Course Syllabus

Course Number/Section/Name: MGT 4370-70
Health Care Management
Professor: David W Clark, MPA, CPA

Class Days/Times/Location or Other Format: Web-Based / On-line Class
Office Location: CC 222J
Office Hours: Tue 9:30-11:00 & 1:30-5:00; Wed 3:00 – 4:00; Thurs 9:30-11:00 & 2:00-3:30
Office Phone: (806) 651-2996
Email: Please email me through the course email inside WTClass
Social Media: Keep up with the latest happenings of your COB on Facebook: www.facebook.com/wtamucob and Twitter, #WTAMUCOB

Terms of Use

A student's continued enrollment in this course signifies acknowledgment of and agreement with the statements, disclaimers, policies, and procedures outlined within this syllabus and elsewhere in the WTClass environment. This Syllabus is a dynamic document. Elements of the course structure (e.g., dates and topics covered, but not policies) may be changed at the discretion of the professor.

WTAMU College of Business Mission Statement

The mission of the College of Business is to provide high quality undergraduate and graduate business education with a global perspective and ethical awareness. We accomplish this through emphasis on excellence in teaching, which is strengthened by faculty scholarship and supported by professional service.

Learning Objectives of the WTAMU College of Business Programs

The College of Business (COB) at West Texas A&M University (WTAMU) seeks to prepare students in the Bachelor of Business Administration (BBA), Master of Business Administration (MBA), Master of Professional Accounting (MPA), and the Master of Science, Finance and Economics (MSFE) degree programs for careers in business and to foster their professional growth and advancement via key learning goals and objectives.
The learning objectives of the College of Business are as follows:

- Leadership
- Communication
- Critical Thinking
- Business Integration
- Core Business Knowledge
- Global Business Environment
- Business Ethics and Corporate Governance

Course Description

This course is a fully-online, Internet-based course. The content will be taught as an introduction to healthcare management; therefore, you do not need to have a background in the healthcare field. Management concepts in this class can be applied to most industries. There is a new vocabulary involved, but the text I selected does a very good job of defining and applying the new terms you will use in this course. The course will provide a broad overview of the specific issues faced by managers in the healthcare industry today.

Course Objectives

At the conclusion of the course, students are expected to demonstrate knowledge of:

- the basic elements of the healthcare industry, including the history of how some of today’s organized delivery systems developed
- the similarities and differences of the national and international organized delivery systems around the world
- the basic laws and regulations that healthcare managers use in their everyday management of various healthcare organizations
- specific employment issues and regulations that managers face in the healthcare environment
- management nuances specific to running the various types of delivery systems
- the use of technology in today’s organized delivery systems
- the basics of quality control, patient safety programs, compliance, and privacy rules involved in organized delivery systems

Course Materials (Text, calculator, etc.)


Map from COB Learning Objectives to Specific Course Objectives

<table>
<thead>
<tr>
<th>COB Objectives</th>
<th>Course Objectives</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication, Critical Thinking &amp; Core Business Knowledge</td>
<td>All Course Objectives &amp; Assignments</td>
</tr>
</tbody>
</table>
Course Grading Policies

Three exams and a final project will be given. Each exam and the final are worth 100 points individually. Other assignment scores are as posted below for a total point base of 600:

- Three exam scores: 300 points
- Final Project – Mini Case: 100 points
- Chapter Reviews: 50 points
- Discussion Boards: 75 points
- Assignments: 75 points
- Total available points: 600 points

The grading scale is as follows:

- A: 90 – 100% — 540 – 600 points
- B: 80 – 89% — 480 – 539 points
- C: 70 – 79% — 420 – 479 points
- D: 60 – 69% — 360 – 419 points
- F: less than 60% — below 360 points

Students who miss an exam due to University sponsored activities must make advance arrangements to take the exam.

- If you drop the class, you will receive the grade you had earned as of the official date of your dropping.
- If an unavoidable problem arises during the semester that inhibits your performance in the course you should contact me to discuss.

Preparation and Coursework

As with any on-line course, students must exercise good time management and self-discipline in completing the course assignments. In an on-line format, the readings component is one of the most critical to success. Students must be able to comprehend the new definitions and terminology associated with the material. The course discussion boards will allow the students to interact with their peers. This is not a self-paced course; there are specific deadlines for each module and exam.

Course Assignment, Examination, and or Project Policies

This course will be delivered in three modules and a final mini-case project. Each module contains a weekly reading and chapter review as well as assignments and/or discussion boards. One assignment related to the module readings will be a part of each module. Discussion boards associated with the module topics will allow students to answer topical questions and scenarios as well as review their peer’s answers and comments. Part of the student’s grade on each assignment,
discussion board, and final project will consist of good written communication. In the management field, communication skills are paramount to the success of any leader. Appropriate use of industry vocabulary, spelling, grammar, etc will be evaluated as part of the course grade.

