Managing Healthcare Human Resources

HCA 340

Southwestern College Professional Studies

COURSE SYLLABUS

I. Course Catalog Description

A key factor of success for an organization is how well its employees are engaged in its initiatives and routine operations while maintaining human resource legal and regulatory requirements and generally accepted practice. Specific considerations for healthcare organizations include clinical governance, credentialing, and licensure. Learners examine the interrelationships of human resource, clinical governance, and the delivery of patient-centric care and services. In addition, they explore staffing and employment functions; training and development; compensation and benefits; labor relations; credentialing and licensure; and legal and regulatory requirements. Management considerations within a multicultural environment are also addressed. *Prerequisite: COM 125. Prior study of healthcare legal, regulatory, and accreditation requirements is highly recommended*.

II. Required and Supplementary Instructional Materials

Fried, B. J., & Fottler, M. D. (2015). Human resources in healthcare (4th ed.). Chicago, IL: Health Administration Press.

III. Course Delivery

This course is delivered in a fully online format through Southwestern College's Blackboard (Bb) learning management system.

Online courses typically contain a blend of synchronous (real-time) and asynchronous (not real-time) material. Depending on the course, you may be required at times to interact "live," which might mean attending a scheduled Collaborate session. You may also be required to view or listen to a lecture or other video on a specific date and time. Of course, if there are circumstances that prohibit you from logging in to a scheduled synchronous activity, an alternate assignment will be provided. Please refer to the Course at a Glance section which will note any synchronous activities.

IV. Learning Outcomes

Learning outcomes describe the knowledge, skills, values, and attitudes that learners gain as the result of a particular learning experience. Southwestern College Professional Studies has learning outcomes specific to each program of study that are in line with the institutional outcomes of critical thinking, ethical reasoning, leadership, communication, and career preparation. Course outcomes support program outcomes and are listed below.

Upon successfully completing this course, the learner will be able to:
1. Describe the integration of human resources into a healthcare organization's overall business strategy.
2. Compare the common role of human resources in business to the role of human resources in healthcare organizations with consideration for clinical governance, credentialing, licensure, and other factors unique to the healthcare industry.
3. Use the principles of learning to design, develop, deliver, and evaluate employee training and development programs in healthcare organizations.
4. Evaluate staffing, employment, employee performance appraisal, compensation, and benefits management methods in healthcare organizations.
5. Analyze employee rights, labor relations, and the legal risks and requirements related to equal protection and safety in a healthcare organization.

6. Apply ethical and socially responsible practices to human resource management in healthcare organizations.

At the end of the course, learners may vary in their ability to achieve these outcomes. You are more likely to achieve these outcomes only if you attend class and/or online activities as required by the syllabus, complete the requirements for all assignments to the best of your ability, participate actively in class activities and group work as directed, and study diligently for exams.

V. Expectations

Learners can expect the instructor to:
- Respond to e-mail and phone contact attempts promptly (if you do not receive a response after 48 hours please follow-up as a technology glitch may have occurred)
- Substantially participate in weekly discussions/lecture
- Employ impartial and consistent grading practices
- Provide assignment grades and feedback in one week or less

Instructors can expect the learner to:
- Review the syllabus in its entirety requesting clarification prior to beginning week 1 coursework
- Obtain access to the required course materials prior to the class start date or notify the instructor of any delay no later than Tuesday of week 1 of the course
- Review and abide by the Professionalism and Academic Expectations at Professional Studies document
- Use their assigned **sckans.edu** email account rather than a personal email address for all communications to the instructor, per Southwestern College policy
- Submit course assignment questions with enough notice to receive and incorporate feedback prior to the assignment due date (see course late policy)
- Possess basic skills in Microsoft Office, and have the ability to access Blackboard
- Include the course ID (Ex: CORE101) on all e-mail correspondence
- Check Blackboard course announcements often during the course
- Communicate with instructors and classmates in a professional and respectful manner
- Substantially participate in weekly discussion/lecture (it is strongly suggested that Bb posts be prepared in a word processing software application then checked for grammar errors prior to submission)
- Submit assignments via the appropriate avenue (e.g. discussion board, Bb assignment link, etc.)
- Adhere to the Southwestern College Student Code of Conduct and Standards of Academic Integrity
- Create and submit original work

VI. Grading Scale and Criteria

Grade	Quality Points	Course Scale
A+	4.00	100%
A	4.00	94.0-99.9%
A-	3.67	90.0-93.9%
B+	3.33	87.0-89.9%
B	3.00	84.0-86.9%
B-	2.67	80.0-83.9%
C+	2.33	77.0-79.9%
C	2.00	74.0-76.9%
C-	1.67	70.0-73.9%
D+	1.33	67.0-69.9%

Grade	Quality Points	Course Scale
D	1.00	64.0-66.9%
D-	0.67	60.0-63.9%
F	0.00	< 60.0%

