INTRODUCTION TO PATIENT CARE MANAGEMENT

Disclaimer Statement

The final examination in this course will be remotely proctored. Please be sure you have your computer's camera on so you can display your photo identification so the proctoring system can verify your identity. If you run into any issues please reach out to your Success Coach.

You can also prepare for your examination by reading this helpful guide: https://www.talview.com/en/test-taker-guide

PCM300 — Introduction to Patient Care Management, 3.0 hours

PROFESSOR

Kacie Golden has over 15 years of healthcare experience. Kacie has earned a BS in Biology Master of Healthcare Administration. Kacie began her career in a CRO as a quality assurance auditor. Throughout her career her roles have included CMO QA Auditor, retail pharmacy technician, inpatient pharmacy technician, sterile compounding technician, technician trainer, Manager of Operations for a PBM, Project Manager at a PBM, Assistant Manager for Inpatient Pharmacy, Manager of healthcare facility. Kacie loves the field of science and loves to share her knowledge and experience with others. Kacie loves people and enjoys the satisfaction teaching and interacting with patients gives her. Kacie has been married to her wonderful husband for 7 years and enjoys spending time with her family, singing, reading, and listening to live music, and volunteering in her community.

CONTACT INFORMATION

E-mail: kgolden@lakewood.edu
Cell Phone: 800-517-0857 X 731

ONLINE SUPPORT (IT) AND MOODLE NAVIGATION:

All members of the Lakewood University community who use the University's computing, information or communication resources must act responsibly. Support is accessible by calling 1-800-517-0857 option 2 or by emailing info@lakewood.edu

BOOKS AND RESOURCES

Dakota Mitchell, Lee Haroun. Introduction to Health Care. 5th ed. Cengage, 2021.

EVALUATION METHOD

Graded work will receive a numeric score reflecting the quality of performance.
Course Requirement Summary

- Assignments - Total of 40 Points
- Weekly discussion forums-Total of 80 Points

- **Final Exam - 50 Points**

GRADING SCALE

Graded work will receive a numeric score reflecting the quality of performance as given above in evaluation methods. The maximum number of points a student may earn is 170. To determine the final grade, the student's earned points are divided by 170.

Your overall course grade will be determined according to the following scale:

A = (90% -100%)
B = (80% - 89%)
C = (70% - 79%)
D = (60% - 69%)
F < (Below 60%)

ACADEMIC INTEGRITY/ PLAGIARISM:

Cheating (dishonestly taking the knowledge of another person whether on a test or an assignment and presenting it as your work) and plagiarism (to take and pass off as one's own the ideas or writing of another) are a serious issue. While it is legitimate to talk to others about your assignments and incorporate suggestions, do not let others "write" your assignments in the name of peer review or "borrow" sections or whole assignments written by others. We do get ideas from life experiences and what we read but be careful that you interpret these ideas and make them your own.

I am aware that many types of assignments are available on the internet and will check these sources when there is legitimate suspicion.

Penalty is a zero on the assignment. In cases where there is a major or continuous breach of trust, further discipline, such as an "F" in the course, may be necessary.

The major consequence of any form of cheating is damage to your character and the result of trust and respect.

DISABILITY ACCOMMODATIONS

Students who have a disability and wish to request an academic accommodation should contact Jim Gepperth, the Disabilities Services Coordinator and Academic Dean. The student can request an accommodation at any time although it is encouraged to do so early in the enrollment process. The student should complete an accommodation request form which begins a conversation between the school and the student regarding the nature of their disability and an accommodation that would help the student succeed in their program. The school may request documentation regarding the disability to address the accommodation request effectively. The school will communicate to the student the type of accommodation arranged. This process typically follows a team approach, bringing together persons from the academic department (including the instructor) and personnel from other departments as necessary. Additional information on disability accommodations may be found in the Lakewood University Catalog.

Disability Services Email: disabilityservices@lakewood.edu

SUPPLEMENTAL TEXTS

You can use the following resources to assist you with proper source citation.

