

Wayland 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.

Contact Information

Course: HLAD 3335 - VC01 – Administration and Organization of Health Facilities

Campus: WBUonline

Term/Session: Fall 2024

Instructor: Mr. Enrique Ferreira. Jr.

Office Phone Number/Cell #: 808-721-6443

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

Office Hours, Building, and Location: Virtual Office Hours – Will access e-mail 1x daily

Class Meeting Time and Location: Asynchronous online instruction on Blackboard

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.

Prerequisite:

None

Textbook Information

Required Textbook(s) and/or Required Materials:

BOOK	AUTHOR	ED	YEAR	PUBLISHER	ISBN#
<u>Health Care Operations Management</u>	Langabeer/Helton	3rd	2021	Jones & Bartlett	9781-28419-4142

*If this is an UNDERGRAD class the textbook for this course is part of the **Pioneer Academic Access Program**. You will have access to an eBook and interactive learning material on the first day of class through your Blackboard course site. If the course requires a physical book you can order at bookstore.wbu.edu. The cost of all your materials are billed to your student account at \$26.00 per credit hour. You can choose to opt-out, however if you do you will lose access to **all classes/materials** and have to source through third party vendors You will be notified via email with access instructions and additional information. If you are in a GRADUATE class you will have an Automatic eBook*

which is billed directly to your student account or a physical book that can be purchased at bookstore.wbu.edu. If you do not wish to participate in the Automatic eBook program, you will have the first week of class to opt-out of the program (additional details will be outlined in your email instructions).

Optional Materials: None

Course Outcome 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.

Attendance Requirements

WBUonline

Students are expected to participate in all required instructional activities in their courses. Online courses are no different in this regard; however, participation must be defined in a different manner. Student “attendance” in an online course is defined as active participation in the course as described in the course syllabus. Instructors in online courses are responsible for providing students with clear instructions for how they are required to participate in the course. Additionally, instructors are responsible for incorporating specific instructional activities within their course and will, at a minimum, have weekly mechanisms for documenting student participation. These mechanisms may include, but are not limited to, participating in a weekly discussion board, submitting/completing assignments in Blackboard, or communicating with the instructor. Students aware of necessary absences must inform the professor with as much advance notice as possible in order to make appropriate arrangements. Any student absent 25 percent or more of the online course, i.e., non-participatory during 2 or more weeks of an 8-week session, may receive an F for that course. Instructors may also file a Report of Unsatisfactory Progress for students with excessive non-participation. Any student who has not actively participated in an online class prior to the census date for any given session is considered a “no-show” and will be administratively withdrawn from the class without record. To be counted as actively participating, it is not sufficient to log in and view the course. The student must be submitting work as described in the course syllabus. Additional attendance and participation policies for each course, as defined by the instructor in the course syllabus, are considered a part of the university’s attendance policy.

University Policies

Academic Integrity:

[Link to Statement on Academic Integrity](#)

Artificial Intelligence: reference one of the following in regard to how generative artificial intelligence (GAI) such as ChatGPT may or may not be used in this course: Choose A, B or C and delete the others.

A. No use of any generative AI tools permitted.

- i. Students are required to create and produce all work themselves or with assigned group members. Any work submitted that has used an AI generative tool like ChatGPT will be in immediate violation of the academic integrity policies for the course and WBU.
- ii. All assignments must be fully created, designed, and prepared by the student(s).
- iii. Any work that uses generative AI will be treated as plagiarism.

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 Disability Services Coordinator and Academic Coach serves as the coordinator of students with disabilities and must be contacted concerning accommodation requests. Office: (806) 291-1057. Documentation of a disability must accompany any request for accommodations.

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. **The DUE DATE for all assignments are at 11:59pm CST, on the last date of each WEEKs assignments.** This will allow all to have reasonable access and time to respond accordingly (60 percent of final grade). The weekly assignment will not be accessible after the due date for the rest of the course, so be sure to complete all tasks prior to the deadline.
- 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. Breakdown of Weekly Grading

Class Discussion / Participation	Available Grade	Weekly Available Points
Article Submission + Peer Response	2.5 points each	5 points
Chapter Question + Peer Response	2.5 points each	5 points

Student Grade Appeals: 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 to the 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.

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>
Aug 12 – Aug 17	SYLLABUS ACKNOWLEDGMENT INTRODUCTIONS READINGS: Langabeer/Helton Chapter 1, 2, & 3 WEEKLY TASKS: Article Submission, Chapter Question & Peer Responses
WEEK 2	<i>QUALITY MANAGEMENT AND OPERATIONS RESEARCH METHODS</i>
Aug 18 – Aug 24	READINGS: Langabeer/Helton Chapter 4 - 5 WEEKLY TASKS: Article Submission, Chapter Question & Peer Responses
WEEK 3	<i>OPERATIONAL METRICS IN HEALTHCARE ORGANIZATION & PROJECT MGT</i>
Aug 25 - Aug 31	READINGS: Langabeer/Helton Chapter 7 – 8 WEEKLY TASKS: Article Submission, Chapter Question & Peer Responses
WEEK 4	<i>MID-TERM EXAM (Chapters 1 – 8)</i>
Sep 01 - Sep 07	MID-TERM EXAM - Due Midnight (23:59hrs) (CST)

WEEK 5	<i>SUPPLY CHAIN MANAGEMENT & PURCHASING & MATERIAL MGT</i>
Sep 08 - Sep 14	READINGS: Langabeer/Helton Chapter 11 – 12 WEEKLY TASKS: Article Submission, Chapter Question & Peer Responses
WEEK 6	<i>INVENTORY MGT & ACCOUNTING, SUPPLY CHAIN, HOSPITAL PHARMACY</i>
Sep 15 - Sep 21	READINGS: Langabeer/Helton Chapter 13, 14, & 15 WEEKLY TASKS: Article Submission, Chapter Question & Peer Responses
WEEK 7	<i>OPERATIONS ANALYSIS, BENCHMARKING & BEST PRACTICES OPERATIONS</i>
Sep 22 - Sep 28	READINGS: Langabeer/Helton Chapter 16 - 17 WEEKLY TASKS: Article Submission, Chapter Question & Peer Responses
WEEK 8	<i>FINAL EXAM (Chapters 11 -17)</i>
Sep 29 - Oct 05	FINAL EXAM - Due Midnight (23:59hrs) (CST)

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.