

COURSE SYLLABUS
HCMT 204—Healthcare Management



Course Length and Credit: 50 clock hours, 5 credit hours

Prerequisites: Program Admission

Required Texts: Management Principles for Health Professionals, 4th edition

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

Course Description

This course presents a study of the principles of effective management techniques including planning, decision making, organizing, budgeting communications, and direction.

Major Course Competencies

Management Techniques	Budgeting
Planning	Communications
Decision Making	Direction
Organizing	

Course Objectives

- Upon completion of the course, students will be able to:
- Discuss historical background and the development of the healthcare system
- Discuss the problems associated with Healthcare Management.
- Discuss the implications and consequences of the health manpower issues on the health care system.
- Identify the resources available in the health care industry
- Define and discuss components and dynamics of the health care system's organizational structure.
- Understand the managerial processes involved in health care organizations.
- Analyze managerial functions in and issues within health care organizations.
- Evaluate the use of management functions in the health care setting.
- Describe the components of the strategic planning process.
- Relate implications of the current circumstance of health care delivery to developing trends.
- Apply theory to contemporary health care management.
- Access how managerial processes are different in various health care settings.
- Identify service and management problems as they relate to ongoing operations of facilities.

Course Content

Read all materials: text book and lecture notes.

Part I – THE HEALTH PROFESSIONAL’S MODERN ARENA:

Chapter 1 – The Changing Scene: Organizational Adaptation and Survival

Chapter 2 – Today’s Concept of Organizational Management

Part II – THE MANAGEMENT FUNCTIONS: FROM THEORY TO APPLICATION:

Chapter 3—Planning

Chapter 4—Decision Making

Chapter 5—Organizing

Chapter 6—Staffing: Recruiting and Retaining Quality Employees

Chapter 7—Directing and Controlling: The Critical Cycle

Part III – PRACTICAL CONSIDERATIONS: KEEPING THE DEPARTMENT RUNNING SMOOTHLY
Chapter 8 – Budgeting, Controlling the Ultimate Resource
Chapter 12 – Authority, Leadership, and Supervision
Chapter 15 – Day-to-Day Management for the Health Professional-as-Manager

FINAL CLASS AVERAGE		GRADING SCALE	
Exam Average	70%	A	(90-100)
Internet Project	3%	B	(80-89)
Comprehensive Final Exam	27%	C	(70-79)
		D	(60-69)
		F	(0-59)

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

- Test 1—Chapters 1 & 2
- Test 2—Chapters 3 & 4
- Test 3—Chapters 5 & 6
- Test 4—Chapters 7 & 8
- Test 5—Chapters 12 & 15

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@tcsg.edu for clarification.