



WBUonline

School of Business

1. UNIVERSITY MISSION STATEMENT

Wayland Baptist University exists to educate students in an academically challenging, learning-focused and distinctively Christian environment for professional success, and service to God and humankind.

2. COURSE NUMBER & NAME:

HLAD 3335-VC01, Administration and Organization of Health Facilities

3. TERM:

SPRING, 2021

4. INSTRUCTOR:

Mr. Enrique Ferreira

5. CONTACT INFORMATION:

Office phone: N/A

WBU Email: enrique.ferreira@wayland.wbu.edu

Cell phone: 808-721-6443

6. OFFICE HOURS, BUILDING & LOCATION:

On-Line Course

7. COURSE MEETING TIME & LOCATION:

Meeting day & time: On-Line Course

8. CATALOG DESCRIPTION:

The management process of planning, organization, leading, and controlling health institutions: utilization of marketing techniques, organizational structures, roles of the governing board, chief executive officer, physician, other professional and technical personnel, and the patient. Regulatory aspects, licensing, certifying, and accrediting.

9. PREREQUISITE:

Recommended to be taken among the student's first HLAD course.

10. REQUIRED TEXTBOOK AND RESOURCE MATERIAL:

BOOK	AUTHOR	ED	YEAR	PUBLISHER	ISBN#	UPDATED
<u>Health Care Operations Management</u>	Langabeer/ Helton	2nd	2016	Jones & Bartlett	978-1-28405-0066	4/4/16

11. OPTIONAL MATERIALS: None**12. COURSE OUTCOMES AND COMPETENCIES:**

- Contrast the types and structures of health care organizations.
- Identify the functions of managers within the healthcare environment as well as problem solving techniques of these managers.
- Compare the value of the Continuous Quality Improvement initiative within health care institutions and its evolution.
- Demonstrate the unique nature of marketing of a health care system and how it differs from other organizational marketing.
- Identify methods of systems control within the health care system.

13. ATTENDANCE REQUIREMENTS:

As stated in the Wayland Catalog, students enrolled at one of the University's external campuses should make every effort to attend all class meetings. All absences must be explained to the instructor, who will then determine whether the omitted work may be made up. When a student reaches that number of absences considered by the instructor to be excessive, the instructor will so advise the student and file an unsatisfactory progress report with the campus executive director. Any student who misses 25 percent or more of the regularly scheduled class meetings may receive a grade of F in the course. Additional attendance policies for each course, as defined by the instructor in the course syllabus, are considered a part of the University's attendance policy.

14. STATEMENT ON PLAGIARISM & ACADEMIC DISHONESTY:

Wayland Baptist University observes a zero tolerance policy regarding academic dishonesty. Per university policy as described in the academic catalog, all cases of academic dishonesty will be reported and second offenses will result in suspension from the university.

15. DISABILITY STATEMENT:

In compliance with the Americans with Disabilities Act of 1990 (ADA), it is the policy of Wayland Baptist University that no otherwise qualified person with a disability be excluded from participation in, be denied the benefits of, or be subject to discrimination under any educational program or activity in the university. The Coordinator of Counseling Services serves as the coordinator of students with a disability and should be contacted concerning accommodation requests at (806) 291-3765. Documentation of a disability must accompany any request for accommodations.

16. COURSE REQUIREMENTS and GRADING CRITERIA:

- A. *Examinations* will be made available in the course room and will be open book, and open notes. The purpose of the examinations are to test knowledge of health services topics from the perspective of a practitioner of management in the field of health administration (20 percent of final grade per examination).
- B. Participation in Current Events Discussion. Students are required to complete WEEKLY TASKS, which consist of weekly submissions of an article review and summarization pertaining to the topic of the week. In addition, you will be required to respond to a chapter question. Both submissions will also require a peer response. Responding to a chapter question already selected by another student will not receive any credit. Incorrect responses to chapter questions will also not receive any credit. Students will obtain full credit for class participation by actively participating in the class discussions and assignments. Due dates for both assignments will be Wednesday NLT 11:59pm (CST) of each week and peer responses will be due NLT Friday, 11:59pm (CST). This will allow all to have reasonable access and time to respond accordingly (60 percent of final grade).
- C. *Grades* will be based on students' preparation and performance on assigned weekly tasks, and examinations.