**Course Topics - Tentative Calendar of course module activities, exams, and final project dates:**

<table>
<thead>
<tr>
<th>Module</th>
<th>Dates</th>
</tr>
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<tbody>
<tr>
<td># 1</td>
<td>Aug 26 to Sept 21</td>
</tr>
<tr>
<td># 2</td>
<td>Sept 29 to Oct 19</td>
</tr>
<tr>
<td># 3</td>
<td>Oct 27 to Nov 21</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Exam</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td># 1</td>
<td>Sept 22 to Sept 28</td>
</tr>
<tr>
<td># 2</td>
<td>Oct 20 to Oct 26</td>
</tr>
<tr>
<td># 3</td>
<td>Nov 21 to Nov 26</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Final Project: Mini-Case</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Nov 3 to Dec 9</td>
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</tbody>
</table>

(Note: The Project will count as the course final.)

**Netiquette**

Netiquette is basically using good manners in cyberspace. Since most of the communication over the net is by way of text, be sure your written words are not offensive to the receiver.

Remember email is a document, and can be read by others than the intended audience. Flaming, or making personal attacks on a person, is also unacceptable.

Whether you are in a chat room, writing an email or posting to a discussion area, remember to use proper etiquette in consideration of others. If you would like to read more on the subject of netiquette, use the links below.

- [iwillfollow.com/email.htm](http://www.iwillfollow.com/email.htm)
- [albion.com/netiquette/corerules.html](http://www.albion.com/netiquette/corerules.html)

**Note:** Student online conduct will follow the same guidelines as represented in the student handbook/code of conduct.

- [wtamu.edu/administrative/ss/code/index.htm](http://www.wtamu.edu/administrative/ss/code/index.htm)

**WTAMU COB Student Code of Ethics**

Each student enrolled in COB courses accepts personal responsibility to uphold and defend academic integrity and to promote an atmosphere in which all individuals may flourish. The COB Student Code of Ethics strives to set a standard of honest behavior that reflects well on students, the COB and West Texas A&M University. All students enrolled in business courses are expected to follow the explicit behaviors detailed in the Student Code of Ethics.

**Code of Ethics**

- Do not use notes, texts, solution manuals, or other aids for a quiz or exam without instructor authorization.
• Do not copy the work of others and/or allow others to view your answers or copy your work during a quiz, exam, or on homework assignments.
• Do not allow other parties to assist in the completion of your quiz, exam, homework, paper, or project when not permitted.
• Do not work with other students on projects or assignments without authorization from the course instructor.
• Properly cite and specifically credit the source of text, graphic, and web materials in papers, projects, or other assignments.
• Do not forge the signature of an instructor, advisor, dean, or another student.
• Provide truthful information for class absences when asking faculty for excused absences or for a make-up for a quiz, exam, or homework.
• Provide truthful information on your resume including work history, academic performance, leadership activities, and membership in student organizations.
• Respect the property, personal rights, and learning environment of all members of the academic community.
• Live up to the highest ethical standards in all academic and professional endeavors.

Students violating the Student Code of Ethics will be reported to the Dean’s office and are subject to penalties described in the West Texas A&M University Code of Student Life, which may include suspension from the University. In addition, a violator of the Student Code of Ethics may become ineligible for participation in student organizations sponsored by the COB and for recognition for College academic honors, awards, and scholarships.

COB Student Resources Link

The COB has developed a Student Resources repository (e.g., APA writing style information, business core reviews, facilities, and other helpful supplements), which can be found on the COB Website: http://www.wtamu.edu/academics/college-business-facilities-and-resources.aspx. Additionally, WTAMU has developed an Academic Study Skills information site to assist students (e.g., study habits, supplemental instruction, tutoring, writing and math skills), which can be found on the WTAMU Website: http://www.wtamu.edu/student-support/academic-study-skills.aspx. For WTAMU Writing Center information (for students needing writing assistance, guidance, and feedback), please visit: http://www.wtamu.edu/academics/writing-center.aspx.

COB Communications Component

Students earning a BBA degree must complete at least one course with a communications component as part of the business core requirements. The COB communications component is a requirement in the following courses: ACCT 4373 (Accounting Communications), BUSI 4333 (Cross-Cultural Issues in Business Communications), BUSI 4350 (Current Issues in Management Communications), BUSI 4380 (Conflict Resolution and Negotiation), BUSI 4382 (Emerging Media Law), CIDM 3320 (Digital Collaboration and Communication), ECON 4370 (Economics of Health Care), FIN 3350 (Personal Financial Planning), FIN 4320 (Investments), FIN 4321 (Portfolio Theory), MGT 3335 (Organizational Behavior), MGT 4380 (Conflict Resolution and Negotiation), and MKT 3342 (Consumer Behavior). Students in a communications component course are explicitly required to demonstrate knowledge of communication skills. Specific objectives may include but are not limited to the following concepts put forth by the National Business Education Association: (1) ability to organize a written and an oral message coherently and effectively, (2) ability to use technology for communication, (3) ability to research a topic, prepare a report, and present the findings to all organizational levels, and (4) ability to...
demonstrate critical-thinking skills. Specific course requirements and the role of the communications component with respect to student grading policy are at the discretion of the course instructor of record.

