SPC St. Petersburg College

COLLEGE OF HEALTH SCIENCES

COURSE SYLLABUS

Health Services Management Concepts
HSA 2182, Section 1079
Online Instruction
Semester Code 0530, Summer 2016-2017

View the Syllabus Addendum, which provides the most current version of fluid information, such as the academic calendar.

WELCOME

Welcome to Health Service Management Concepts! I am delighted to be your instructor. This class is interesting, but fast-paced because you will learn theories and best practices for an aspect of managing a medical office or clinic within each module. Furthermore, you will demonstrate critical thinking skills and apply the principles you have learned from the readings. During this 8-week period, I look forward to getting to know each of you through your discussions. To begin the course, please read the entire syllabus and complete the Syllabus Acknowledgement, which is located on the last page of this syllabus. You also have to submit the signed and dated Syllabus Acknowledgement form through the Dropbox in Module 1. (Please note: *By course completion, each student must **submit proof of current CPR certification** valid for two (2) years that covers cardiac and breathing emergencies in adults, including the use of AED, & infant/child CPR, from American Heart Association or American Red Cross.*)

INSTRUCTOR

Name: Adam Smith, MBA
Email: smith.adam@spcollege.edu
Phone: COHS office (727) 341-4195
Office and Online Chat Hours: Off-Campus; Please email within MyCourses for phone appointment
Instructor Web Page: https://web.spcollege.edu/instructors/id/smith.adam

ACADEMIC DEPARTMENT

DEAN

Name: Rebecca Ludwig, Ph.D.
Administrative Services Specialist: Sandy Malkin
Office Location: COHS Office, HEC, Room 179
Office Phone Number: 727-341-3771
Email: ludwig.rebecca@spcollege.edu

ACADEMIC CHAIR

Name: Eboni Anderson, DHEd(c), MA, MEd, MSW, LLPC, CHES
Office Location: COHS Office, HEC, Room 181
Office Phone Number: (727) 341-4632
Email: anderson.eboni@spcollege.edu

WEBSITE

URL: http://www.spcollege.edu/hsas

COURSE INFORMATION

Course Description: This course is designed for the organized presentation of current issues within the health care system. Emphasis focuses on diverse areas of health and is appropriate for persons directly or indirectly involved in the provision of health care or health education. Curriculum & Instruction (C&I) documents for this course can be located in CurricUNet: http://www.curricunet.com/stpetersburg/reports/course_outline_pdf.cfm?courses_id=7600

Course Goals and Objectives:

1. **The student will interpret safety, quality, and performance procedures by being able to:**

   a. Explain risk management procedures
   b. Describe benchmarking in medical practice
   c. Discuss total quality management strategies
   d. Compare total quality management and performance improvement

2. **The student will document compliance with accreditation standards of governmental and other relevant organizations, using technology based-incentive programs where applicable, by being able to:**

   a. Describe process for coordination of benefits
   b. Discuss how claims are managed from approval to payment for third party payers
   c. Develop a procedure for security of health information, including electronic data, that is compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA)
   d. Identify federal and state regulations governing management of medical records
   e. Explain benefits of compliance with federal and private insurance incentive programs, e.g. Meaningful Use of EHR- All Stages and Shared Savings for Accountable Care Organizations

3. **The student will demonstrate leadership in administrative skills in management of health care facilities by being able to:**

   a. Revise an organizational chart to accommodate growth of a medical facility
   b. Identify common resources for long term and short term planning
   c. Develop a protocol for patient flow through the medical process
   d. Create a training module on exceptional customer service for patient encounters
   e. Explain the credentialing process for physician practice privileges

4. **The student will apply human resource management strategies by being able to:**

   a. Develop a recruitment plan
   b. Explain effective retention strategies for motivating employees
   c. Describe employment laws related to human resource management
   d. Evaluate policies related to job descriptions, safety, and emergency preparedness

5. **The student will present proof of current CPR certification valid for 2 years that covers cardiac and breathing emergencies in adults, including the use of AED, & infant/child CPR, from American Heart Association or American Red Cross by the end of this course.**

Prerequisites: None

Availability of Course Content: This is an online, eight (8) week course; <u>this course is not self-paced</u>. Module/weekly pages will generally open at least by Monday morning at 8 a.m. ***Please check the course snapshot for complete details on beginning and ending dates of modules/weeks.*** Due to its shortened timeframe, Module/week 8 may have different open and close dates. As such, all dates are posted in the course snapshot and are non-negotiable.

