COURSE NUMBER 7336
Physical Therapy Operations Management
Spring 2020

Instructor: Dr. Robert Wierzowiecki PT, DPT
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Office: 325.227.7295
Office Hours: Half hour before/after class or by appointment

Course Information

Course Description
This course presents an introduction to the theories and application of effective administrative and management strategies including topics such as health care delivery systems, social and public policy, values/motivations, marketing strategies, financial analysis, account management, expense control, financial performance, financial management, management/leadership styles, human resource management, organizational design and structure, organizational diversity, conflict resolution, business structures, health care payers and reimbursement methods, productivity performance and accountability. The course includes lectures, experiential and group case study learning activities. Class will meet Wednesdays at 3:00 PM to 6:00 PM in HHS 216.

Course Credits
3 Credits (3-0-0)

Prerequisite and Co-requisite Courses
Successful completion of previous physical therapy, DPT coursework

Prerequisite Skills
Accessing Internet websites, using ASU Library resources, and proficiency with Microsoft Word and/or PowerPoint are expectations of PT 7336. Completion of previous DPT coursework.
Program Outcomes/Student Learning Outcomes
Upon completion of this course the student will be able to:

- Develop a basic understanding of effective communication, ethics, values, and law – 7B

- Develop basic knowledge to adhere to legal practice standards, including federal, state, and institutional regulations related to patient/client care and fiscal management – 7D1

- Develop basic knowledge to practice in a manner consistent with the APTA code of ethics and core values – 7D4-5

- Develop basic knowledge that will contribute to effective communication with a stakeholder – 7D7

- Develop basic knowledge that will contribute to professional judgement the patient/client perspective, the environment, and available resources – 7D10
  
  - Develop and implement time/task management strategies skills
  - Develop problem-solving skills and study the issues associated with facility, departmental, and personnel problems

- Participate and implement activities that will promote community involvement, volunteerism, advocacy, and leadership – 7D13

- Develop basic knowledge that will contribute to advocacy for the profession and the healthcare needs of society through the legislative and political processes – 7D14

- Develop basic knowledge in preparation for participation in practice management, including marketing, public relations, regulatory and legal requirements, staffing, and continuous quality improvement – 7D43

Course Delivery
Lecture, discussion, small group case work, field investigation, reading assignments, and Blackboard through ASU’s Blackboard Learning Management System
Required Texts and Materials
No text is required for this course and materials will be provided for course projects.

Recommended Texts and Materials

Communication
All communication in class and through technology will be presented in a professional manner.

All effort will be made to respond to email and/or telephone messages within 24 hours during working hours Monday through Friday. Weekend messages may not be returned until Monday.

Written communication via email: All private communication will be done exclusively through your ASU email address. Check frequently for announcements and policy changes.

Grading
Evaluation and Grades

Course grades will be determined as indicated below:

<table>
<thead>
<tr>
<th>Graded Activities</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Roadmap</td>
<td>10</td>
</tr>
<tr>
<td>Delivery of Healthcare Project</td>
<td>10</td>
</tr>
<tr>
<td>Average of Pop Quizzes (3)</td>
<td>10</td>
</tr>
<tr>
<td>Test I</td>
<td>20</td>
</tr>
<tr>
<td>Test II</td>
<td>20</td>
</tr>
<tr>
<td>Final Test</td>
<td>30</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

The following grading scale is in use for this course:
A = 90.00-100 points
B = 80.00-89.99 points
C = 70.00-79.99 points
D = 60.00-69.99 points
F = 0-59.99 points (Grades are not rounded up)

Teaching Strategies
Students are expected to be “active learners.” It is a basic assumption of the instructor that students will be involved (beyond the materials and lectures presented in the course) discovering, processing, and applying the course information using peer-review journal articles, researching additional information and examples on the Internet, and discussing course material and clinical experiences with their peers.

Assignment Submission
All assignments and exams will be presented in class during established course schedule. Changes in format and schedule may be possible.

Late Work or Missed Assignments Policy
Late assignments, quizzes, and exams will be schedule for make-up prior to the next attended class.

