



HSC 312: Organization and Administration of Long Term Care

Online

Semester:
Day(s):
Time(s):
Classroom:
Instructor:
Office Hours
Office Location:
Phone Number:
Email:

Insert Picture
Here

Prerequisite/Co-requisites: None

Course Description

This course introduces the various types and functions of long-term care facilities and related providers. The student will participate in critical analysis of long-term care administration relating to reimbursement, resource use, quality assurance and ethical and legal issues. There will be a comprehensive overview of programs, policies, and services and the ongoing challenges confronting long-term care management.



Course Goal

The goal of this course is to provide students with an understanding of the significance of Long Term Care and related providers.



Required Text

- Singh, Douglas A., Effective Management of Long-Term Care Facilities, Third Edition, Jones and Bartlett, Sudbury, Massachusetts 01776 (chapters 1-18; Case Studies 1-12) ISBN number: 9781284052718
- Other Recommended Resources:
 - "To Err is Human: Building a Safer Health System"; Institute of Medicine, Committee on Quality of Health Care in America, © 1999 National Academy Press
 - "Crossing the Quality Chasm: A New Health System for the 21st Century";

Institute of Medicine, Committee on Quality of Health Care in America, © 1999 National Academy Press

- Advancing Excellence in America's Nursing Homes –
https://demo.nhqualitycampaign.org/files/tools/AE_MobilityGoalTrackingTool_HANDOUT.pdf
- National Nursing Home Quality Improvement Campaign -
<https://www.nhqualitycampaign.org>

Student Learning Outcomes and Assessment Methods

Learning Outcomes	Assessment Methods
Interpret and explain policy within the regulatory, ethical, and legal framework of healthcare.	Exams, final project
Apply information and ask relevant questions based on readings, discussion of issues, and research cases. Identify and describe different roles of healthcare professionals.	
Demonstrate knowledge and skills necessary to successfully enter the healthcare field including an understanding of the value of culture, leadership, and teamwork.	



Grading Policy

Your performance in this course is assessed using multiple, varied methods in the areas listed below and based on the expectations as described in the syllabus and outlined in assessment scoring guides or rubrics. If you do not understand the expectations, it is your responsibility to ask the instructor questions.

Discussion Board Participation	20%
State of the Art Justification Memo	20%
Quizzes / Final	20%
Midterm Research Paper	20%
Final Project	20%
Total:	100%

Grading Key

93-100 = A	80-82 = B-	67-69 = D+
90-92 = A	77-79 = C+	63-66 = D
87-89 = B+	73-76 = C	60-62 = D-
83-86 = B	70-72 = C-	Below 60 = F



Assessment Methods

This section of the syllabus contains a listing with brief descriptions of the assessment methods for this course. They are designed to align with the student-learning outcomes and provide you with varied ways to demonstrate mastery of the course content. Additional instructions and related scoring guides or rubrics are posted to Blackboard.

Blackboard



Discussion Board Participation (20%):

The quality of posts to the graded discussion board will result in 0 to 100 points per week. Each post to the discussion board should contribute to the discussion. Your posts should enhance and continue thread topics; demonstrate what you have absorbed *from text readings or website review*. Your questions should be relevant to the topics being covered. Posts that simply agree with other post or thread discussion will **not receive full credit**. Discussion board grading will be based on your ability to demonstrate understanding of the required reading and exploration of weekly assigned website review. You will receive little to no credit for posts that do not add value to the discussion.

You are required to respond to the "parent post" each week no later than Tuesday by 11:59 p.m. unless otherwise noted. In addition to your initial post, you are required to submit two (2) posts to two (2) different fellow students, on two (2) different days by Sunday at 11:59 p.m. each week.

You are required to submit a minimum two references with your posts each week. In order to meet the quality requirements, a post will be at least a paragraph in length (150 - 200 word requirement). You will find that some topics call for lengthier responses.

Discussions close each week on Sunday at 11:59 P.M. EST. Credit for late entries for "make-up" discussion board posts will not be given unless pre-approved by the Instructor.

Online course work (papers, projects and assignments) that are not taken/completed during the allotted time or by posted deadlines will result in a zero for the course work. Those who do not participate in the discussion/assignment for every chapter will receive a zero score for that week which will impact their final average.