REQUIRED TEXTBOOK & OTHER RESOURCE INFORMATION

Required Textbook:
1. Ziesemer, B. G. (2013). *Medical office management and technology: An Applied Approach* (1st ed.). Baltimore, MD: Lippincott, Williams & Wilkins.
   ISBN: 9781608317424

Online Library: To logon to the Online Library through the SPC homepage, use your Student ID number and the last 4 numbers of your Social Security Number. For library help you may contact the Health Education Center library for assistance. The library staff can provide you with immediate assistance during the hours they are open.

View the [Textbooks](#) site
View the [Libraries](#) site

LEARNER SUPPORT

Accessibility Services: St. Petersburg College recognizes the importance of equal access for all students. Accessibility Services is the campus office that works with students who have disabilities to provide and/or arrange reasonable accommodations. Instructors may not grant accommodations without proper notification from this Office. Due to the nature of all health programs, including the Veterinary Technology Program, accommodations requested for labs and/or a clinical will be determined by a committee that includes the HEC Accessibility Coordinator, Academic Chair, Dean, and other professionals deemed appropriate and on a

case-by-case basis. These requests must be made prior to the semester starting or in the first few weeks. Students registered with Accessibility Services are encouraged to contact their instructors early in the semester. Students who have, or think they may have, a disability (e.g. learning disability, ADD/ADHD, psychiatric, medical/orthopedic, vision, and/or hearing), are invited to contact Accessibility Services for a confidential discussion at 727-341-3721 (V/TTY) or at silvers.stefanie@spcollege.edu. Additional information is available at the college-wide Accessibility Services website.

View the Accessibility Services site

Learning Resource Specialist: A Learning Resource Specialist is available to any student who desires help and direction with writing skills. This includes students who live away from the St. Petersburg area. This service is provided at no cost and is administered through the New Initiative Program (NIP). Students can call the NIP Center for further information at 727-341-3724. When using the resource specialists' services, please provide the name of your instructor as well as the course you are taking. While these services are provided to you by the college, the responsibility to contact the learning resource specialist lies with the student. Have your assignment completed and ready for the learning resource specialist by Thursday at 5PM of the week in which the assignment is due. It is not the responsibility of the learning resource specialists to correct your work and return for your submission, but rather, to help you improve your writing skills and critical thinking abilities.

Smarthinking: This service is available to all students through The Learning Management System homepage. Once you have signed into The Learning Management System homepage, please look in the box titled Institutional Resources. Here you will see a link for Smarthinking Student Tutoring. You may be asked to import an old account for Smarthinking, please click cancel and you will be directed to the homepage. Here you will use the drop down box for Submit Your Writing; Essay Center.

Computer Assistance: If you experience problems accessing the course online, accessing materials, posting assignments or any other hardware or software issues, please contact the "HELPDESK" at 727-341-4357 or email onlinehelp@spcollege.edu. The HELPDESK is staffed daily from 7:00 a.m. to midnight.

Computer Requirements: Please visit http://web.spcollege.edu/helpdesk/starthere.php.

