

MIDSTATE COLLEGE
411 W. NORTHMOOR RD. PEORIA, IL 61614
(309) 692-4092 (800) 251-4299

Summer 2019

Course: HSM 440 Current Issues and HSM Capstone

Credit: 4 Quarter Hours

Method of Delivery: eLearning (E)

Course Description: Current topics in the healthcare field will be discussed and analyzed. Students will complete case studies and discuss implications of decisions made. An intensive individual research project will be required.

Prerequisite: Completion of all other HSM coursework or permission of Director of Allied Health

Text(s) & Manual(s): The Emerging Healthcare Leader; Nan, a Six Sigma Mystery (Can be rented from bookstore or purchased as an ebook at Google play <https://play.google.com/books/reader?id=0HZurCPAs6cC&printsec=frontcover&output=reader&hl=en&pg=GBS.PR9.w.2.19.0> as a pdf for download at <http://asq.org/quality-press/display-item/index.html?item=E1209>)

ISBN: 9781567939903, 0-87389-612-2

Author(s): Baedke, L. & Lamberton, N; Darr, K. and Barry, R.

Publisher: Health Administration Press; ASQ Quality Press

Materials needed for this course:

Additional Supplies: None

Hardware/Software and Equipment: Computer with internet capabilities for research.

Topics:

1. Delivery of Healthcare services
2. Current Trends in controlling costs of Healthcare
3. Six Sigma
4. Capturing the healthcare market for special populations
5. Health care supervision
6. Understand Public Policy of Health Service Delivery

Learning Objectives: Upon completion of this course, the student will be able to:

1. Identify the current issues facing healthcare providers and recipients.
2. Understand the use of six sigma as a tool to improve quality of care.
3. List special populations of patients with difficulty in accessing healthcare
4. Work in a team to address a problem in health services and come up with a viable option.
5. Work independently to complete research on several issues and offer viable solutions.
6. Apply the practical application of essential management concepts

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Midstate Grading scale:

90 - 100	A
80 - 89	B
70 - 79	C
60 - 69	D
0 - 59	F

Academic Integrity:

Academic integrity is a basic principle of the College's function. Midstate College students are expected to maintain a high level of academic honesty. Contrary actions may result in penalties such as failure of the assignment(s), a lesser grade on assignment(s), failure of the course and/or suspension from the College. The course instructor will review all submitted documents and supporting evidence in connection to the infraction. The course instructor will also review the student's personal file for other notifications of academic dishonesty before determining the level of action to be applied. The course instructor will complete the Academic Dishonesty Report form to document and describe the incident and actions taken, then kept on file. The student may appeal the decision to administration, whose decision will be final.

The following (**plagiarism, cheating, deception, sabotage, computer misuse and copyright infringement**) are included in the actions Midstate College considers behavior contrary to the academic integrity policy; however, the policy is not limited to these examples. Further discussion of consequences regarding academic dishonesty are addressed in the Student Handbook.

Plagiarism:

Plagiarism is using another person's words, either by paraphrase or direct quotation, without giving credit to the author(s). Plagiarism can also consist of cutting and pasting material from electronic sources by submitting all or a portion of work for assignment credit. This includes papers, computer programs, music, sculptures, paintings, photographs, etc. authored by another person without explicitly citing the original source(s). These actions violate the trust and honesty expected in academic work. Plagiarism is strictly against the academic policy of Midstate College. Its seriousness requires a measured, forceful response which includes consequences for inappropriate and/or no citation.

In courses containing writing assignments, the College promotes the use of Turnitin which compares the student's writing against previously submitted papers, journals, periodicals,

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books, and web pages. Students and instructors can use this service to reduce the incidence of plagiarism. This electronic resource has been found to conform to legal requirements for fair use and student confidentiality. It is able to provide a report to the student indicating the parts of the assignment that match.

Student Success and Tutoring:

Contact Student Success: Room 110; (309) 692-4092, ext. 1100; studentsuccess@midstate.edu;

The Office of Student Success offers help in the following areas:

- Tutoring: Tutoring is encouraged for students who are doing their best to complete assignments yet still are experiencing difficulty in this course. Tutoring may be provided by the instructor outside of scheduled class times or through the office of Student Success.
- Writing assignment assistance: This may include learning how to conduct research; using proofreading tools such as Turnitin; outlining a topic; and applying MLA/APA standards.
- Math, accounting, and computer skills (including file management).
- Test-taking techniques.
- Note-taking skills development.
- Study skills development.
- Time management.

Instructor: Dr. Amber Schappaugh
Midstate email: aschappaugh@midstate.edu

Room/phone: 205/309-692-4092
Office Hour(s): Mon. & Wed 9:30a-2p

Policies and Procedures:

1. All work is to be submitted on time. If you miss class, you are expected to use your course outline to determine what you missed. The grade will drop 10% for each week you delay in completing material. **Late work will NOT be accepted** without prior approval from the instructor. This includes homework and quizzes.
2. Academic dishonesty is never tolerated and will be referred to the Dean and Student Success.
3. The final exam must be completed. Failure to do so will result in failure of the course.
4. Initial discussion responses must be posted by Wednesday night. In order to receive full credit for online discussion, you must also respond to at least two other students in a meaningful manner with either a value-added comment or an insightful question about the posting of your classmate by Sunday evening.

