Course Title – MGMT 6341
Healthcare Operations (3.0)
Fall 2019, Thursday’s 6:00PM to 9:00PM

Instructor: Bryan Horner, MHA, CPA
Email: bryan.horner@angelo.edu
Office Hours: 5PM to 5:45PM on Thursday’s before Class by appointment.
Email or text (325-212-2720) to request

Course Description/Overview

This is a course designed to provide a general orientation to management practices in the field of health care. The focus is on management concepts, processes, and theoretical content considered necessary for persons who intend to practice in a health care management position. The student will demonstrate the knowledge in a professionally competent manner conducive to healthcare operations in the local community. Specific process and business principles for managing operations in interdependent and multi-disciplinary healthcare organizations are explored along with importance of patient care and ethical issues.

Prerequisite Knowledge
Requires a 3.0 GPA or above in all courses. Understanding of Healthcare Financial Management or Accounting helpful.

Technical Support
The Technology Service Center (TSC) may be contacted by calling (325) 942-2911 or 1-866-942-2911 or by email at helpdesk@angelo.edu

Course Objectives

Learning Objectives:
Upon completion of this course, students will be able to...

1. Apply an overall understanding of healthcare operations
2. Differentiate the value of cost vs outcomes of US healthcare systems
3. Evaluate and analyze tools for healthcare operations improvements
4. Describe the changing healthcare industry as to financing methods and identifying consumer expectations.
5. Assess decision making and problem solving in human resources, strategic planning and other areas of health care
6. Formulate the fundamentals of leadership in health care, using communication and interpersonal skills
7. Examine the use of information systems for healthcare management functions.
Course Topics, dates and assignments

8/29 Introduction, Course Overview, Expectations.
US healthcare outcomes vs. The Organization for Economic Co-operation and Development
  Read Chapter 1

9/5 ASU first Home football Game and Ram Jam - NO CLASS
  Complete all assignments given in class due 9/11/19

9/12 Leadership
  Read Chapter 2
  Complete Case Studies assigned in class

9/19 Management and Motivation
  Read Chapter 3
  Complete Case Studies assigned in class

9/26 Organizational Behavior and Management Thinking
  Read Chapter 4
  Complete Case Studies assigned in class
  Guest Speaker

10/3 Mission, Vision, Values / Strategic Planning
  Read Chapter 5
  Complete Case Studies assigned in class

10/10 **Mid-Term Examination/ and or Paper**

10/17 Quality Improvement Basics
  Read Chapter 7
  Complete Case Studies assigned in class
  Guest Speaker

10/24 Information Technology
  Read Chapter 8
  Complete Case Studies assigned in class
  Guest Speaker

10/31 **Class will not meet.**

*Groups will be assigned to research and write report on “Is Healthcare a RIGHT or PRIVILEGE”*
*Each group will report out to class their finding with Thesis*
11/7  Financing Health Care and Health Insurance  
Read Chapter 9  
Complete Case studies assigned in class

11/14 Managing Cost and Revenues  
Read Chapter 10  
Complete Case Studies assigned in class

11/21 Managing Healthcare Professionals/ Strategic Management of Human Recourses  
Read Chapters 11 and 12  
Complete Case Studies assigned in class

11/28  NO CLASS

12/5  Health Disparities/ Emerging Issues/Ethic and Fraud and Abuse  
Read Chapters 14, 15, 16 and 17  
Complete Case Studies assigned in class

12/12  Final Examination

Course Textbook and Required Readings

Also, can be purchased from various sites via internet.  
Other reading will be posted on Blackboard as well as other on-line reading from various sources and class handouts.

Grading Policies

This course employs the following to measure student learning.

(1) Class participation and discussions 10%
(2) Exams from material presented in class 10%
(3) Completion of Case Studies 10%
(4) Participation in discussion forums/group work 20%
(5) Mid-Term Examination/and or topic paper 25%
(6) Final Examination 25%
Course Policies

Academic Honesty and Integrity

Angelo State University expects its students to maintain complete honesty and integrity in their academic pursuits. Students are responsible for understanding and complying with the university Academic Honor Code, which is in both print and web versions of the ASU Student Handbook.