Computer Issues: Personal computer issues can happen from time to time. It is your responsibility to contact your instructor should a problem arise. Additionally, any computer issues will not extend the due date for assignments, discussions, or quizzes. All due dates are listed in the course snapshot.
View the Academic Support site
View the On-Campus and Online Support site
View the Student Services site

View the [MyCourses (Brightspace by D2L) Accessibility Statement](#)
View the [MyCourses (Brightspace by D2L) Privacy Statement](#)

IMPORTANT DATES

Course Dates: May 15, 2017 – July 5, 2017
Drop Date: May 19, 2017
Withdrawal Date: June 15, 2017
Financial Aid Dates: View the [Financial Aid Dates](#) site

DISCIPLINE-SPECIFIC INFORMATION

All submissions should conform to the Style Guide based on APA provided in every Health Sciences core course in MyCourses. Refer to it before submitting every assignment to follow the correct format.

In this course, and the AS-Health Sciences program, we expect students to demonstrate the ability to integrate critical thought with a synthesis of the reading they do for assignments. **Use your own words** to communicate facts as well as your knowledge, thoughts, reactions, and reflections. **Do not cut and paste quoted material into an assignment** even with proper citation.

Students are expected to demonstrate appropriate paraphrasing, in-text citations, and references. Use of quoted material, or work that has not been properly paraphrased, cited, or referenced will result in point loss.

Course Time Commitment: This College of Health Sciences online course is organized into 8 weekly Modules and requires your active participation. Expect to spend about 6-8 hours of time per week for each course.

Holidays: All due dates are posted in the course snapshot. Please plan ahead for all religious and personal holidays so that your work is not considered late.

Assignments/Discussion Postings: Each week you will be required to complete assignments and/or discussion postings. The assignments may consist of chapter questions, weekly case reviews, knowledge assessments (quizzes), reaction papers, weekly summaries, PowerPoint presentations, worksheets, and other written assignments as assigned. All weekly assignments are due by Sunday night at midnight EST or as stated in the course snapshot. All first original discussion postings are due by Thursday night at midnight EST. All discussion replies are due by Sunday at midnight EST. Due to the pace of this course and the eight (8) week format, **it is**

easy to get behind. I strongly urge you to communicate with me in the event of an emergency or unexpected situation. All assignments must be submitted to the dropbox as an attachment.

Late Policy for All Students in This Course – Please Read Carefully

    A. Late Assignments (Examples: Papers, PowerPoints, Projects, Worksheets, etc.):
- If you experience extenuating circumstances, contact the instructor **prior** to the due date and/or submission deadline.
- Assignments submitted within 24 hours of the due date – worth 80% of their graded value (grade achieved, minus 20%).
- Failure to submit any assignment within 24 hours of the due date will result in a zero for the assignment. All due dates are listed in the Course Snapshot. No assignments will be accepted 24 hours beyond the due date.
- Assignments and Discussions from Module 7 and Module 8 will not be accepted past their stated due dates in the Course Snapshot.

    B. Late policy for Quizzes and Discussion Forums:
- Quizzes may not be made up; the due date is in the Course Snapshot.
- Discussion postings made after the midnight Sunday deadline for any module will not receive credit and cannot be made up.

Resubmission of Work: All work that is submitted for grading in a College of Health Sciences (COHS) course must be original to that course attempt. When a student attempts a COHS course for a second or third time no previously submitted assignments, discussion forums, or quizzes may be submitted for grading**. If work is resubmitted in a subsequent attempt at a course, this is considered self-plagiarism and is as serious as other forms of plagiarism.** Please make sure to carefully read the assignment or discussion forum directions, and complete a new original assignment. This includes references and citations; new source material must also be used. All forms of plagiarism will be reported to the Dean's Office.

ATTENDANCE

For this class, *active* participation/attendance is defined as logging into the course *throughout* the week, participating in online discussion forums and completing and submitting required assignments, quizzes & posting forums by the posted due dates *each* week of the course. Thus, simply logging in does *not* constitute attendance.

