

## Wayland Mission Statement

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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

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

**Campus:** WBUonline

**Term/Session:** Spring 2023

**Instructor:** Mr. Enrique Ferreira. Jr.

**Cell #:** 808-721-6443

**WBU Email Address:** [enrique.ferreira@wayland.wbu.edu](mailto:enrique.ferreira@wayland.wbu.edu)

**Office Hours, Building, and Location:** Virtual Office Hours – Will access e-mail 2X daily

**Class Meeting Time and Location:** Asynchronous online instruction on Blackboard

## Textbook Information

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### 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

*The textbook for this course is part of the **Wayland's Automatic eBook** program. You will have access to an eBook and interactive learning material on the first day of class through your Blackboard course site. The cost of this Automatic eBook will be billed directly to your student account when you register for the course. You will be notified via email with access instructions and additional information. If you do not wish to participate in the Automatic eBook program, you will have the first 12 days of class to opt-out of the program (additional details will be outlined in your email instructions). For more information on the Automatic eBook program, visit the Wayland Bookstore [Automatic eBook FAQ](#) page.*

**Optional Materials:** None

## Course Information

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**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

**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

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**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

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**Statement on Plagiarism and 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.

**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 Director of Counseling, Career and Disability Services serves as the coordinator of students with disability and should be contacted concerning accommodation request at (806) 291-3765. Documentation of a disability must accompany any request for accommodations.

Accessibility issues with content in WBUonline courses or in Blackboard should be addressed to the WBU accessibility coordinator, Rick Hammer, [hammerr@wbu.edu](mailto:hammerr@wbu.edu) or call 1-866-547-9192 for 24/7 Blackboard Support.

**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.

## Course Requirements and Grading Criteria

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- 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 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. 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

#### The University has a standard grade scale:

A = 90-100, B = 80-89, C = 70-79, D = 60-69, F= below 60, W = Withdrawal, WP = withdrew passing, WF = withdrew failing, I = incomplete. An incomplete may be given within the last two weeks of a long term, within the last week of an 8-week session, or within the last two days of a microterm to a student who is passing, but has not completed a term paper, examination, or other required work for reasons beyond the student's control. A grade of "incomplete" is changed if the work required is completed prior to the last day of the next long 16-week term or 8-week session, unless the instructor designates an earlier date for completion. If the work is not completed by the appropriate date, the I is converted to an F.

## Tentative Schedule

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

WEEK	SESSION TOPIC/OBJECTIVES/READINGS
<b>WEEK 1</b>	<b><i>HEALTH CARE OPERATIONS, SYSTEMS, FINANCES, MARKETPLACE</i></b>
<b>Jan 16 – Jan 21</b>	<b>SYLLABUS ACKNOWLEDGMENT</b> <b>INTRODUCTIONS</b> <b>READINGS:</b> Langabeer/Helton Chapter 1, 2, & 3 <b>WEEKLY TASKS:</b> Article Submission, Chapter Question & Peer Responses
<b>WEEK 2</b>	<b><i>QUALITY MANAGEMENT AND OPERATIONS RESEARCH METHODS</i></b>
<b>Jan 22 – Jan 28</b>	<b>READINGS:</b> Langabeer/Helton Chapter 4 - 5 <b>WEEKLY TASKS:</b> Article Submission, Chapter Question & Peer Responses
<b>WEEK 3</b>	<b><i>OPERATIONAL METRICS IN HEALTHCARE ORGANIZATION &amp; PROJECT MGT</i></b>
<b>Jan 29 – Feb 04</b>	<b>READINGS:</b> Langabeer/Helton Chapter 7 – 8 <b>WEEKLY TASKS:</b> Article Submission, Chapter Question & Peer Responses
<b>WEEK 4</b>	<b><i>MID-TERM EXAM (Chapters 1 – 8)</i></b>
<b>Feb 05 – Feb 11</b>	<b>MID-TERM EXAM - Due Midnight (23:59hrs) (CST)</b>

<b>WEEK 5</b>	<b><i>SUPPLY CHAIN MANAGEMENT &amp; PURCHASING &amp; MATERIAL MGT</i></b>
<b>Feb 12 – Feb 18</b>	<b>READINGS:</b> Langabeer/Helton Chapter 11 – 12 <b>WEEKLY TASKS:</b> Article Submission, Chapter Question & Peer Responses
<b>WEEK 6</b>	<b><i>INVENTORY MGT &amp; ACCOUNTING, SUPPLY CHAIN, HOSPITAL PHARMACY</i></b>
<b>Feb 19 – Feb 25</b>	<b>READINGS:</b> Langabeer/Helton Chapter 13, 14, & 15 <b>WEEKLY TASKS:</b> Article Submission, Chapter Question & Peer Responses
<b>WEEK 7</b>	<b><i>OPERATIONS ANALYSIS, BENCHMARKING &amp; BEST PRACTICES OPERATIONS</i></b>
<b>Feb 26 – Mar 04</b>	<b>READINGS:</b> Langabeer/Helton Chapter 16 - 17 <b>WEEKLY TASKS:</b> Article Submission, Chapter Question & Peer Responses
<b>WEEK 8</b>	<b><i>FINAL EXAM (Chapters 11 -17)</i></b>
<b>Mar 05 – Mar 11</b>	<b>FINAL EXAM - Due Midnight (23:59hrs) (CST)</b>

## **Additional Information**

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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.