



MIDWESTERN STATE UNIVERSITY

Course Syllabus: Management of Health Care Services
Robert D. & Carol Gunn College of Health Sciences & Human Services
RESP 4443 Section 101
Fall 2022 August 22-December 9

Contact Information

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Textbook & Instructional Materials

McConnell, C. R. (2018). *Umikers management skills for the new health care supervisor*(7th ed.). Burlington, MA: Jones & Bartlett Learning.

Course Description

The focus of this lecture course is to introduce the student to managing health care services. Emphasis is placed on development of skills in management, 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

Upon completion of this course, the student will be able to:

1. Demonstrate how healthcare management helps those who provide healthcare in the United States.
2. Describe leadership styles utilized within today's health organizations.
3. Describe healthcare personnel issues frequently presented to include conflict management and workplace violence.
4. Demonstrate how to effectively recruit, manage and retain individuals working within the healthcare industry.
5. Present how individuals impact health organizations.

Weekly Meeting Pattern

Monday, Tuesday, & Thursday- 950-1130, CE 240

Student Handbook

Refer to: [Student Handbook](#)

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Cheating, collusion, and plagiarism (the act of using source material of other persons, either published or unpublished, without following the accepted techniques of crediting, or the submission for credit of work not the individual's to whom credit is given).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

Grading

Course Grade – The following items will determine the grade earned in the course. A minimum grade of 75 (C) is required in all respiratory courses. Failure to attain a minimum grade of C will prevent the student from progressing in the program.

Table 1: Grade Items and Grade Determination

Assignments	Percentage
Lecture Examinations (4 exams)	30%
Final Examination	15%
Supplemental Assignments	25%
Mock Interview	30%
Total Percentage	100%

Table 2: Total percentage for final grade.

Grade	Percentage
A	90 to 100%
B	80 to 89%
C	75 to 79%
D	60 to 74%
F	Less than 60%

Exams

Semester Examinations and the Final Examination: Tests (4 lecture exams & final) will be given that will consist of definitions, multiple choice, true/false, fill-in-the-blank, short answer, or essay type questions.

Supplemental Assignments

Quizzes, homework assignments and projects will be assigned throughout the semester as needed to reinforce concepts introduced in the classroom. Additional information given in class and D2L.

Mock Interview

In an effort to assist the student in preparation for the interview and employment process, the student will be required to complete a resume, cover letter, and mock interview as part of this class. Interviews will be scored based upon the rubric provided with emphasis on professionalism, preparation and attitude. Following completion of the Mock Employment Interview, each student

is required to complete a reflective report discussing the experience, pros and cons as well as suggestions for improvement. The Reflective Report is required to be at least one page in length, 12 font, double-spaced and well written. This report will be submitted via drop box on D2L. Please note that this portion of the course is worth 30% of your overall grade.

Extra Credit

Extra credit will not be given in this course.

Late Work

If an assignment is not submitted on time, it is the responsibility of the student to contact the instructor in regards to the missed assignment. If no contact is made with the professor a "0" will be given for the assignment. If contact is made it will be at the professors discretion if the assignment will be accepted.

Make Up Exam Policy

If a student is going to miss an examination, it is the student's responsibility to contact the instructor prior to the exam to arrange with the instructor to make up the missed exam. A 15% reduction will be taken for each day after the scheduled exam date. The professor reserves the right to make unscheduled exams essay in nature and considerably more challenging.

Important Dates

Last day for term schedule changes: August 25

Deadline to file for graduation: For May graduates October 3

Last Day to drop with a grade of "W:" October 24

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

Regular class attendance is required. No distinction is made between excused and unexcused absences unless the absence has been cleared through the office of the Dean of Students, Athletic Department or Academic Affairs. If a student misses a lecture, it is the student's responsibility to work with other class members to determine what material was missed. Please refer to the MSU Student Handbook for more information.

Punctuality to class is imperative. Exams will be given during the first part of class with an allotted amount of time. If the student is late, they will be given the remaining class time to finish the exam. At the end of the allotted time, all

exams must be turned in, complete or not. Regular class attendance is required. Two late arrivals equal one absence. The following policy will be enforced: Greater than 5 absences will result in instructor initiated drop from the class. Prior absence approval may be granted after review by the professor. If you have a documented disability that will impact your work in this class, please contact me to discuss your needs.

Online Computer Requirements

This class uses D2L as a supplement to the class and 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 class 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](#).

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 a 100% 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) exist 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](#).

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

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

Course Schedule:

The following is the course schedule with due dates and activities.

Notice

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

Course Schedule

Date	Topic	Text Reference	Assignment	Activity
22-Aug	Syllabus Review		Survey	
23-Aug	Do you really want to be a supervisor? & Customer Service	Ch. 1 & 2		Pros/cons Taxi Cab
25-Aug	Basic Management Functions	Ch. 3	Personal Mission Statement	Clinic Site Mission/Vision
Aug 29-Sep. 23	Clinic Rotation			
26-Sep	Policies & Policy Making	Ch. 6		What would you do?
27-Sep	Exam #1	Ch. 1, 2, 3, & 6		
29-Sep	Personnel Recruitment	Ch. 8		Video
3-Oct	Resume Building			CMC Speaker
4-Oct	Interviewing & Employee Selection	Ch. 9		30 seconds
6-Oct	Individual Resume Sessions		Resume Due	
10-Oct	Mock Interviews			
11-Oct	Mock Interviews			
13-Oct	Mock Interviews			
17-Oct	Individual Resume Session		Revised Resume Due	
18-Oct	Orientation & Training New Employees	Ch. 10	Reflective Report Due	How do you want to be trained?
20-Oct	Exam #2	Ch. 8-10		
Oct. 24-Nov 4	Clinic Rotation			
7-Nov	Leaders & Managers, Coaching & Counseling, Motivation, Reward, & Recognition	Ch. 13, 14, & 15		Leadership Styles
8-Nov	Team Leadership	Ch. 11		Egg Drop
10-Nov	Safety & Workplace Violence	Ch. 12	Discussion	GA Video /Discussion
14-Nov	Personnel Retention	Ch. 23		How?
15-Nov	Exam #3	Ch. 11-15 & 23		
17-Nov	Performance Feedback/ Discipline: Correction of Behavior	Ch. 16 & 17		

Date	Topic	Text Reference	Assignment	Activity
21-Nov	Cultural Diversity	Ch. 18		Cross the line
22-Nov	Ethical Dilemmas			
24-Nov	Thanksgiving			
28-Nov	Conflict & Confrontation, Employees with Problems	Ch. 19 & 20		
29-Nov	Exam #4			
1-Dec	Case Studies			
8-Dec	Final @ 9 am			