Week 1 Attendance Due Date: May 22, 2017
Week 2 Attendance Due Date: May 29, 2017
60% Attendance Due Date: June 19, 2017

Please see the link to the college-wide attendance policy for additional details:
[Syllabus Addendum](#)

GRADING

Letter Grade	Percent	Points Range
A	90-100%	270 - 300
B	80-89%	240 - 269
C	70-79%	210 - 239
D	60-69%	180 - 209
F	$\leq$ 59%	0 - 179

Incomplete Grade Information: Please visit and scroll to the bottom of the page
http://www.spcollege.edu/catalog_academics/#GradingSystem

ASSIGNMENTS
Important Course Information:
- All module assignments are due by Sunday night at midnight EST or as stated in the course snapshot.
- All first original discussion postings are due by Thursday night at midnight EST. All discussion replies are due by Sunday at midnight EST.

COURSE SNAPSHOT

HSA 2182, #1079		
Health Services Management		
Module & Text Reading/Topics	Discussion Posting Forums (points)	Assignments (points)/Readings
Module 1 Introduction to Health Services Management and Application of Management Principles May 15, 2017 – May 21, 2017	Assignment 1 (10 pts)	1. View Narrated PPT "Introduction to Management in Today's Health Services Settings and SHARE Principles"; All D2L content for Module 1 2. Post a discussion thread introducing yourself. 3. Create an account on the publisher's student resource site (The Point) Note practice quizzes available for each chapter to help prepare for cumulative final. 4. Assignment 1: Go to "the Point" and view the video clip "The Widow" and submit the assignment identifying errors made by the manager and how you would have handled the situation using SHARE principles (10 pts)(course objective #3.d) **
Module 1 Cont. Application of Management Principles in Health Services	Assignment 2 (15 pts) Assignment 3 (10 pts)	5. Read Chapter 2 in text (note each chapter has a built-in Workbook starting after the review questions) 6. Assignment 2: See page 49, Ch. 2 Wrkbk # 2.C. and submit revised organization chart for expansion of office. (15 pts)(obj.#3.a) 7. Assignment 3: List and describe resources and protocols for both long-term (strategic) and short-

May 15, 2017 – May 21, 2017		term medical office planning and submit. (10 pts)(obj. 3.b)
Module 2 Leading Through Teambuilding May 22, 2017 – May 28, 2017	Discussion 1 (up to 15 pts) Assignment 1 (10 pts) Assignment 2 (20 pts)	1. Read Text: Chapter 3; All D2L content for Module 2 topics 2. Discussion Forum 1 Post discussion on retention and motivation of employees (Graded discussions 15 pts each; up to 10 for posting and up to 5 for replies) (15 pts) (obj#4.b) 3. Assignment 1: Go to "the Point" and view the video clip "Attendance Issues" and submit the assignment described on page 70, #3D in text. (10 pts) (obj #4.b) 4. Assignment 2: Pages 69&70, #3A and 3C Create recruitment plan and advertisement for open position (20 pts)(obj#4.A)
Module 3 Human Resources Management May 29, 2017 – June 4, 2017	Discussion (15 pts) Assignment 1 (20 pts)	1. Read Text: Chapter 4; All MyCourses content for Module 4 2. Review Federal Labor Law Website linked in MyCourses 3. Discussion Forums: Respond to one other post from Module 2, Discussion #1 (employee retention and motivation) (points included in total for discussion) 4. Discussion Forum#2: Post regarding employment laws (15 pts)(obj#4.c) 5. Assignment: P95, #4D evaluate a safety policy and design a poster for employees related to compliance with that policy. (20 pts)(obj #4.d)
Module 4 Managing Customer Service in Health Care Settings June 5, 2017 – June 11, 2017	Discussion (15 pts) Assignment 1 (10 pts) Assignment 2 (20 pts)	1. Read Text: Chapter 8; All MyCourses content for Module 4 2. Discussion Forums: Respond to one other post from Module 3, Discussion #2 (Labor Laws) 3. Discussion Forum#3: Post regarding patient-centered flow (15 pts)(obj#3.c) 4. Module 4 Assignments: Go to "the Point" and view the video clip "Documentation Issues" and submit the assignment described on page 194, #8D in text. (10 pts)(obj#3.d) 5. Create a training module for staff on delivering exceptional customer service. (20 pts)(obj#3.d)
Module 5 Physician-Based Administrative Tasks	Discussion (15 pts) Assignment 1 (20 pts)	1. Read Chapter 11and Appendix (forms); All MyCourses content for Module 5 2. Respond to one other post from Module 4, Discussion #3 (patient-centered flow) 3. Discussion Forum#4: Post regarding proactively identifying and implementing a new requirement. (15 pts)(obj#2) 4. Module 5 Assignment: (1). P278, #11D and Sample Credentialing Application Form in Appendix.