Requirement	Percent of Grade	Session Due
Midterm Exam (Chapters 1-8)	20%	Week 4
Final Exam (Chapters 1- 17)	20%	Week 8
Class Discussion / Participation	60%	Week 1, 2, 3, 5, 6, 7

- D. Wayland Baptist Grading Chart

Percent Equivalent	Grade
90 - 100	A
80 - 89	B
70 - 79	C
60 - 69	D
Below 60	F

17. Grade Appeal Statement:

"Students shall have protection through orderly procedures against prejudices or capricious academic evaluation. A student who believes that he or she has not been held to realistic academic standards, just evaluation procedures, or appropriate grading, may appeal the final grade given in the course by using the student grade appeal process described in the Academic Catalog. Appeals may not be made for advanced placement examinations or course bypass examinations. Appeals are limited to the final course grade, which may be upheld, raised, or lowered at any stage of the appeal process. Any recommendation to lower a course grade must be submitted through the Vice President of Academic Affairs/Faculty Assembly

Grade Appeals Committee for review and approval. The Faculty Assembly Grade Appeals Committee may instruct that the course grade be upheld, raised, or lowered to a more proper evaluation.”

18. TENTATIVE SCHEDULE

The Course Calendar provides assigned readings and key dates for the course and is subject to change.

WEEK	SESSION TOPIC/OBJECTIVES/READINGS
WEEK 1	<i>HEALTH CARE OPERATIONS, SYSTEMS, FINANCES, MARKETPLACE</i>
Jan 11 – Jan 16	SYLLABUS ACKNOWLEDGMENT INTRODUCTIONS READINGS: Shi and Singh Chapter 1, 2, & 3 WEEKLY TASKS: Article Submission, Chapter Question & Peer Responses
WEEK 2	<i>QUALITY MANAGEMENT AND OPERATIONS RESEARCH METHODS</i>
Jan 17 – Jan 23	READINGS: Shi and Singh Chapter 4 - 5 WEEKLY TASKS: Article Submission, Chapter Question & Peer Responses
WEEK 3	<i>OPERATIONAL METRICS IN HEALTHCARE ORGANIZATION & PROJECT MGT</i>
Jan 24 – Jan 30	READINGS: Shi and Singh Chapter 7 – 8 WEEKLY TASKS: Article Submission, Chapter Question & Peer Responses
WEEK 4	<i>MID-TERM EXAM (Chapters 1 – 8)</i>
Jan 31 – Feb 06	MID-TERM EXAM - Due Midnight (23:59hrs) (CST)
WEEK 5	<i>SUPPLY CHAIN MANAGEMENT & PURCHASING & MATERIAL MGT</i>
Feb 07 – Feb 13	READINGS: Shi and Singh Chapter 11 – 12 WEEKLY TASKS: Article Submission, Chapter Question & Peer Responses
WEEK 6	<i>INVENTORY MGT & ACCOUNTING, SUPPLY CHAIN, HOSPITAL PHARMACY</i>
Feb 14 – Feb 20	READINGS: Shi and Singh Chapter 13, 14, & 15 WEEKLY TASKS: Article Submission, Chapter Question & Peer Responses
WEEK 7	<i>OPERATIONS ANALYSIS, BENCHMARKING & BEST PRACTICES OPERATIONS</i>
Feb 21 – Feb 27	READINGS: Shi and Singh Chapter 16 - 17 WEEKLY TASKS: Article Submission, Chapter Question & Peer Responses
WEEK 8	<i>FINAL EXAM (Chapters 11 -17)</i>
Feb 28 – Mar 06	FINAL EXAM - Due Midnight (23:59hrs) (CST)

19. ADDITIONAL INFORMATION

This syllabus is not a binding contract between the Professor and the Student. It is subject to change whenever the Professor deems the change will improve the course.