



### **Course Syllabus**

<b>COURSE NUMBER:</b>	<b>HSAD 603 Z</b>
<b>COURSE TITLE:</b>	<b>Management and Human Resources of Health Care Organizations</b>
<b>INSTRUCTOR:</b>	<b>Michael Stowe, PhD</b>
<b>CLASS LOCATION:</b>	<b>USF-ON LINE Spring 2022 Session 2</b>
<b>CLASS DATES:</b>	<b>3/14/2022 - 5/6/2022</b>
<b>CREDIT HOURS:</b>	<b>3-4</b>
<b>TELEPHONE:</b>	<b>815.290.9880. It is ok to text this number if needed. Please identify yourself and this class so I can provide the correct information.</b>

### **EMAIL ADDRESSES (IN ADDITION TO Canvas email):**

If you have any questions or concerns throughout the course, please feel free to contact me via email or phone (see contact information listed above). The best number to reach me is my cell number. If possible, please call me between 5:00 – 10:00 pm (central time) Monday through Friday, or anytime on the weekends. If you happen to get voice mail, please leave a message, and I'll return your call as soon as possible.

### **Description**

This course examines the management and behavioral theories that apply to the management of health services organizations and significant issues in human resource management.

### **Course Objectives**

Upon completion of this course, students should have the ability to understand:

1. The culture and structure of organizations
2. The functions of management
3. Classical and contemporary theories of management
4. The importance of employee attitudes, perception, and motivation

5. The impact of individual and group behavior on an organization
6. Leadership styles
7. Management and human resource
8. The skills to effectively manage human resources
9. Effective employee relations and methods of managing conflict
10. Effective human resource management systems
11. Social responsibility and business ethics

**Required Text:**

Dunn, R. T. (2017). Haimann's Healthcare Management (11th Edition). Chicago: Health Administration Press. ISBN 978-1-64055221-0

**Module 1**

Read Chapters 1 & 2

Introductions/expectations due by Wednesday of Week 1 by 11:00 pm

Discussion Questions Initial Response due by Wednesday at 11:00 pm

**Module 2**

Read Chapters 3, 4 & 5

Discussion Questions Initial Response due by Wednesday at 11:00 pm

Article #1 due according to Canvas Calendar

**Module 3**

Read Chapters 7, 8, 9, 10 & 11

Discussion Questions Initial Response due by Wednesday at 11:00 pm

Article #2 is due according to Canvas Calendar

**Module 4**

Read Chapters 12, 13, 14 & 15

Discussion Questions Initial Response due by Wednesday at 11:00 pm

Article #3 is due according to Canvas Calendar

**Module 5**

Read Chapters 19, 20 & 21

Discussion Questions Initial Response due by Wednesday at 11:00 pm

Article #4 due according to Canvas Calendar – 4 credit hour students only

**Module 6**

Read Chapters 22, 23, 24, 25 & 26

Discussion Questions Initial Response due by Wednesday at 11:00 pm

Article #5 due according to Canvas Calendar – 4 credit hour students only

**Module 7**

Read Chapters 6, 27, 28 & 29

Discussion Questions Initial Response due by Wednesday at 11:00 pm

Student Journals due last day of Module 7 by 11:59 pm

**Module 8**

Discussion Questions Initial Response due by Wednesday at 11:00 pm

Final Exam. Utilize this week to complete your Final Exam. **All Finals are due to the last day of class by 11:59 pm**

## **Course Requirements**

### **Participation & Discussions (240 points)**

Due to the nature of the course, your active participation in class discussion is required. To increase class discussion value, all students should be familiar with the required readings for each module. Ideally, students should log on daily to follow the ongoing discussions. Students are expected to make **significant** contributions to the conversation throughout the module. During the week, the discussion must be made covering that module to earn credit. As the instructor, I will start a conversation for each module. While I look for your discussion posts' quality, I will also be looking for your active participation in the discussion throughout the week!