June 12, 2017 – June 18, 2017		Prepare a physician credentialing application packet. (20pts)(obj#3.e)
Module 6 Management of Revenue Cycle and Managing Quality and Performance Improvement June 19, 2017 – June 25, 2017	Discussion (15 pts) Assignment 1 (20 pts)	1. Respond to one other post from Module 5, Discussion #4 (Implementing Changes) 2. Discussion Forum#5: Post regarding managing revenue-strategies. (15 pts)(obj#2) 3. Module 6 TEAM Assignment: (1). Given an overview of TQM (including risk assessment, utilization management and performance assessment/improvement) and a case study, each team will develop a plan the manager would use to solve a problem or improve a process (20 pts)(obj#1a-d)
Module 7 Managing Compliance and Participation in Technology-based Incentive Programs June 26, 2017 – July 2, 2017	Assignment 1 (20 pts)	1. Read Chapter 9; All D2L content for Module 7 2. Discussion Forums: Respond to one other post from Module 6, Discussion #5 (managing revenue cycle) 3. Read pages 226, 234-243 (from Chapter 10 in text) and the linked websites to federal, quality incentive programs/requirements that use e-health information (PQRS, Meaningful Use Stage 2 and ACOs) 4. Assignment: Develop one procedure for compliance with the health information security provisions of HIPAA (these requirements are also part of meaningful use of EHRs and the Medicare Shared Savings Incentive program for ACOs) (20 pts)(obj#2c&2e)
Module 8 Review of Course and Final Exam **FINAL MUST BE COMPLETED by Midnight on Wednesday, July 5, 2017** July 3, 2017 – July 5, 2017	Final Exam (50 pts)	All D2L content for Modules 1-7 1. Optional: Discussion on preparing for the final exam and whether the course changed your perceptions of health services management in medical offices 2. Final Cumulative Exam (50 questions); DUE BY: by midnight Wednesday (50 pts)
POINTS		300 Total Possible

STUDENTS' EXPECTATIONS AND INSTRUCTOR'S EXPECTATIONS

REQUIRED INTERACTION

Just as in the traditional classroom setting, attending class in an online environment is important for attaining success in completing the assignments for this course. I know that we are all busy with jobs, family, other commitments, but you will find it easier to manage your class time and expectations if you schedule specific days and time frames to access the class. It is **COHS policy** that main posts must be posted no later than **Thursday** of any given week. It takes self-discipline to enroll in online classes since, if you don't access the class, no one is going to "come after you" to determine what has happened. Participation in the class does **not** mean that you spend 15-20 minutes at 11:00pm on a Sunday night posting a lot of material so you get your number of "posts" up. Participation means you have entered the class on a rather **regular basis**, have reviewed what has been posted, and have taken the time to provide carefully crafted responses to what your fellow classmates have stated. My suggestion is that your initial post could be in the middle of the week (Wednesday or earlier), and your response post could be on the weekend, other than late Sunday.

It is expected that all required questions, assignments and activities within the course will be completed by the specified deadlines. I will post grades to all activities within 72 hours of their due date. The only exceptions to this will be late assignments and assignments submitted before the due date for the assignment.

