



# INTRODUCTION TO HEALTHCARE MANAGEMENT

**HCM200 — Introduction to. Healthcare Management, 3.0 hours**

## CONTACT INFORMATION

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E-mail: [mwalsh@lakewood.edu](mailto:mwalsh@lakewood.edu)

## ONLINE SUPPORT (IT) AND MOODLE NAVIGATION:

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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](mailto:info@lakewood.edu)

## BOOKS AND RESOURCES

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Burns, L., Bradley, E., & Weiner, B. (2019). Shortell & Kaluzny's Health Care Management (7th ed.). Cengage.

## EVALUATION METHOD

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

Course Requirement Summary

- Assignments - Total of 60 Points
- Weekly discussion forums-Total of 80 Points
- Final Exam - 50 Points

## GRADING SCALE

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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 190. To determine the final grade, the student's earned points are divided by 190.

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

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

## ACADEMIC INTEGRITY/ PLAGIARISM:

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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

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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](mailto:disabilityservices@lakewood.edu)

## SUPPLEMENTAL TEXTS

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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](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](https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/general_format.html)

## LIBRARY

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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](mailto: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

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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.

## 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	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #1	<ul style="list-style-type: none"><li>An Overview of Health Care Management</li><li>Leadership</li><li>Management and Motivation</li></ul>	Study Course Syllabus Read Chapters 1, 2 & 3 Participate in the Discussion Forum Lesson Evaluation		Objective 1
Lesson #2	<ul style="list-style-type: none"><li>Organizational Behavior and Management Thinking</li><li>Strategic Planning</li></ul>	Read Chapters 4 & 5 Participate in the Discussion Forum Complete Assignment 1 Lesson Evaluation	Assignment 1 upon completion of the lesson	Objective 2
Lesson #3	<ul style="list-style-type: none"><li>Health Care Marketing</li><li>Quality Improvement Basics</li></ul>	Read Chapters 6 & 7 Participate in the Discussion Forum Lesson Evaluation		Objective 3
Lesson #4	<ul style="list-style-type: none"><li>Information Technology</li><li>Financing Health Care and Health Insurance</li></ul>	Read Chapter 8 & 9 Participate in the Discussion Forum Complete Assignment 2 Lesson Evaluation	Assignment 2 upon completion of the lesson	Objective 4
Lesson #5	<ul style="list-style-type: none"><li>Managing Costs and Revenues</li><li>Managing Health Care Professionals</li></ul>	Read Chapter 10 & 11 Participate in the Discussion Forum Lesson Evaluation		Objective 5
Lesson #6	<ul style="list-style-type: none"><li>The Strategic Management of Human Resources</li><li>Teamwork</li></ul>	Read Chapter 12 & 13 Participate in the Discussion Forum Lesson Evaluation		Objective 6
TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES

- Addressing Health Disparities: Cultural Proficiency
- Ethics and Law

Read Chapters 14 & 15  
Participate in the Discussion Forum  
Lesson Evaluation

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE	OBJECTIVES
Lesson #8	<ul style="list-style-type: none"> <li>• Fraud and Abuse</li> <li>• Special Topics and Emerging Issues in Health Care Management</li> </ul>	Read Chapter 16 & 17 Participate in the Discussion Forum Complete Assignment 3 Complete the Final Exam Request the Next Course Lesson Evaluation THANKS FOR A GREAT CLASS	Assignment 3 and Final exam upon completion of the lesson	Objective 8

## DESCRIPTION

This is the introductory course in management. The course is designed to provide students an overview of the management function and its role in organizations and society.

### Program Objectives

1. Define healthcare management and the role, responsibilities, and function of the health care manager
2. Compare and contrast leadership styles, competencies, and protocols. In addition, be able to analyze the key barriers and challenges to successful leadership.
3. Characterize organizational behavior and explain how thinking and soft skills relate to organizational behavior.
4. Explain the importance of strategic planning and be able to sketch the strategic planning process
5. Understand and investigate the importance of quality in health care settings.
6. Explain the key ways of financing healthcare, health insurance, and managing costs.
7. Understand and explain health disparities, social determinants, cultural competency, and cultural proficiency.
8. Explain the ideas of ethics, law, fraud, and abuse and how to manage each as a health care leader

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