Academic integrity is expected. This includes, but is not limited to, any form of cheating, plagiarism, unauthorized sharing of work, or unauthorized possession of course materials. The professor assumes that all students can be trusted. Please do not violate this trust. Violation of academic integrity will result in a failing grade for the course.

It is the professor’s intention to be as fair and impartial as is humanly possible. Therefore, all students will be asked to adhere to the same set of guidelines and rules UNLESS there are disabilities or documented extenuating circumstances that have been discussed with the professor and the Student Life Office. Please make sure you inform the professor as soon as any situation arises. Do NOT wait until the problem is compounded by poor class performance, poor attendance, etc.

Code of Ethics

Students, faculty, administrators and professional staff of the College of Business should always:

- Be forthright and truthful in dealings with all stakeholders
- Take responsibility for one’s actions and decisions
- Serve as an example of ethical decision-making and behavior to others
- Admit errors when they occur, without trying to conceal them
- Respect the basic dignity of others by treating them as one would wish to be treated

Courtesy and Respect

Courtesy and respect are essential ingredients to this course. We respect each other’s opinions and respect others points of view at all times while in our class sessions. The use of profanity and harassment of any form is strictly prohibited (Zero Tolerance), as are those remarks concerning one's ethnicity, life style, religion, etc., violations of these rules will result in appropriate disciplinary actions.

Accommodations for Disability

ASU is committed to the principle that no qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs or activities of the university, or be subjected to discrimination by the university, as provided by the Americans with Disabilities Act of 1990 (ADA), the Americans with Disabilities Act Amendments of 2008 (ADAAA), and subsequent legislation.

Student Affairs is the designated campus department charged with the responsibility of reviewing and authorizing requests for reasonable accommodations based on a disability, and it is the student’s responsibility to initiate such a request by emailing studentservices@angelo.edu, or by contacting:

Mrs. Dallas Swafford
Director of Student Development
Office of Student Affairs
University Center, Suite 112
325-942-2047 Office
**Student absence for religious holidays**

As stated in the Angelo State University Operating Policy and Procedures (OP 10.19 Student Absence for Observance of Religious Holy Day), a student who intends to miss class to observe a religious holy day should make that intention known in writing to the instructor prior to the absence. A student who is absent from classes for the observance of a religious holy day shall be allowed to take an examination or complete an assignment scheduled for that day within a reasonable time after the absence.

**Course Drop**

To view information about how to drop this course or to calculate important dates relevant to dropping this course, you can visit [http://www.angelo.edu/services/registrar_office/course_drop_provisions.php](http://www.angelo.edu/services/registrar_office/course_drop_provisions.php).

**Incomplete as a Course grade**

As stated in the Angelo State University Operating Policy and Procedure (OP 10.11 Grading Procedures), the grade "I" is given when the student is unable to complete the course because of illness or personal misfortune. For undergraduates, an "I" that is not removed before the end of the next long semester automatically becomes an "F". A graduate student will be allowed one year to remove a grade of "I" before it automatically becomes an "F". To graduate from ASU, a student must complete all "I"s.

**Grade Appeal Process**

As stated in the Angelo State University Operating Policy and Procedures (OP 10.03 Student Grade Grievances), a student who believes that he or she has not been held to appropriate academic standards as outlined in the class syllabus, has experienced inequitable evaluation procedures, or inappropriate grading practices, may appeal the final grade given in the course. The burden of proof is upon the student to demonstrate the appropriateness of the appeal. A student with a complaint about a grade is encouraged to first discuss the matter with the instructor. For complete details, including the responsibilities of the parties involved in the grade appeal process and the number of days allowed for completing the steps in the process, see Operating Procedure 10.03 at: [http://www.angelo.edu/content/files/14196-op-1003-grade-grievance](http://www.angelo.edu/content/files/14196-op-1003-grade-grievance).