PARTICIPATION, CONDUCT, & NETIQUETTE

Faculty and students are responsible for maintaining a positive learning environment. This is facilitated by respecting self and others. As a future health care professional, it is your responsibility to conduct yourself in a professional manner. Individuals that demonstrate professionalism are consistent in their values, attitudes, and behaviors.
Unprofessional behavior will not be tolerated in this or any COHS course. This includes but is not limited to:

- Using offensive or aggressive language
- Not maintaining confidentiality of all discussions regarding individuals, their families and workplace affiliates
- Breaching academic integrity (cheating, plagiarism, etc.)
- Not supporting statements with credible research sources that are referenced in accordance with the program APA-based Style Guide.

Online Student Participation and Conduct Guidelines:
www.spcollege.edu/addendum/#onlineguide

Netiquette: The best way to contact me is via The Learning Management System email within this course. If The Learning Management System is unavailable, please contact me using your @live.spcollege.edu at the address above. You may expect a response from me within 24-48 hours. Your **Live@edu** student email is the college's official way to communicate with the college outside of your The Learning Management System courses. It is important that you use your **SPC student email** account for any electronic correspondence with SPC, as your personal email may get sent to spam and/or be deleted. You will periodically be receiving important updates, notices, or official communication from SPC that will *only* be sent to your school account, thus be sure to regularly check your **Live@edu** email.

Please note: All materials provided via The Learning Management System are copyrighted, unless explicitly indicated otherwise. As such, The Learning Management System materials are for personal, educational use only during the course of this semester and may not be reproduced or distributed.

ACADEMIC HONESTY

View the [Academic Honesty Policy](#)

COPYRIGHT

Copyrighted material within this course, or posted on this course website, is used in compliance with United States Copyright Law. Under that law you may use the material for educational purposes related to the learning outcomes of this course. You may not further download, copy, alter, or distribute the material unless in accordance with copyright law or with permission of the copyright holder. For more information on copyright visit: www.copyright.gov.

STUDENT SURVEY OF INSTRUCTION

The Student Survey of Instruction is administered in courses each semester. It is designed to improve the quality of instruction at St. Petersburg College. All student responses are confidential and anonymous and will be used solely for the purpose of performance improvement.

INSTRUCTIONAL CONTINUITY PLAN - EMERGENCY PREPAREDNESS POLICY

The St. Petersburg College website at www.spcollege.edu is the official source of college information regarding the status of the institution. Other important information will be communicated via SPC Alert, local media outlets, and the college toll-free phone number 866-822-3978. All decisions concerning the discontinuation of college functions, cancellation of

classes, or cessation of operations rest with the President or his/her designee. The College realizes that it is possible for a significant natural disaster to compromise SPC campus facilities sufficiently to disrupt the delivery of classes on campus/campuses for an extended period of time, and is planning ways our operations can continue following such an emergency.

So, in the event that a hurricane or other natural disaster causes significant damage to St. Petersburg College facilities, you may be provided the opportunity to complete your course work online. Following the event, please visit the college website for an announcement of the College's plan to resume operations.

Further, in the event of such a disaster, the instructor will continue using the Learning Management System (LMS) of MyCourses for continuation of all required learning and instructional activities in this course, including the issuing of graded online assignments and expectation of student completion of those graded assignments.

Therefore, in order to keep up with all activities in this course during and after a natural disaster, please plan to continue this course by maintaining online access to MyCourses in lieu of meeting in a classroom—possibly through duration of the course's regularly scheduled end date. We will finish this course in MyCourses, as directed by your instructor online, and your instructor will use all graded assignments—both online and formerly on-campus—to assess and issue your final letter grade for this course, as normally planned, despite occurrence of the natural disaster.

SIGNATURE PAGE

Students are responsible for all information in the course syllabus. Please print this syllabus and the program Style Guide for your ease of reference. The syllabus will be available during all modules and is referenced in the Syllabus Tab/Module on the course homepage.

I have read, understand, and agree to abide fully by the parameters set in this Syllabus and Syllabus Addendum.

_____   _____
Signature   Date