

California State University, Chico
DEPARTMENT OF HEALTH AND COMMUNITY SERVICES

HCSV 530-01
SEMINAR IN HEALTH SERVICES ADMINISTRATION
Spring Semester 2007
Wednesdays, 6:00-8:50 pm; Butte 205

Instructor: Peter L. Cruise, Ph.D.
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1. **Scope of Course:** This WebCT Vista enhanced course will integrate theory and practice by examining issues and solutions to problems in the management of health services organizations. It functions as a capstone for the health services administration program, allowing students in this area of concentration to apply coursework from across the curriculum.

The class will use case studies (presented both online and in class) to apply knowledge and skills to real life problems. It will also cover, in greater depth, health service organization decision-making and problem solving techniques. Each student will develop an integrative capstone paper, covering current issues in one of the substantive areas of health services administration.

2. **Reading Materials:**

Required texts:

Goldsmith, Seth (2005). *Principles of health care management: Compliance, consumerism, and accountability in the 21st century*. Sudbury, MA: Jones and Bartlett Publishers. (ISBN 0-7637-3243-5)

Rakich, Jonathon, Beaufort Longest, and Kurt Darr (2004). *Cases in health services management (4th edition)*. Baltimore, MD: Health Professions Press. (ISBN 1-878812-89-0)

Suggested texts:

All previous course textbooks.

3. **Course Format:** Classes will combine case study presentations and discussions. There will be a (very) few lectures. A major portion of the class will be student presentations and discussion, both in class and online on WebCT Vista.

4. Grading:

Exams

Mid term exam.....	200
Final exam	200
Case study quizzes (UNANOUNCED; four@ 25 points each).....	100

Projects

Capstone paper.....	200
Case study analyses and presentations (three @ 100 points each).....	300

Other

Attendance..... 50 points lost
for every session missed. One excused absence will be allowed.

This means that after one excused absence, you will lose 50 points for each additional absence.

Because a major part of this class depends on student presentations, all work **must** be completed on time. **A substantial point deduction will be levied against any late work!**

Grades:

A	930 - 1000	C	730 - 769
A-	900 - 929	C-	700 - 729
B+	870 - 899	D+	660 - 699
B	830 - 869	D	600 - 659
B-	800 - 829	F	0 - 559
C+	770 - 799		

5. Projects and Activities

- **Case studies:** Presentation of **three case studies** from the case book and leading of class discussion of the assigned cases. **Each case study will be presented by your assigned management group.**
- **Capstone paper:** Each student will prepare a substantive paper due at the end of the semester. The papers will be presented orally during the last class meetings. The paper will cover current issues in one of the major substantive areas in health services administration. Substantive areas include: budgeting and financial management, information technology, human resources, legal and ethical issues, policy analysis, etc. A more complete list of the substantive areas can be found in the table of contents in the text book. Students will develop a paper topic proposal for approval by the instructor. **Students will discuss their paper proposals in class on the date indicated on the syllabus, and revise the proposals as needed, based on class feedback.** The required capstone paper components will be discussed in more detail during the first class meetings.
- **Case study quizzes:** Four unannounced quizzes will cover the assigned case studies for that session.

- **Readings:** Students are expected to have read the assigned readings by the date indicated on the course schedule. Everyone **must** read all of the case studies.
 - **Class Participation:** Attendance is expected. Participation means more than being present in class. The bulk of this class is focused on discussion of the case studies. Students are expected to actively participate in class activities and discussions, both in person and online.
6. **Confidentiality:** During this course, the instructor, guest speakers, or students may share information regarding specific organizations or individuals. Such information should be treated as confidential and not discussed outside of the classroom. If you are in doubt regarding the confidentiality of any information, consult the instructor.
 7. Students **must** ensure that appropriate credit is given for all materials. Ideas taken from other persons must be properly cited. Any direct quote must be enclosed in quotation marks and must be cited.
 8. You should be aware that this class will be harder than most classes that you have taken. Assignments should be of the same quality that is expected of an employee in a professional position in the health care field. That means that grammar and spelling will be considered in grading assignments. It means that due dates and project specifications are taken seriously. It means that attendance is expected.
 9. **Written papers:** All papers turned in for this course must comply with the following requirements:
 - Papers should be free of typographical and spelling errors and must be grammatically correct
 - **The capstone paper has additional requirements that will be discussed during the first class meeting**
 10. **Presentations:** The presentations that you make in this class must comply with the following:
 - Presentations should cover the same area as the paper, but should not be just a reading of the written paper
 - Dress professionally
 - Be prepared to respond to questions from the instructor and the class
 - Do not exceed the maximum time for the presentation
 - Use appropriate visual aids (e.g., overheads, PowerPoint, etc.) and/or handouts.

Course Schedule and Assignments

NOTE: This is a preliminary schedule, subject to change.

Session/Week	Topic(s)	Assignments
1 (1/24)	<ul style="list-style-type: none"> • Introduction, Overview and Class management • Case study method • Capstone paper 	WebCT Vista materials
2 (1/31)	<ul style="list-style-type: none"> • U.S. Health System Issues 	Chapters 1 and 2 Two case presentations
3 (2/7)	<ul style="list-style-type: none"> • Management Models 	Chapter 3 Two case presentations
4 (2/14)	<ul style="list-style-type: none"> • Setting Goals and Objectives • WebCT Vista class meeting 	Chapter 4
5 (2/21)	<ul style="list-style-type: none"> • Management Functions • WebCT Vista class meeting 	Chapter 5
6 (2/28)	<ul style="list-style-type: none"> • Paper topic proposals due • Board Issues 	Chapter 6 Two case presentations Paper proposals discussed in class
7 (3/7)	<ul style="list-style-type: none"> • Motivation and People Skills 	Chapters 7 and 8 Two case presentations
8 (3/14)	<ul style="list-style-type: none"> • Mid Term Exam 	Covers all material from Chapters 1-8
>>>>>SPRING BREAK; NO CLASS DURING WEEK OF MARCH 19TH <<<<<<		
9 (3/28)	<ul style="list-style-type: none"> • Machiavelli and HCM • WebCT Vista class meeting 	Chapter 9
10 (4/4)	<ul style="list-style-type: none"> • Structure and Staffing Issues 	Chapter 10 Two case presentations
11 (4/11)	<ul style="list-style-type: none"> • Finance Issues 	Chapter 11 Two case presentations
12 (4/18)	<ul style="list-style-type: none"> • Legal Issues 	Chapter 12 Two case presentations
13 (4/25)	<ul style="list-style-type: none"> • Compliance • WebCT Vista class meeting 	Chapters 13, 14, 15
14 (5/2)	<ul style="list-style-type: none"> • Strategic Planning 	Chapter 16 One case presentation
15 (5/9)	<ul style="list-style-type: none"> • Paper Presentations 	In class presentations
16 (5/16)	<ul style="list-style-type: none"> • Final Exam • Paper Presentations, Continued, as needed 	Covers all material from chapters 9-16

CASE STUDIES

Assignment: Three of the case studies from the casebook will be assigned to the management groups. Develop a paper and oral presentation for each case.

A case study is a "real world" problem and you will assume that you are a manager in the organization. You should identify the problem, develop a solution, and decide how you would implement your solution.

Instead of the academic style used in your other papers, your written analysis should be in the form of a business report and should follow a business writing style. Your presentation will also be a "report to your colleagues."

The strategy and format that you will use for these cases will be discussed in class during the first session.

Your paper should be in the form of a **report** to your superior (as indicated by the case study). It should be a maximum of five pages (double spaced), plus a cover (transmittal) letter or memo. **In class presentations should last approximately 20-25 minutes.**