State of the Art Justification Memo (20%): Each student is responsible for submitting a *detailed justification memo to a "decision maker"* on a topic in LTC. Your justification memo needs to be skillfully written, effective and professional so it persuades and convinces the decision maker to take action on your proposal. Include a Cost Benefit Analysis describing the cost effectiveness and long term benefits of your Memo/Proposal. The purpose of this assignment is to assist students in improving thinking skills to defend, analyze, synthesize, problem solve and prepare concise written skills which are critical in the work environment. Your memo must include literature to support your request and identify any cost savings, what and who are involved, and the benefits with your proposal. **(Refer to Assignment Details on Blackboard).**



Weekly Tests (20%): All essay questions must include detailed, well written and referenced responses.



Creating a Culture of Healthcare Quality using the Institute of Medicine's *Six Aims* for Improving Care

(20%) Each student is responsible for **defining and explaining** how each of the Institute Medicine's (IOM) 6 AIMS will play an integral role in reshaping healthcare and in creating a culture of excellence. Each student must provide sufficient research and descriptive examples of each AIM within your essay paper. **(Refer to Assignment Details on Blackboard).**



Final Research Paper on the National Nursing Home Quality Improvement (NNHQI) Campaign Goals (20%)

Each student is responsible for writing a research paper addressing any one of the nine priority goals identified by the National Nursing Home Quality Improvement (NNHQI) Campaign. Each student is responsible to describe in detail how you would design, implement, monitor, and train staff to successfully achieve this goal in your LTC facility. All providers of healthcare are required and obligated to ensure that the highest quality care and services are delivered safely, timely, and competently to their residents. You must provide sufficient research on your particular area and demonstrate evidence of how you would successfully implement a program plan in your facility. **(Refer to Assignment Details on Blackboard).**



Discussion Boards (20%): The quality of posts to the graded discussion board will result in 0 to 100 points per week. Each post to the discussion board should contribute to the discussion. Your posts should enhance and continue thread topics; demonstrate what you have absorbed from text readings or website review. Posts that simply agree with other post or thread discussion will not receive full credit. Discussion board grading will be based on your ability to demonstrate understanding of the required reading and exploration of weekly assigned website review. You will receive little to no credit for posts that do not add value to the discussion. You are required to respond to the "parent post" each week no later than Tuesday by 11:59 p.m. unless otherwise posted.

Online course work (papers, projects and assignments) that are not taken/completed during the allotted time or by posted deadlines will result in a zero for the course work. Those who do not participate in the discussion/assignment for every chapter will receive a zero score for that week which will impact their final average.

The Course Outline / Class Schedule contains due dates.

Course Outline / Class Schedule*

Assignments are to be completed prior to class. Internet links should be explored as they are offered to add dimension to the text readings.

WEEK	TOPICS Covered	Assignments/Readings to be completed prior to Blackboard Discussion	Assessment Schedule
Week 1	Chapter 1 Overview of Long Term Care	Introductions & Sharing Professional Goals & Background Chapter 1 Case Study 4 - Advance Directives	Discussion Board
Week 2	Chapter 2- Long -Term Care Policy: Past, Present and Future Chapter 3-The Long Term Care Industry	Chapters 2 and 3 Case Study 1 - Cultural American Immigrant Couple Assigned Readings	Discussion Board
Week 3	Chapter 16-Effective Marketing Management	Chapter 16 Assigned Readings	Discussion Board Quiz 1 covering chapters 1, 2, 3, 16 via assignment link
Week 4	Chapter 7- Organization, Environment, and Culture Change	Chapter 7 Explore & Review – Culture Change Medicare.gov Alternatives to Nursing Home Care	Discussion Board Submit Justification Memo Idea
Week 5	Chapter 4-Legal Environment Chapter 5-Regulation and Enforcement Surveys	Chapters 4 & 5 Case Study 2 –Legal & Ethical Dilemma	Discussion Board Quiz #2 covering chapters 4, 5 & 7 via assignment link
Week 6	Chapter 8-Social Services, Admission and Discharge Chapter 9- Medical Care, Nursing and Rehabilitation	Chapters 8 & 9 Case Study 6-Wound Care Management	Discussion Board
Week 7	Chapter 6-Financing and Reimbursement	Chapter 6	Discussion Board Justification Memo DUE Include: Rationale, Statement of Purpose, supportive documentation, cost effectiveness, and positive outcomes for end users (agency/clients)
Week 8	Chapter 13-Administration and Information Systems	Chapter 13	Discussion Board Quiz # 3 covering chapters 6, 8, 9, 13 via assignment link
Week 9	Chapter 10-Recreation and Activities Chapter 11- Dietary Services	Chapters 10 & 11	Discussion Board
Week 10	Chapter 12-Plant & Environmental Services	Chapter 12 Case Study 8 - Evacuation of Angel Care Center	Discussion Board RESEARCH PAPER DUE