**\*\*Do not post ahead in the weekly discussion areas.** The new module will begin on Monday; your initial posts to the discussion question should be done by Wednesday each week. You will have until Sunday to participate in the discussion. The modules will not be locked after Sunday, but any posts will not count towards participation. If you need to post early for some reason, email me in advance to discuss it. I realize that many of us have to attend conferences, limiting internet access. Again, keep the lines of communication open, and also, do not post ahead without prior permission from me.

### **Supplemental Reading**

Students are expected to be familiar with the health services administration literature and are encouraged to read more than the course's minimum required. Supplemental readings may assist you in exploring topics of interest beyond the basics of the required readings. If you identify additional readings that may be of interest to your fellow students, please share them.

### **Current Events Report (250 points)**

The student should report on **three-five(depending on credit hours taken for the course)** current events from a newspaper, magazine, or professional journal during the semester. The content should be relevant to management or management in a healthcare environment. This will be in the form of a summary of your findings posted in the Current Events Discussion area. **If you take the course for three credit hours, you complete three of the five reports. These will be due in Weeks 2,3, and 4. If you take it for four credit hours, you will complete five reports, Weeks 2 through 6.**

The paper should be in APA format with an appropriate APA reference of the article if others want to obtain a copy. While online articles are preferred, they are not mandatory. To receive full credit, you must submit the article in the assignments area and post a brief description of your findings in the appropriate discussion area so other students can read what you learned. **The due date will be listed on the calendar within Canvas by 11:59 pm.** Any received after the due date and time will receive 0 points unless approved by me in **ADVANCE.**

### **Exam (100 points)**

There will be a final exam worth 50 points. I will give you 50 multiple choice questions worth 2 points each. Those who keep up on the READING and weekly postings and identify the objectives listed at the beginning of each chapter will do well on the Final Exam. My goal is not to "trick" anyone or make the final exam a nightmare for anyone. I want to be able to determine your mastery of the subject. Your Final Exam will be due as **listed on the calendar within Canvas by 11:59 pm** on the last day of class. **Any Final Exams received after the due date and time will result in 0 points.**

### **Integrative Journal (150 points)**

**Students will write a 2-3 double-spaced page integrative report in their Journal (MS Word Document) for each module.** This report will briefly address:

1. New knowledge gained from the readings and discussion.
2. What this new knowledge means to you in your job or career
3. What this new knowledge means to you personally

The integrative journal will be submitted electronically within Canvas **all at once at the end of the semester.** The document must be received in Canvas no later than the last day of Week 7 @ 11:59 pm. Given this due date, the journal will cover all chapters we have covered during the semester. I strongly suggest that you keep your journal updated weekly so you do not have to rush at the last minute to submit it. Students in the past have had bad luck when not keeping their journals up weekly. For clarification: The Journal will be presented at once at the end of the semester. Any Journals received after the due date and time will receive a score of 0 points.

**The format of the journal is for you to determine. The journal will be the only assignment that APA format is NOT; repeat NOT required. The structure is something you can decide to make worthwhile for you. I will be reviewing for the detail of reflection and application. Make it work for you in addressing the three statements above.**

### **Grading**

A maximum of 740 points can be earned in the course. Letter grades will be determined using the following scale:

92%-100% of the maximum of 740	A
82%-91% of the maximum of 740	B
72%-81% of the maximum of 740	C
<72% of the most of 740	F

\*\*\*Note about grades: Each assignment has a submission date as well as time (US Central time). All assignments will be expected to be received before the listed due date and time or will receive a score of 0 points. If you feel that you cannot meet a deadline, please discuss with me in advance to make other arrangements. I am very fair and realize that life circumstances sometimes present themselves. An email before an assignment is due will get you much further than an email after the work is due.

Also, I realize that this is the spring semester, and many of us have family or work activities. Just communicate with me if you need to make alternate arrangements to submit an assignment.