General Policies Related to This Course
All students are required to follow the policies and procedures presented in these documents:

- Angelo State University Student Handbook
- Angelo State University Catalog

Student Responsibility and Attendance
Appropriate professional behaviors and attendance are required, and if not demonstrated will affect your grade. Professional behaviors include contributing to group activities and participating in preparation activities and scheduled class sessions.

Academic Integrity
Students are expected to maintain complete honesty and integrity in all work. Any student found guilty of any form of dishonesty in academic work is subject of disciplinary action and possible expulsion from ASU.

The College of Health and Human Services adheres to the university’s Statement of Academic Integrity.
Accommodations for Students with Disabilities

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 Disability Services is located in the Office of Student Affairs, and is the designated campus department charged with the responsibility of reviewing and authorizing requests for reasonable accommodations based on a disability. It is the student’s responsibility to initiate such a request by contacting an employee of the Office of Student Affairs, in the Houston Harte University Center, Room 112, or contacting the department via email at ADA@angelo.edu. For more information about the application process and requirements, visit the Student Disability Services website. The employee charged with the responsibility of reviewing and authorizing accommodation requests is:

Dallas Swafford
Director of Student Disability Services
Office of Student Affairs
325-942-2047
dallas.swafford@angelo.edu
Houston Harte University Center, Room 112

Incomplete Grade Policy

It is policy that incomplete grades be reserved for student illness or personal misfortune. Please contact faculty if you have serious illness or a personal misfortune that would keep you from completing course work. Documentation may be required. See ASU Operating Policy 10.11 Grading Procedures for more information.

Plagiarism

Plagiarism is a serious topic covered in ASU’s Academic Integrity policy in the Student Handbook. Plagiarism is the action or practice of taking someone else’s work, idea, etc., and passing it off as one’s own. Plagiarism is literary theft.

In your discussions and/or your papers, it is unacceptable to copy word-for-word without quotation marks and the source of the quotation. It is expected that you will summarize or paraphrase ideas giving appropriate credit to the source both in the body of your paper and the
reference list. Papers are subject to be evaluated for originality. Resources to help you understand this policy better are available at the ASU Writing Center. 

Student Absence for Observance of Religious Holy Days

A student who intends to observe a religious holy day should make that intention known in writing to the instructor prior to the absence. See ASU Operating Policy 10.19 Student Absence for Observance of Religious Holy Day for more information.

Copyright Policy

Students officially enrolled in this course should make only one printed copy of the given articles and/or chapters. You are expressly prohibited from distributing or reproducing any portion of course readings in printed or electronic form without written permission from the copyright holders or publishers.

Syllabus Changes

The faculty member reserves the option to make changes as necessary to this syllabus and the course content. If changes become necessary during this course, the faculty will notify students of such changes by email, course announcements and/or via a discussion board announcement. It is the student’s responsibility to look for such communications about the course on a daily basis.

Title IX at Angelo State University

Angelo State University is committed to providing and strengthening an educational, working, and living environment where students, faculty, staff, and visitors are free from sex discrimination of any kind. In accordance with Title VII, Title IX, the Violence Against Women Act (VAWA), the Campus Sexual Violence Elimination Act (SaVE), and other federal and state laws, the University prohibits discrimination based on sex, which includes pregnancy, and other types of Sexual Misconduct. Sexual Misconduct is a broad term encompassing all forms of gender-based harassment or discrimination and unwelcome behavior of a sexual nature. The term includes sexual harassment, nonconsensual sexual contact, nonconsensual sexual intercourse, sexual assault, sexual exploitation, stalking, public indecency, interpersonal violence (domestic violence or dating violence), sexual violence, and any other misconduct based on sex.

You are encouraged to report any incidents involving sexual misconduct to the Office of Title IX Compliance and the Director of Title IX Compliance/Title IX Coordinator, Michelle Boone, J.D. You may submit reports in the following manner:

Online: www.angelo.edu/incident-form
Face to face: Mayer Administration Building, Room 210
Phone: 325-942-2022
Email: michelle.boone@angelo.edu

Note, as a faculty member at Angelo State, I am a mandatory reporter and must report incidents involving sexual misconduct to the Title IX Coordinator. Should you wish to speak to someone in confidence about an issue, you may contact the University Counseling Center (325-942-2371), the 24-Hour Crisis Helpline (325-486-6345), or the University Health Clinic (325-942-2171).