			Creating a Culture of Healthcare Quality using the Institute of Medicine's 6 AIMS for Improving Care
Week 11	Chapter 14-Effective Governance, Leadership, and Management Chapter 15-Effective Human Resource Management	Chapters 14 & 15 Case Studies 9 -Tug of War; 10- Corporate Compliance; 11 – Workforce Diversity	Discussion Board
Week 12	Chapter 17-Effective Financial Management	Chapter 17	Discussion Board
Week 13	Chapter 18-Effective Quality and Productivity Management	Chapter 18	Discussion Board
Week 14	Final Project – Research Paper Assignment	Research Paper Advancing Excellence in Long Term Care	Final Research Paper DUE Advancing Excellence in Long Term Care
Week 15	Course Evaluations, Closing Comments.	Final Course Evaluations Congratulations	Final Exam covering chapters 10, 11, 12, 14, 15, 17, 18 via assignment link

****This syllabus is subject to change. Changes, if any, will be announced in class and on Blackboard. Be sure to check Blackboard and your Goodwin email regularly!***



Class Policies



Blackboard: Blackboard contains class materials such as PowerPoints, worksheets, media, and links for submitting assignments. Be sure to **check Blackboard often** to stay up to date on announcements, new course materials, and other important information. **All assignments must be submitted on Blackboard.**

*BB issues contact bbsupport@goodwin.edu or call 860-913-2152



Late Assignments: Per department policy, all work is expected to be handed in on time. Any work submitted to the instructor after the due date will result in a zero for that particular assignment. Late assignments or make-up exams are not permitted except when there are documented extenuating circumstances (i.e., medical and family emergencies), and the instructor has been notified 24 hours before or after the deadline. In circumstances in which the instructor permits a make-up exam, the format of the exam is at the discretion of the instructor.



Technology: Online components are not compatible with smartphones or tablets. Firefox is the recommended browser when using blackboard. For Blackboard technical problems in the course, refer to the helpdesk under the Technical Support Tab.



Course Decorum: We will create a positive environment in the classroom. There is an expectation of respect and professionalism (i.e., demonstrate respect for instructors, peers, and self, participate in classroom activities, and follow course and university policies).



Communication and E-mail: Students are expected to communicate in a professional manner (i.e., verbal, written, and electronic). I will send course updates and announcements through Blackboard so please **check your Goodwin e-mail account regularly.**



APA Style: This course follows APA style format for all written assignments. All written assignments must be produced using software that is compatible with Blackboard. Assessment of written assignments will include use of APA format, writing, grammar, quotations, and references. APA Style Central is also available at <http://apastylecentral.apa.org/>, the course Blackboard shell, and through the Hoffman Family Library.

Expectations for Written Work: The following are basic expectations for all written work:

1. One-inch margin for all sides of the page (e.g., top, bottom, left, and right side of the page).
2. The font is 12 point.
3. The paper is double spaced.
4. The first page of the paper includes:
 - ✓ Your full name
 - ✓ The date of submission



Plagiarism: Plagiarism is not allowed (see Goodwin University Policies, Academic Integrity for details). Do not copy material from the book or your classmates



Attendance:

Extensions (Excused absences) are:

- Due to extenuating circumstances and at the discretion of the instructor. Instructor must be notified as soon as possible and documentation must be provided for decision to be rendered.

Goodwin University Policies and Services

This course adheres to all policies outlined in the Goodwin University catalog.

General academic policies of Goodwin University may be found on the university web site at and in the university catalog at

<http://www.goodwin.edu/academics/catalogs.asp>.

Student services information may be found on the Goodwin University website at <http://www.goodwin.edu/student-services/> and <http://www.goodwin.edu/library/>.