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.


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%