90- 100
B	80-89
C	70-79
D	60-69
F	Less than 60

Homework

Students are expected to read the weekly material and be prepared to discuss the material on the Discussion Boards. Students are expected to actively participate in class discussions and complete all assessments.

Assignments for this course include:
1. Weekly discussion questions based on textbook material.
2. Weekly, timed quizzes based on textbook material.
3. Two literature review submissions.
4. A mid-term project submission (presented in a slide deck such as Power Point).
5. A final comprehensive exam.

Weekly Discussion Questions

Each student is responsible for responding to posts on the discussion board. The questions will be based on material from your textbook.

Discussion questions will be available beginning on Sunday. Your response should be posted by Wednesday at 11:59 pm (CST) and **MUST** use (and cite) sources to support your posts. A minimum of **TWO** sources are required in your response and you may use your textbook as one of the sources. High quality, thoughtful, appropriate responses are expected.

In addition, you are expected to respond to two of your peer's posts by Saturday at 11:59 pm (CST), again, using and citing a minimum of one source to support your response. You must respond to any questions asked by your peers related to your original posts. Open discussion is encouraged. Keep in mind that we all have varying opinions so please keep your discussions professional and respectful.

To make this discussion format work smoothly, students should become familiar with techniques to follow existing electronic discussion threads and to open new discussion threads.

Weekly Quizzes

Each student is responsible for completing a weekly timed quiz by Saturday. The questions will come directly from the weekly readings. The quizzes will be available by Wednesday each week; however, the student has until Saturday to take the timed quiz. The student will be able to use the textbook during the quiz but I strongly encourage you to read the chapters thoroughly prior to attempting the exam. Each of the quizzes are timed (45-60 minutes depending on the length of the quiz) limiting the amount of time you will have to look in the text for assistance during the exam.

Lit Review Submissions

Each student will read the articles shown in the schedule and complete a 2–3-page (excluding cover page and reference) review of the articles using APA guidelines. The articles will be provided.

Identify the following when reading the articles, this makes it easier to write the review.
1. Objectives: what does the article set out to do?

2. Theory: is there an explicit theoretical framework? If not, are there important theoretical assumptions?
3. Concepts: what are the central concepts? Are they clearly defined?
4. Argument: what is the central argument? Are there specific hypotheses?
5. Evidence: is evidence provided? How adequate is it?
6. Conclusion: a brief overall assessment.

The lit review will be graded on the following criteria (see rubric listed under Files):
1. An initial identification of the article (author, title of article, title of journal, year of publication, and other details that seem important), and an indication of the major aspects of the article you will be discussing.
2. A critical discussion of 2-3 key issues raised in the article. This section is the core of your review. You need to make clear the author's own argument before you criticize and evaluate it). You may also want to indicate gaps in the author's treatment of a topic.
3. A final evaluation of the overall contribution that the article has made to your understanding of the topic (and maybe its importance to the development of knowledge in this particular area or discipline, setting it in the context of other writings in the field).
4. APA format – APA formatting requires the minimum sections: the title page, main section, and references list.
5. Content and grammar will affect the grade.

Lit Review 1 due September 17, 2023:
Shrank, W. H., DeParle, N.-A., Gottlieb, S., Jain, S. H., Orszag, P., Powers, B. W., & Wilensky, G. R. (2021). Health costs and financing: Challenges and strategies for a new administration. *Health Affairs, 40(2),* 235–242. https://doi-org.msutexas.idm.oclc.org/10.1377/hlthaff.2020.01560

Lit Review 2 Due November 12, 2023:
Mowafa, H., Grainger, R., Petersen, C., Bamidis, P., & Merolli, M. (2018). Balancing between privacy and patient needs for health information in the age of participatory health and social media: A scoping review. *IMIA Yearbook of Medical Informatics,* 29-36.

*A sample Literature Review written in APA format is provided as a guide on your Course Home page under the Literature Review tab.

Projects Required (Mid-Term Exam)

There are seven interviews at the end of the textbook. Select one of the interviews for your project. Read the interview and create a slide deck presentation (such as Power Point, Canva, etc.) to include the following information:

1. The presentation should be a maximum of 10-12 slides (including your cover slide and one slide with references).
2. Provide details on the interviewee (e.g., name, position, background in the industry).
3. An overview of the interview.
4. Provide at least three key points or takeaways for future healthcare leaders.
5. Information or details that you were surprised to learn about the industry.
6. Compare the information from the interview to information gleaned from your textbook chapters.
7. Locate at least one external article that either supports or opposes the position of the interviewee.

Describe how this affects the key points you provided.
8. Reference using APA formatting.
9. Submit your project by October 15, 2023 by 1159 pm (CST) on D2L.

** This project is your Mid-term Exam

Final Exam
There will be a final comprehensive exam for this course based on the reading material from the textbook (chapters 1-14). The exam is worth 25% of the final grade for this course.

Extra Credit
There are no extra credit assignments in this course.

Late Work
Late work is not accepted in this course. Please contact your professor if there are extenuating circumstances prior to the due date.

Make Up Work/Tests
Make up work is not accepted in this course.

