

STATE UNIVERSITY OF NEW YORK
COLLEGE OF TECHNOLOGY
CANTON, NEW YORK



MASTER SYLLABUS

COURSE NUMBER – COURSE NAME

HSMB 101 – Introduction to Healthcare Management

CIP Code: 51.0701

For assistance determining CIP Code, please refer to this webpage

<https://nces.ed.gov/ipeds/cipcode/browse.aspx?v=55>

or reach out to Sarah Todd at todds@canton.edu

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Updated by: Marela Fiacco

School of Business and Liberal Arts

Department: Healthcare Management

Semester/Year: Fall, 2023

- A. TITLE: Introduction to Healthcare Management
- B. COURSE NUMBER: HSMB 101
- C. CREDIT HOURS: (Hours of Lecture, Laboratory, Recitation, Tutorial, Activity)

Credit Hours: 3
 # Lecture Hours: 3 per week
 # Lab Hours: per week
 Other: per week

Course Length: 15 Weeks

- D. WRITING INTENSIVE COURSE: Yes No
- E. GER CATEGORY: None: Yes: GER
If course satisfies more than one: GER
- F. SEMESTER(S) OFFERED: Fall Spring Fall & Spring

G. COURSE DESCRIPTION:

This course introduces the student to the health care system in the United States and to the role of the health services manager. The course offers an overview of health care system components, management concepts, goal setting, budgeting, organizing, team building and leadership concepts. The importance of communication in health care management area will be stressed. Incorporated into the weekly class sessions, the instructor will have the opportunity to discuss observational experiences to acquaint the student with the management and physical makeup of health care organizations

- H. PRE-REQUISITES: None Yes If yes, list below:

CO-REQUISITES: None Yes If yes, list below:

- I. STUDENT LEARNING OUTCOMES: (*see key below*)

By the end of this course, the student will be able to:

<u>Course Student Learning Outcome</u> [SLO]	<u>Program Student Learning Outcome</u> [PSLO]	<u>GER</u> [If Applicable]	<u>ISLO & SUBSETS</u>

1. Define management and differentiate from leadership.	Compare practices of professionalism in the healthcare setting.		4-Soc Respons ISLO ISLO	ER Subsets Subsets Subsets
2. Describe the planning, organizing, decision making and problem solving phases of management.	Analyze alternative management solutions in healthcare related problems and challenges.		2-Crit Think ISLO ISLO	PS Subsets Subsets Subsets
3. Discuss the process of developing health care management teams and how to effectively communicate in teams to meet the goals of the healthcare organization	Demonstrate cultural competence in healthcare through collaboraiton and teamwork.		5-Ind, Prof, Disc, Know Skills ISLO ISLO	Subsets Subsets Subsets Subsets
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KEY	<u>Institutional Student Learning Outcomes [ISLO 1 – 5]</u>
ISLO #	ISLO & Subsets
1	Communication Skills Oral [O], Written [W]
2	Critical Thinking <i>Critical Analysis [CA] , Inquiry & Analysis [IA] , Problem Solving [PS]</i>

3	Foundational Skills <i>Information Management [IM], Quantitative Lit./Reasoning [QTR]</i>
4	Social Responsibility <i>Ethical Reasoning [ER], Global Learning [GL], Intercultural Knowledge [IK], Teamwork [T]</i>
5	Industry, Professional, Discipline Specific Knowledge and Skills

*Include program objectives if applicable. Please consult with Program Coordinator

J. APPLIED LEARNING COMPONENT: Yes No

If YES, select one or more of the following categories:

- | | |
|---|--|
| <input type="checkbox"/> Classroom/Lab | <input type="checkbox"/> Civic Engagement |
| <input type="checkbox"/> Internship | <input type="checkbox"/> Creative Works/Senior Project |
| <input type="checkbox"/> Clinical Placement | <input type="checkbox"/> Research |
| <input type="checkbox"/> Practicum | <input type="checkbox"/> Entrepreneurship |
| <input type="checkbox"/> Service Learning | (program, class, project) |
| <input type="checkbox"/> Community Service | |

K. TEXTS:

Buchbinder, S., Shanks, N., Introduction to Health Care Management, 4th, Ed. Jones and Bartlett

L. REFERENCES:

M. EQUIPMENT: None Needed:

N. GRADING METHOD: A-F

O. SUGGESTED MEASUREMENT CRITERIA/METHODS:

Assignments, discussions, and quizzes will be used to measure the attainment of course objectives. Student participation will be included in the evaluation process. The Inbound Peregrine exam will be used as a final comprehensive examination.

P. DETAILED COURSE OUTLINE:

1. Management in the Health Care Context

- a) Management functions
- b) Managing individuals and groups
- c) Management roles
- d) Special management considerations in health care

2.Planning

- a) Goal setting and planning

- b) Diagnosing problems**
- c) Solving planning problems**
- d) Operational planning**
- e) Project planning**
- f) Strategic planning**
- g) Forecasting**

3. Budgeting

- a) Purpose**
- b) Process**
- c) Problems-Diagnosing**
- d) Pit falls**
- e) Fixed and variable expenses**
- f) Capital budgeting**

4. Organizing

- a) Organization of work and jobs**
- b) Selecting team members**
- c) Promoting team work**
- d) Decision making and problem solving process**

5. Leading

- a) Motivation**
- b) Leadership**
- c) Power and lateral relations**

6. Communication

- a) Communicational basics**
- b) Nonverbal communications**
- c) Communications in organizations**
- d) Improving verbal communications**
 - 1. Managing the environment**
 - 2. Listening**
 - 3. Meetings**
- e) Improving written communications**

7. Managing Change

- a) The change process**
- b) Levels and types of change**
- c) Resistance to change**
- d) Overcoming resistance to change**

.Quality

- a) Defining quality**
- b) Conformance to specifications**
- c) Meeting customer requirements**
- d) Quality in health care**
- e) Outcomes measurement**
- f) Benchmarking**
- g) Implementation of TQM/CQI**

9. Stress in the Workplace

- a) Definition**

- b) Principles**
- c) Eustress**
- d) Distress**
- e) Stress Management practices**
- f) Handling conflicts in the workplace**

Q. LABORATORY OUTLINE: None Yes