**Student Travel Opportunities**

In multiple business courses, there may be opportunities for student travel supplemented by student fees. If you have an interest in such opportunities as they become available, please notify a faculty member.

**Dropping/Repeating the Course**

Should a student decide to drop the course, it is the student’s responsibility to be aware of the final drop dates and adhere to the WTAMU Add/Drop policy. Any student participating in the course after the WTAMU posted drop date will be considered active and a grade will be administered at the end of the course for that student. Students are charged a fee for any course attempted for a third or subsequent time at WTAMU other than a non-degree credit developmental course or exempted courses.

**Scholastic Dishonesty**

It is the responsibility of students and instructors to help maintain scholastic integrity at the University by refusing to participate in or tolerate scholastic dishonesty. Commission of any of the following acts shall constitute scholastic dishonesty. This listing is not exclusive of any other acts that may reasonably be said to constitute scholastic dishonesty: acquiring or providing information for any assigned work or examination from any unauthorized source; informing any person or persons of the contents of any examination prior to the time the examination is given in subsequent sections of the course or as a makeup; plagiarism; submission of a paper or project that is substantially the same for two courses unless expressly authorized by the instructor to do so; submission of a paper or project prepared by another student as your own. You are responsible for being familiar with the University's Academic Integrity Code, as well as the COB Student Code of Ethics listed in this document.

**Viewpoints/External Websites Disclaimer**

The views expressed in this document, web-based course materials, and/or classroom presentations and discussions are those of the professor and do not necessarily represent the views of West Texas A&M University, its faculty and staff, or its students. Views expressed by students are likewise those of the person making such statements. It is understood and expected that each individual within this course will respect and allow individual difference of opinion.

Neither the professor, the COB, nor WTAMU are responsible for the content of external websites discussed in the classroom and/or linked to via online course materials, emails, message boards, or other means. Referred websites are for illustrative purposes only, and are neither warranted nor endorsed by the professor, COB, or WTAMU. Web pages change frequently, as does domain name ownership. While every effort is made to ensure proper referencing, it is possible that students may on occasion find materials to be objectionable for reasons beyond our control.

**Acceptable Student Behavior**

Classroom behavior should not interfere with the instructor’s ability to conduct the class or the ability of other students to learn from the instructional program (Code of Student Life). Unacceptable or disruptive
behavior will not be tolerated. Students engaging in unacceptable behavior may be instructed to leave the classroom. Inappropriate behavior may result in disciplinary action or referral to the University’s Behavioral Intervention Team. This prohibition applies to all instructional forums, including electronic, classroom, labs, discussion groups, field trips, etc.

**Technology Requirements**

All technological requirements for the successful completion of this course are the responsibility of the student, including access to a working computer and or to a device with secure broadband Internet connection, data storage and retrieval, and state-of-the-art security. The student is responsible for all technological problems not related to WTAMU, including but not limited to equipment failures, power outages, and Internet breakdowns. Furthermore, students are responsible for all necessary technical and operational skills for completing this course, and for being familiar with WTClass (the Angel Learning System) both in a general sense and in a specific sense as pertaining to this course and any materials stored within. The professor is not responsible for any technical matters related to WTClass. Students must contact WTClass if they have problems accessing and/or using the WTClass environment.

**Physical or Educational Access - ADA Statement**

West Texas A&M University seeks to provide reasonable accommodations for all qualified persons with disabilities. This University will adhere to all applicable federal, state and local laws, regulations and guidelines with respect to providing reasonable accommodations as required to afford equal educational opportunity. It is the student's responsibility to register with Student Disability Services (SDS) and to contact faculty members in a timely fashion to arrange for suitable accommodations. Contact Information: Student Success Center, CC 106; www.wtamu.edu/disability; phone 806-651-2335.

**Evacuation Statement**

If you receive notice to evacuate the building, please evacuate promptly but in an orderly manner. Evacuation routes are posted in various locations indicating all exits, outside assemble area, location of fire extinguishers, fire alarm pull stations and emergency telephone numbers (651.5000 or 911). In the event an evacuation is necessary: evacuate immediately do not use elevators; take all personal belongings with you; report to outside assembly area and wait for further information; students needing assistance in the evacuation process should bring this to the attention of the instructor at the beginning of the semester. to request additional information, please contact the Vice President for Student Affairs.

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* Syllabus template approved by COB Curriculum Committee May 2014. Annual review of the syllabus is a formal part of the COB continuous improvement process.*