

COURSE SYLLABUS
HCMT 203—Healthcare Supervision



Course Length and Credit: 70 clock hours, 5 credit hours

Prerequisites: Program Admission

Required Texts: McConnell, Charles R., *The Effective Health Care Supervisor*, 6th Edition, Jones & Bartlett Publishing.

Required Supplies: Folder, notebook paper, pencil/black pen.

Course Description

This course deals with the problems of management of the small working unit (division, department, section, etc.) within a larger health care agency. Included items will be unit goals, identification of problems, staffing needs, monitoring of work progress, unit communications and interpersonal relations with the unit.

Competency Areas

Identify the roles and responsibilities of supervisors within Health Care Organizations and Environments
Explain the Role of a Manager
Discuss the Difference between a Manager and a Leader
Discuss the Organization and Management of a Hospital's Clinical, Support, and Administrative Departments
Define the Manager's Role in each of these departments
Describe the difference between Public Not for Profit and For Profit Healthcare Systems
List and Define the Terms and Concepts Associated with Managing/Leading People
Define leadership
Describe team building
Explain the concepts of power, empowerment and delegation
Describe How to Practice Effective Human Relations and Understand and Integrate the Concepts and Theories Associated with Human Resources
Define the hiring process
Define one to one relationships
Discuss motivation and how to motivate people
Explain the Steps in Conducting the Performance Appraisal Process
Explain the evaluation process
Describe the discipline process
Discuss the reward system
Describe the Significance of Interpersonal Relationship and the Elements of Basic Communications
Define interpersonal relationships
Describe the management of change
Discuss how to conduct an effective meeting
List and explain the various methods of communication
Discuss the formal and informal communication system

Course Content

Read all materials: text book and lecture notes.

Part I – THE SETTING

Chapter 1 – An Evolving Role in a Changing Environment
Chapter 2 – Health Care: How Different from "Industry"?
Chapter 3 – The Nature of Supervision: Health Care and Everywhere

Part II – THE SUPERVISOR AND SELF

This area is covered in HCMT 204 content.

Part III – THE SUPERVISOR AND THE EMPLOYEE

Chapter 8 – Interviewing: Start Strong to Recruit Successfully

- Chapter 9 – The One-to-One Relationship
- Chapter 10 – Leadership: Style and Substance
- Chapter 11 – Motivation: Intangible Forces and Slippery Rules
- Chapter 12 – Performance Appraisal: Cornerstone of Employee Development
- Chapter 13 – Criticism and Discipline: Guts, Tact, and Justice
- Chapter 14 – The Problem Employee and Employee Problems
- Chapter 15 – The Supervisor and the Human Resource Department

Part IV – THE SUPERVISOR AND THE TASK

- Chapter 16 – Ethics and Ethical Standard
- Chapter 19 – Communication: Not by Spoken Words Alone
- Chapter 20 – How to Arrange and Conduct Effective Meetings
- Chapter 25 – Reengineering and Reduction in Force
- Chapter 27 – The Supervisor and the Law
- Chapter 29 – Organizational Communication: Looking Up, Down, and Laterally
- Chapter 30 – Unions: Avoiding Them When Possible and Living with Them When Necessary

FINAL CLASS AVERAGE		GRADING SCALE	
Exam Average	50%	A	(90-100)
Exercise Grades	17%	B	(80-89)
Internet Project	3%	C	(70-79)
Final Exam	30%	D	(60-69)
		F	(0-59)

TCSG GUARANTEE/WARRANTY STATEMENT:

The Technical College System of Georgia guarantees employers that graduates of State Technical Colleges shall possess skills and knowledge as prescribed by State Curriculum Standards. Should any graduate employee within two years of graduation be deemed lacking in said skills, that student shall be retrained in any State Technical College at no charge for instructional costs to either the student or the employer.

