

HSM-101: Introduction to Health Services Management

Description:

3 credits/126 hours

Prerequisite: None

This course will provide students with a systemic understanding of organizational principles, practices, and insights pertinent to the management of health services organizations. Students will be provided with micro and macro-level insight into the management of hospitals and clinical settings. By providing global perspectives in health care, students will explore modern challenges, leverage key research, and practice solving difficult problems that face health services providers every day.

Textbook: Shortell and Kaluzny's Health Care Management: Organization Design and Behavior, 7th ed., Burns, Bradley, & Weiner – ISBN: 978-1-3059-5117-4

Course objectives:

Throughout the course, you will meet the following goals:

- Gain a foundational understanding of the role health services management plays in health care
- Develop skills to lead, manage, and motivate health care staff
- Be able to articulate improvement methods and concepts for health services
- Develop a solid understanding of health policy, regulations, and ethics
- Understand how to leverage strategic partnerships, mission, and overall strategy in a global health care environment

Contents:

Chapter 1: Delivering Value: The Global Challenge in Health Care Management

Chapter 2: Leadership and Management: A Framework for Action

Chapter 3: Organization Design and Coordination

Chapter 4: Motivating People

Chapter 5: Teams and Team Effectiveness in Health Services Organizations

Chapter 6: Communication

Chapter 7: Power, Politics, and Conflict Management

Chapter 8: Complexity, Learning, and Innovation

Chapter 9: Improving Quality in Health Care Organizations (HCOs)

Chapter 10: Strategy and Achieving Mission Advantage

Chapter 11: Managing Strategic Alliances

Chapter 12: Health Policy and Regulation

Chapter 13: Health Information Technology and Strategy

Chapter 14: Consumerism and Ethics

Chapter 15: The Globalization of Health Care Delivery Systems

Grading Scale (70% required for passing)

A = 90-100%

B = 80-89.9%

C = 70-79.9%

F = Below 70%

Grade Weighting

Chapter Quizzes..... 50%

Activities 20%

Final Exam 30%

100%