Grade:	Criteria and Guidelines:
A+	The grade of A+ is reserved for a perfect score (100%) of all work in a course.
A	Superior work: Superior performance that far exceeds the minimum expectations and demonstrates an excellent understanding of the concepts addressed in the course.
B	Above average work: Good performance that exceeds the minimum expectations and demonstrates a higher than average understanding of the concepts addressed in the course.
C	Average Work: Adequate performance that meets the minimal expectations and demonstrates a basic understanding of the concepts addressed in the course.
D	Minimally acceptable work for receiving credit: Below average performance that does not meet the minimum expectations and/or does not demonstrate a basic understanding of the concepts addressed in the course.
F	Failure: Unacceptable performance. No credit will be awarded, but the grade will be included in GPA calculations.
WF	Withdraw/Fail: A final grade of WF will be recorded for learners who either never access/attend or submit any assignments for courses.
WD, AW, I, S, W, WM	Please refer to the Grading System section of the appropriate catalog.

VII. College Policies

Students are expected to read and abide by the college policies as listed in the appropriate catalog:

- Undergraduate Catalog: For learners who do not possess a bachelor's degree, are pursuing an additional bachelor's degree or for graduate learners who are enrolled in 100-400 level courses.
- Graduate Catalog: For learners who have earned a bachelor's degree and are pursuing a master's degree or graduate level certificate or learners who are enrolled in 500+ level courses.

Non-Discrimination Policy
Student Code of Conduct
Academic Integrity Policy
Policies for Dealing with Violations of Academic Integrity
Incomplete Policy
Withdraw Policy

VIII. Course Policies

Students are expected to read and abide by the course policies found in the instructor-specific syllabus located in the Blackboard course.

IX. Technology Requirements

X. Citation

Check the Academic Resources link in the course menu of your Blackboard course to find the specific requirements and resources for formatting manuscripts and documenting various kinds of sources when submitting written work.

XI. SafeAssign®

This instructor may use SafeAssign®, which is a system that allows for checking the originality of writing and proper citing.   Your assignments may be run through this software.

XII.	**Course Requirements:**

Requirements	Number of Assignments	Points Possible	Percent of Grade
Discussions	6	120	12%
Case Study Paper	1	75	7.5%
Final Case Study Paper	1	150	15%
Web Exercise Papers	2	80	8%
Midterm PowerPoint Presentation	1	150	15%
Healthcare Leadership Interview	1	125	12.5%
Mastery Activities	2	300	30%
Total Points		**1000**	**100%**

XIII.	**Course at a Glance:**

Unit	Reading & Preparation Activities	Graded Work Due
1	• Read Chapters 1, 2, 3 • Read: SHRM article. The significance of strategic human resource management. Graeme Salaman, John Storey, and Jon Billsberry.	• Unit 1 Discussion • Unit 1 The Significance of Strategic Human Resource Management
2	• Read Chapters 4, 5, & 7 • Attend Collaboration Session	• Unit 2 Discussion • Unit 2 Case Study
3	• Read Chapters 6, 8, & 9 • Conduct Healthcare Leadership interview	• Unit 3 Discussion • Unit 3 Mid Term - PowerPoint Presentation • Unit 3 Mastery Activity 1
4	• Read Chapters 10 & 11 • View Web Slideshow. 5 Trends in Benefits for 2015. Employee Benefit News.	• Unit 4 Discussion • Unit 4 Review – 5 Trends in Benefits for 2015
5	• Read Chapters 12 & 13 • Attend Collaboration Session – Healthcare Leadership Interview results	• Unit 5 Discussion • Unit 5 Healthcare Leadership Interview
6	• Read Chapters 14 & 15 • Watch YouTube Video - Ethics Video – from ER – Discussion of ethics from a provider perspective in the Emergency Room of a large metropolitan hospital	• Unit 6 Discussion • Unit 6 Final - Case Study • Unit 6 Mastery Activity 2

XIV.	**College Resources**
	Advising
	Self-Service
	Withdraw Form
	Blackboard Learn
	SCPS Bookstore
	Deets Library
	Online Writing Center: View this brief video tutorial that explains how to enroll in Blackboard
	IT Support: sc.helpdesk@sckans.edu or 620.229.6444.

XV.	**ADA Compliance Statement**
	Students in this course who have a disability preventing them from fully demonstrating their academic abilities should contact Steve Kramer, Disability Services Coordinator. This will begin the disability verification process and allow discussion of accommodations. He can be reached at (620) 229-6307 or (toll

free) at 1-800-846-1543, or by email at steve.kramer@sckans.edu. The web page for Disability Services can be found here: http://www.sckans.edu/student-services/1st-class/sc-access/.

XVI. **Senior Capstone and Graduate Projects:**
The majority of the programs offered by Southwestern College Professional Studies conclude with a Senior Capstone or Graduate Project. During the Capstone or Project course students will be required to retrieve papers, assignments and projects that they created during their entire program of study. For this reason it is imperative that students design a method of storing program course work for use during their final class at Southwestern College Professional Studies. Backing up course work files regularly to a secondary storage location as well (e.g., thumb drive, external hard drive, Office 365 OneDrive, etc.) is strongly recommended in case the primary means of storage is damaged or lost.