American Psychological Association Style Guide- https://www.mylakewoodu.com/pluginfile.php/118179/mod_resource/content/1/APA%20Style%20Guide%207th%20edition.pdf

The Purdue OWL website is also a helpful resource for students. Here is a link to the OWL website: https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/general_format.html

LIBRARY

Mary O'Dell is the Librarian on staff at Lakewood University

She is available by appointment. You can make an appointment with her by emailing her at modell@lakewood.edu or call at 1-800-517-0857 X 730

You may also schedule a meeting at this link: https://my.setmore.com/calendar#monthly/r3a761583354923270/01032020

She can assist you with navigating LIRN, research, citations etc.

SUPPORT

Each student at Lakewood University is assigned a Success Coach. Your Success Coach exists to assist you with academic and supportive services as you navigate your program. They will reach out to you, often, to check-in. Please use the resources they offer.

Student Services is available to assist with technical questions regarding Lakewood University and all services available to you.

1-800-517-0857 option 2
info@lakewood.edu
studentservices@lakewood.edu

CAREER SERVICES

Students are offered Career Services at any point as they journey their academics at Lakewood University.

1-800-517-0857 option 2
careerservices@lakewood.edu

LESSONS

TITLE Lesson #1	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES Objective 1
	• Your Career in Health Care • Current Health Care Systems and Trends • Ethical and Legal Responsibilities • Medical Terminology	Study Course Syllabus Read Chapters 1, 2, 3 & 4 Participate in the Discussion Forum Lesson Evaluation		

TITLE Lesson #2	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE Assignment 1 upon completion of the lesson	OBJECTIVES Objective 2
	• Medical Math • Organization of the Human Body • Structure and Function of the Human Body • Growth and Development	Read Chapters 5, 6, 7 8 Participate in the Discussion Forum Complete Assignment 1 Lesson Evaluation		

TITLE Lesson #3	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE Assignment 2 upon completion of the lesson	OBJECTIVES Objective 3
	• Body Mechanics • Infection Control • Environmental Safety			

Read Chapters 9, 10 & 11
Participate in the Discussion Forum
Complete Assignment 2
Lesson Evaluation

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #4	• Lifestyle Management • Professionalism • Lifelong Learning	Read Chapter 12, 13 & 14 Participate in the Discussion Forum Lesson Evaluation		Objective 4

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #5	• The Patient as an Individual • The Communication Process • Written Communication	Read Chapter 15, 17 & 18 Participate in the Discussion Forum Complete Assignment 3 Lesson Evaluation	Assignment 3 upon completion of the lesson	Objective 5

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #6	• Computers and Technology in Health Care • Documentation and Medical Records • Physical Assessment	Read Chapter 18, 19 & 20 Participate in the Discussion Forum Lesson Evaluation		Objective 6

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #7	• Controlling Health Care Costs • Performance Improvement and Customer Service • Job Leads and the Resume	Read Chapters 21, 22 & 23 Participate in the Discussion Forum Complete Assignment 4 Lesson Evaluation	Assignment 4 upon completion of the lesson	Objective 7

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #8	• Interview, Portfolio, and Application • Successful Employment Strategies	Read Chapter 24, 25 & 26 Participate in the Discussion Forum Complete the Final Exam Request the Next Course Lesson Evaluation THANKS FOR A GREAT CLASS	Final exam upon completion of the lesson	Objective 8

DESCRIPTION

This course provides the fundamentals of nursing skills and patient care so that a healthcare administrator can understand the medical procedures to effectively manage the patient care.

Program Objectives

1. Describe the state of the healthcare industry including levels of care, ambulatory facilities, long term care facilities, and ethical principles of care.
2. Define common medical terminology, and read, write, and communicate with medical terminology.

3. Describe what it is important for health care professionals to be computer-literate, and identify the most commonly used technology.
4. Understand and explain the importance of infection control and environmental safety in maintaining the safety of the health care professionals, patients, and others.
5. Explain the importance of effective communication and patient well-being.
6. Explain the responsibility of the health care professional regarding HIPAA regulations, personal heath records (PHR), and electronic health records (EHR).
7. Explain the steps to follow that will protect both the victim and resumer when an emergency occurs.
8. Understand and describe ways of managing health care costs.

OBJECTIVES

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