Important Dates

Classes begin: August 28, 2023
Last day for term schedule changes: August 28-31, 2023
Deadline to file for December graduation: September 25, 2023
Last Day to drop with a grade of "W:" October 30, 2023
Last Day of Classes: December 8, 2023
Final Exam: December 9, 2023
December Commencement: December 16, 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 course requires the student to log into D2L weekly to complete assignments. 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.* Computers are available on campus in various areas of the buildings as well as the Academic Success Center. **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**.**

Instructor Class Policies

In health care, we are often presented with issues that have more than one possible course of action. To make the coursework more meaningful, there will be discussion boards that encourage each of you to present your own perspectives and apply your knowledge to address some of those challenges. Keep in mind that we all have varying opinions so please keep your discussions professional and respectful.

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) 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 Disability Support Services.

<h1 style="text-align:center">College Policies</h1>

<u>Campus Carry Rules/Policies</u>
Refer to: [Campus Carry Rules and Policies](#)

<u>Smoking/Tobacco Policy</u>
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.

<u>Alcohol and Drug Policy</u>
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.

<h1 style="text-align:center">Grade Appeal Process</h1>

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

<u>**Notice**</u>
Changes in the course syllabus, procedure, assignments, and schedule may be made at the discretion of the instructor.

<h1 style="text-align:center">Course Schedule</h1>

Please review the course schedule for due dates for each of your assignments this semester. Each assignment is available prior to the due date to allow for more flexibility when completing. However, the assignments must be submitted no later than 11:59 pm (CST) on the due date.

Course Schedule

Date	Readings Book and Chapters	Discussion Question entry by Wednesday 11:59 pm	Responses to discussion questions by Saturday 11:59 pm	Weekly quiz by Saturday 11:59 pm	Other Due Dates
Week 1 Aug 28 – Sept 3	Chapter 1: Integrated Healthcare Delivery Models			Sept 2	**Sept 1, 2023** Please provide a brief introduction of yourself on the Discussion Board.
Week 2 Sept 4 – Sept 10	Chapter 2 Info Systems	Sept 6	Sept 9	Sept9	
Week 3 Sept 11 – Sept 17	Chapter 3: Managing Access to the Healthcare System	Sept 13	Sept 16	Sept 16	**September 17** **1st Lit Review Due** Shrank, W.H., DeParle, N., Gottlieb, S., Jain, S.H., Orszag, P., Powers, B. & Wilensky, G.R. (2021). Health costs and financing: Challenges and strategies for a new administration. *Health Affairs, 40(2),* 235-242.
Week 4 Sept 18 – Sept 24	Chapter 4 Behavioral Economics	Sept 20	Sept 23	Sept 23	

Date	Readings Book and Chapters	Discussion Question entry by Wednesday 11:59 pm	Responses to discussion questions by Saturday 11:59 pm	Weekly quiz by Saturday 11:59 pm	Other Due Dates
Week 5 Sept 25 – Oct 1	Chapter 5 Financial Info	Sept 27	Sept 30	Sept 30	
Week 6 Oct 2 – Oct 8	Chapter 6 Legal Landscape	Oct 4	Oct 7	Oct 7	
Week 7 Oct 9 – Oct 15	Chapter 7 Managing Human Capital	Oct 11	Oct 14	Oct 14	
Oct 15, 20223	**Mid-Term Project DUE: Upload Power Point to D2L**				

Week 8 Oct 16 – Oct 22	Chapter 8 Managing Human Capital	Oct 18	Oct 21	Oct 21	

Date	Readings Book and Chapters	Discussion Question entry by Wednesday 11:59 pm	Responses to discussion questions by Saturday 11:59 pm	Weekly quiz by Saturday 11:59 pm	Other Due Dates
Week 9 Oct 23 – Oct 29	Chapter 9 The Journey of Quality	Oct 25	Oct 28	Oct 28	
Week 10 Oct 30 – Nov 5	Chapter 10 Health Policy	Nov 1	Nov 4	Nov 4	
Week 11 Nov 6 – Nov 12	Chapter 11 The Ethics of Healthcare reform	Nov 8	Nov 11	Nov 11	**November 12** **2nd Lit Review Due** Mowafa et al., (2018). Balancing between privacy and patient needs for health information in the age of participatory health and social media: A scoping review. *IMIA Yearbook of Medical Informatics,* 29-36.

Date	Readings Book and Chapters	Discussion Question entry by Wednesday 11:59 pm	Responses to discussion questions by Saturday 11:59 pm	Weekly quiz by Saturday 11:59 pm	Other Due Dates
Week 12 Nov 13 – Nov 19	Chapter 12 Healthcare in Rural America	Nov 15	Nov 18	Nov 18	
	THANKSGIVING HOLIDAY NOV 21 – NOV 26				
Week 13 Nov 27 – Dec 3	Chapter 13 Integrative Medicine	Nov 29	Dec 2	Dec 2	
Week 14 Dec 4 – Dec 9	Chapter 14 Population Health	**NONE-** Material from Chapter 14 will be included on the Final Exam	**NONE-** Material from Chapter 14 will be included on the Final Exam	**NONE-** Material from Chapter 14 will be included on the Final Exam	**Prepare for Final Comprehensive Exam: Chapters 1-14**
Dec 9, 2023	**Final Exams Begin: Final available December 3 – December 9**				

8/27/2023