Exams: Please refer to class calendar for exam dates. Exams will cover the following chapter combinations:

- Exam 1—Chapters 1, 2 & 3
- Exam 2—Chapters 8, 9, & 10
- Exam 3—Chapters 11, 12, & 13
- Exam 4—Chapters 14 & 15
- Exam 5—Chapters 16, 19, & 20
- Exam 6—Chapters 25 & 27
- Exam 7—Chapters 29 & 30

Interactive Project: Each student will complete a project on the Internet. The class calendar indicates when the summary is due, and this project will count for 3% of each student's final grade. Please see the instructor when you are ready to do your project. It is the student's responsibility to ask for the project by the due date.

Final Exam: A comprehensive final exam will be given after all chapter exams are completed.

STUDENT REQUIREMENTS: *Students are expected to submit all work/tests by on the dates scheduled by the instructor. Students will receive grades of "0" for any assignment/test that is not submitted by the due date outlined by the instructor or calendar unless prior arrangements have been made with the instructor.* All assignments are due by the **end** of class period on due date. Students will be provided specific guidelines to follow for all assignments. **Failure to complete ALL of the required work will result in the student receiving a final course grade of "F."** Students are responsible for policies and procedures included in the HGTC *Catalog and Student Handbook*. **Students must maintain a minimum grade of "C" in this course if it is a prerequisite for other classes.**

TESTING POLICY: All tests will be given one time, and test grades will be averaged together. A calendar will be provided indicating the day tests are given. For each test a student does not take on the assigned day, a grade of "0" will be issued. Once a student has begun a test, he/she must complete the test before leaving the classroom.

WITHDRAWING FROM CLASS: Students needing to withdraw from class should contact their instructor or program advisor.

WORK ETHICS: Instruction in the development of good work habits (work ethics) which aid in job retention and advancement is included in this course. This instruction will include weekly activities on a topic related to work ethics. Included are behaviors such as arriving for classes or meetings on time; completing work satisfactorily and on time; responding positively to supervision; following directions correctly; adhering to policies/regulations; using tools and resources properly; observing safety provisions; and working effectively as part of a team. A student is given a work ethics grade each quarter in addition to the academic grade for a course.

ATTENDANCE POLICY: Class attendance is required for successful completion of the course. Absences in excess of 10% of scheduled class periods will subject the student to dismissal. Refer to *HGTC Catalog and Student Handbook* for explanation of the attendance policy. It is the student's responsibility to obtain notes, handouts, etc. should a class be missed and to schedule outside work time, makeup exams, etc. with the instructor. Students are expected to contact the instructor prior to class if they must be absent. Adjunct instructors may be notified by leaving a message at the school's main phone number (275-6589 or 1-800-200-4484). Students who are sleeping during class will be counted absent, as they are not mentally present.

ACADEMIC DISHONESTY: *All forms of academic dishonesty, including but not limited to cheating on tests/daily work and falsification of information, will call for discipline.*

INTERNET USAGE: Unless a student is working on the interactive project, no student should be using the Internet during designated class time. Anyone using the computer during lecture will be asked to stop.

INSTRUCTIONAL TECHNIQUES: Lecture and individualized instructional techniques will be used in reaching the course objectives in addition to small and large group discussions/demonstration.

SPECIAL SERVICES: Students with special needs, whether the needs are learning, physical, or other, are strongly encouraged to talk with the course instructor. The instructor can refer the student to the Special Needs Facilitator or can consult with the Special Needs Facilitator in the W.R. Stewart Building on behalf of the student. To ensure that students have every opportunity to succeed in their studies, other services such as tutoring and study skills are available. Students interested in these services should talk to the instructor or department chairperson.

EQUAL OPPORTUNITY INSTITUTION: As set forth in its student catalog, Heart of Georgia Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, **political affiliation or belief**, veteran status, or citizenship status (except in those special circumstances permitted or mandated by law).

Please contact Cecile Miller, Director of Career Services, 560 Pinehill Road, Dublin, GA 31021, 478-274-7643 or Francine Shuman at fshuman@tcs.edu for clarification.