JEFFERSON COLLEGE

COURSE SYLLABUS

HIT 255
Healthcare Management and Supervision
3 Credit Hours

Prepared by:
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Created on Date: 8-17-12

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HIT 255 Healthcare Management and Supervision

I. CATALOGUE DESCRIPTION

A. Co/Prerequisite: HIT 100 with a grade of “C” or better. Reading Proficiency.

B. Credit hour award: 3

C. Description:

D. This course will cover Management and Supervision in Healthcare to stay in line with the curriculum requirements established by CAHIIM. We will utilize multiple case studies to give real world examples regarding this topic. We will review supervision, decision making, hiring and management’s role within a healthcare setting. (S)

II. EXPECTED LEARNING OUTCOMES/CORRESPONDING ASSESSMENT MEASURES

<table>
<thead>
<tr>
<th>Expected Learning Outcomes</th>
<th>Assessment Measures</th>
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<tbody>
<tr>
<td>Define supervision</td>
<td>Class Discussion/Activity</td>
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<td>Written Project/Paper</td>
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<td>Summative Examination</td>
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<tr>
<td>Explain supervisory functions within healthcare</td>
<td>Class Discussion/Activity</td>
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<td>Written Project/Paper</td>
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<td>Summative Examination</td>
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<td>Explain the pros and cons to effective communication</td>
<td>Class Discussion/Activity</td>
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<td>Written Project/Paper</td>
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<td>Summative Examination</td>
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<tr>
<td>Implement a plan to promote motivation with the HIT department</td>
<td>Class Discussion/Activity</td>
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<td>Written Project/Paper</td>
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<td>Summative Examination</td>
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<tr>
<td>Explain the decision making process</td>
<td>Class Discussion/Activity</td>
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<td>Written Project/Paper</td>
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<td>Critique the disciplinary process and provide pros and cons to not using discipline</td>
<td>Class Discussion/Activity</td>
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<td>Written Project/Paper</td>
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<td>Summative Examination</td>
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<td>Develop a strategic plan for a healthcare association</td>
<td>Class Discussion/Activity</td>
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<td>Written Project/Paper</td>
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<td>Summative Examination</td>
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<td>Develop an efficient plan for a department structure</td>
<td>Class Discussion/Activity</td>
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<td>Written Project/Paper</td>
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<td>Summative Examination</td>
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<tr>
<td>Identify the hiring process steps</td>
<td>Class Discussion/Activity</td>
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<td>Written Project/Paper</td>
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<td>Summative Examination</td>
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<tr>
<td>Develop a plan for an efficient workgroup (i.e. who should be chosen?)</td>
<td>Class Discussion/Activity</td>
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<td>Summative Examination</td>
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<td>Explain the differences in supervising different work groups (i.e.</td>
<td>Class Discussion/Activity</td>
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<td>Summative Examination</td>
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women, older adults, etc.)

Critique the management performance process and compare the pros and cons of appraising an employee on an annual basis

List the steps in the control process

Critique the supervisor’s role in resolving conflict within a healthcare department

<table>
<thead>
<tr>
<th>Activity/Project</th>
<th>Written Project/Paper Summative Examination</th>
<th>Class Discussion/Activity Summative Examination</th>
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<tbody>
<tr>
<td>Critique</td>
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<td>Written Project/Paper</td>
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III. COURSE OUTLINE

A. Supervising in uncertain times
   1. What does it mean to supervise in an uncertain time?
   2. Schools of Management Thought
   3. Factors and Trends Affecting Supervisors

B. Managerial Functions
   1. Functions of Management
   2. The Supervisor as the Team Leader
   3. Managers and Leaders: Are they different?
   4. Power: the ability to influence others

C. Communication: The key to effective supervisory management
   1. A new era in communication
   2. The web and social networks
   3. Your body language is communication
   4. Overcoming barriers to communication

D. Principles of Motivation
   1. Understanding motivation and human behavior
   2. Where can I get satisfaction?
   3. Coping with people that make life difficult
   4. Supervisory approaches to achieve positive employee motivation

E. Solving Problems: decision making and the supervisor
   1. The importance of decision making
   2. Decision making process
   3. Decision making styles
   4. Time impacts the decision making

F. Positive Discipline
   1. The disciplinary process and just cause
   2. Practicing progressive discipline
   3. Discipline without punishment

G. Supervisory Planning
   1. Strategic planning process
   2. Organizational goals and objectives
3. Crisis Management

H. Supervisory Principles for Planning
1. Organizing as an essential managerial function
2. Informal organization
3. Planning the ideal department structure
4. Organizational principles in the era of organizational downsizing
5. Organizing effective meeting management
6. How to use time more efficiently

I. The Supervisor’s role in preparing employee’s for success
1. Human Resources and Supervisor’s staffing responsibilities
2. Interviewing and choosing from qualified candidates
3. Making the hiring decision
4. Bringing new employees onboard and training them efficiently

J. Supervisory leadership and the management of change
1. The process of delegation
2. Approaches to supervisory leadership
3. Introducing change in the workplace

K. Managing workgroups: teamwork, morale and counseling
1. Understanding work groups and their importance
2. Understanding and maintaining employee morale
3. The Supervisor’s counseling role
4. Programs for employees with personal or work related problems

L. Supervising a Diverse Workplace
1. Supervising ethnic and racial minorities
2. Supervising women
3. Supervising employees with disabilities
4. Supervising older workers
5. Accommodating different religious beliefs
6. Understanding reverse discrimination

M. Performance Management
1. Performance Management Process
2. Employee Performance Appraisal
3. Managing the appraisal process
4. Managing appraisal process results

N. Fundamentals of Controlling
1. Characteristics of effective controlling
2. Steps in the control process
3. Controlling is a continuous process

O. Resolving conflicts in the workplace
1. Resolving conflicts requires communication
2. Procedures for resolving complaints
3. Supervisory guidelines for resolving complaints
IV. **METHOD(S) OF INSTRUCTION**

A. Lecture

B. Readings from textbook

C. Supplemental handouts

D. Peer interactive activities/discussions in classroom

V. **REQUIRED TEXTBOOK**


VI. **REQUIRED MATERIALS**

A. Textbook

B. A computer with internet access (available through the Jefferson College Labs)

C. Paper, notebooks, pens, pencils with erasers

VII. **SUPPLEMENTAL REFERENCES**

A. Class handouts

B. Current internet resources
   1. On-line reference materials (AHIMA Virtual Lab)
   2. American Health Information Management (AHIMA) web-site

VIII. **METHOD OF EVALUATION**

A. Written Projects or Papers will equal 30% of total course grade. Consisting of 1-3 assignments focused on application of health information technology theory and principles

B. Summative Written Examinations: 4 examinations worth up to 60%

C. Attendance/participation grade will equal 10% of total course grade

Grading Scale:
A = 90-100%
B = 80-89.9%
C = 70-79.9%
D = 60-69.9%
F = 0-59.9%
IX.   ADA AA STATEMENT

Any student requiring special accommodations should inform the instructor and the Coordinator of Disability Support Services (Library: phone 636-797-3000, ext. 3169).

X.   ACADEMIC HONESTY STATEMENT

All students are responsible for complying with campus policies as stated in the Student Handbook. Any student who cheats or plagiarizes will be subject to dismissal from the Health Information Technology program and will be referred to the college for disciplinary action. (See College website, http://www.jeffco.edu/jeffco/index.php?option=com_weblinks&catid=26&Itemid=84)