### **Resources for writing and APA:**

You may access the APA site at:

**<http://www.apastyle.org/>**

You may access information about the above-referenced text or tips for preparing your papers at this site.

### **Late Work Policy**

Late assignments will not be accepted. Tasks need to be completed by the date required. There will also be a cut-off date for online discussions. You will not gain credit for a discussion offered after the

due date. If extenuating circumstances prevent you from completing an assignment on time, you must discuss this in advance with your professor.

### **USF Mission Statement:**

As a Catholic university rooted in the liberal arts, we are a welcoming community of learners challenged by Franciscan values and charisma, engaged in continuous pursuit of knowledge, faith, wisdom, justice, and ever mindful of a tradition that emphasizes reverence for creation, compassion, and peacemaking. We strive for academic excellence in all programs, preparing women and men to contribute to the world through service and leadership.

**Mission Statement of the College of Business and Health Administration:** The mission of the College of Business and Health Administration is to offer undergraduate and graduate degree programs that are career-oriented with a strong focus on academic excellence. Undergraduate programs are designed for traditional and non-traditional students providing theoretical and practical knowledge combining the effective use of technology with a global perspective and socially responsible leadership. Graduate and certificate programs are practitioner-based and designed for working professionals driven by real-world knowledge, emerging research, and the development of critical thinking skills. The College is guided by the University's Franciscan values of respect, compassion, integrity, and service.

### **ADA Statement:**

The University strives to comply with the Americans with Disabilities Act (ADA) regulations. To this end, a student who requires exceptional support or arrangements due to a disability should contact the Academic Resource Center, Library L 214, 815-740-5060 to coordinate accommodations. This contact should occur no later than the first week of classes to allow sufficient time to provide accommodations. Should a need arrive after the start of a semester, the student is encouraged to contact the ARC as soon as possible. Each case will be reviewed on an individual basis.

### **Academic Integrity:**

Students must exhibit honesty in carrying out their academic assignments. Students may be found to have violated this obligation if they plagiarize or cheat. Plagiarism presents others' work as one's own: cheating takes, gives, or accepts any illicit advantage for any course work inside or outside the classroom.

**Statement Academic Resources:** If you need academic-related resources or assistance, please get in touch with the Academic Resource Center located on the second floor of the USF Library, room 214, or contact them at (815) 740-5060 [ARC@stfrancis.edu](mailto:ARC@stfrancis.edu).

### **Technical Support:**

The Department of Academic Technology administers the online course management system, Canvas, and provides technical support to those students and faculty using Canvas. If you are experiencing difficulties using Canvas or need technical assistance, you have several options to receive support:

**1. Locate Help Resources Online.** A student user guide and other resources for solving Canvas issues can be found at [learnit.stfrancis.edu/](http://learnit.stfrancis.edu/).

**2. Report a Problem Online.** If you have questions regarding technical difficulties, you can report a problem by clicking on the orange **Help** button located in the upper right corner of your online course. You will receive a response from the Department of Academic Technology support team within 24 hours.

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**IMPORTANT NOTE:** Responses to Help requests will go to your USF **stfrancis.edu** email account, NOT your email.

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To learn how to access your USF email account, go to [learnit.stfrancis.edu/canvas/canvas-guides-students.htm](http://learnit.stfrancis.edu/canvas/canvas-guides-students.htm)

**3. Telephone Support.** You can also phone the Department of Academic Technology for personal help at (815) 740-5080 or (866) 337-1497 (toll-free) between 8:00 am and 4:00 pm Central Standard Time, Monday - Friday.

**The USF catalog will handle policies not covered in this document.**

**DISCLAIMER**

THE PROFESSOR RESERVES THE RIGHT TO MAKE CHANGES TO THIS COURSE AS DEEMED NECESSARY AND MAKE CORRECTIONS AS THEY APPLY. STUDENTS WILL BE GIVEN NOTICE OF ALL SUCH CHANGES OR CORRECTIONS AS THEY OCCUR.