For more information about resources related to sexual misconduct, Title IX, or Angelo State’s policy please visit: www.angelo.edu/title-ix.

Course Schedule

<table>
<thead>
<tr>
<th>Date</th>
<th>Lecture content</th>
<th>Contact Hours</th>
<th>Assignments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/15/2020</td>
<td>Course introduction, TruColor designation, Global Healthcare</td>
<td>3</td>
<td>Group Assignment</td>
</tr>
<tr>
<td>1/22/2020</td>
<td>Group Discussion of Global Healthcare Topics, Acute Care</td>
<td>3</td>
<td>Group Assignment</td>
</tr>
<tr>
<td>1/29/2020</td>
<td>Group Discussion of Acute Care Topics, Inpatient Rehab</td>
<td>3</td>
<td>Test Review</td>
</tr>
<tr>
<td>2/5/2020</td>
<td>Test I</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>2/12/2020</td>
<td>Time/Task Strategy skills, Skilled Nursing/PDPM</td>
<td>3</td>
<td>Group Assignment</td>
</tr>
<tr>
<td>2/19/2020</td>
<td>Group Discussion of SNF, Home Health/PDGM</td>
<td>3</td>
<td>BlackBoard</td>
</tr>
<tr>
<td>2/26/2020</td>
<td>Bundled Payment system</td>
<td>3</td>
<td>Test Review</td>
</tr>
<tr>
<td>3/4/2020</td>
<td>Test II</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>3/11/2020</td>
<td>No Lecture-Spring Break</td>
<td>3</td>
<td>BlackBoard</td>
</tr>
<tr>
<td>3/18/2020</td>
<td>Human Resources</td>
<td>3</td>
<td>BlackBoard</td>
</tr>
<tr>
<td>3/25/2020</td>
<td>Group assig/Collaboration, Project Draft Due</td>
<td>3</td>
<td>BlackBoard</td>
</tr>
<tr>
<td>4/1/2020</td>
<td>HealthCare Agencies</td>
<td>3</td>
<td>BlackBoard</td>
</tr>
<tr>
<td>4/8/2020</td>
<td>Strategic Management</td>
<td>3</td>
<td>BlackBoard</td>
</tr>
<tr>
<td>4/15/2020</td>
<td>Big Picture-Wrap Up</td>
<td>3</td>
<td>BlackBoard</td>
</tr>
<tr>
<td>4/22/2020</td>
<td>Final Exam Week</td>
<td>3</td>
<td>BlackBoard</td>
</tr>
<tr>
<td>4/29/2020</td>
<td>Project Presentations</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>5/6/2020</td>
<td>End of semester</td>
<td>3</td>
<td></td>
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</tbody>
</table>
Student Evaluation of Faculty and Course

Students in all programs are given the opportunity to evaluate their courses and the faculty who teach them. Evaluations are most helpful when they are honest, fair, constructive, and pertinent to the class, clinical experience, or course. Faculty value student evaluations, and use student suggestions in making modifications in courses, labs and clinical experiences.

Angelo State University uses the IDEA (Individual Development and Educational Assessment) system administered through Kansas State University for all course evaluations. The Office of Institutional Research and Assessment administers IDEA for the entire university, online and has established a policy whereby students can complete course evaluations free from coercion.

The faculty and course will be evaluated with the focus on the following objectives:

1. Gaining a basic understanding of the subject (e.g., factual knowledge, methods, principles, generalizations, theories)
2. Learning to apply course material (to improve thinking, problem solving, and decisions)

End of Syllabus

1 https://www.angelo.edu/student-handbook/
2 https://www.angelo.edu/catalogs/
3 https://www.angelo.edu/student-handbook/community-policies/academic-integrity.php
4 https://www.angelo.edu/services/disability-services/
5 https://www.angelo.edu/content/files/14197-op-1011-grading-procedures
6 https://www.angelo.edu/student-handbook/community-policies/academic-integrity.php
7 https://www.angelo.edu/dept/writing_center/academic_honesty.php
8 https://www.angelo.edu/content/files/14206-op-1019-student-absence-for-observance-of