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6. Attendance is expected, not suggested. Class is like having a job. Excessive absence will hurt your performance and your ability to pass this class. Excessive absence is 3 or more weeks of online classes.

7. Academic integrity is important at Midstate College, as stated in the catalog and student handbook. This not only includes prevention of cheating on exams and written research papers, but also discussion forum postings. Discussion postings must be in your own words and references must be cited.

8. The policy for eLearning is that course materials are available to students at noon each Monday and that students have until 7:59 a.m. Monday morning to complete the previous week's material. However, students are advised against waiting until the last minute or last day to submit their work for a variety of reasons. If you work on your eLearning course early in the week and experience computer problems, you have more time to find an alternate computer. Also, the discussion forums can be very beneficial learning tools in eLearning if utilized to their greatest potential. It is difficult to have an effective and meaningful "discussion" if nobody posts until the last minute.

Participation Requirements:

Students taking this course through web-based program must participate by posting to the Discussion Forum at least twice a week responding to discussion questions and actively participate with classmates.

Methods of evaluating student performance:

Discussion, Assignments, Quizzes, Final exam, and Paper

FINAL Project:

You are to write a composition, using the following 6 pieces. (Some of this material will be found in discussion forums and can be used in this composition). You will need to use APA format (please see student success, the library, or myself with questions).

Structure for a composition:

Introduction (tells the reader what the paper is about and how the paper is organized)

Remember, no heading per APA, 6th edition

Body (addresses the key points of the assignment)

Conclusion (brief recap and any reflections)

PART 1

Consider the following roles and activities associated with employment in your field:

Internal practitioner in your field: These are persons who specialize in their concentration's function and work within an organization, typically employed as a full-time employee

Consultant in your field: These are persons who practice their concentration's skills from outside of an organizational structure

Practicing with a specific niche in your field. With experience, a practitioner may find him- or herself exceptionally proficient in a specific aspect of his or her respective concentration and may choose to limit his or her practice to this area. Even as a specialist, the specific-niche

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practitioner must be a competent generalist as well, able to navigate the entire domain of the concentration.

Leader or manager within an organization in the context of your field: This is a leader or manager within an organization whose responsibilities and work are directly related to your concentration

Researcher in your field: Often, practitioners in the field do not undertake research or do not publish research in the field. There is a dramatic need for practitioners to document and publish their work (with appropriate human subject protection measures in place and organizational permissions secured).

Instructor in your field: With many years of practice in their field under their belts representing a multitude of concentration-related experiences, as well as the skills for transferring knowledge to others, the scholar-practitioners may seek roles in which they teach the theory and practice of their concentration to novice practitioners.

Other options that you may identify as related to your field

Make a correlation between these roles and your desired future in your field. Select a likely role that you will continue or that you will pursue directly following graduation.

PART 2

Extrapolating from the terms, mission statement, vision statement, and professional growth as it is used in organizations, what is your personal mission statement and vision statement as a practitioner or scholar in your field? What professional growth will you need for your own career?

Your definition of the terms mission statement, vision statement, and professional growth
Develop your own mission and vision statements both personally and professionally.

The step-by-step process you used to develop your mission and vision

What is the importance of your mission and vision statements?

How is a vision statement different from a mission statement?

PART 3

What is the operational definition of your field?

Outlook for employment or advancement in your field (cite at least 2 reliable sources.)

What specific goals do you have for the next 6 months that will optimize your participation in your field?

What areas of professional development you must attend to reach your goals?

What professional growth will you need to realize your professional (concentration-related) mission and vision? Include at least 2 pressing opportunities for professional growth.

Outline a plan for addressing your professional growth. Specify the goals, time line, and evidence that will indicate that you have achieved your professional development objectives.

PART 4

What is your definition of the term strategic plan in the context of an organization?

How is a strategic plan related to the mission of an organization?

How is a strategic plan related to the vision of an organization?

Now, personalize the above and discuss how a strategic plan would be helpful as you pursue your career objectives.

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Relate your discussion to the professional mission and vision statements you developed in this course.

PART 5

What is personal branding? (You may use your own operational definition.)

What are the pros and cons of personal branding?

Using your own ethics and understanding of your desired career path, discuss how you will develop your own personal brand.

PART 6

What excites you most about your future in your desired profession?

Present a plan for how you will "give back" to your field in terms of service that helps others grow and develop.

This is the grading Rubric for your final paper. Use it to help you get the best grade possible!

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Writing Rubric

Term: _____ **Evaluator:** _____ **Student's Name and Degree Program:** _____

Date: _____

General Education Objective 1: Optimize written and oral communication by composing coherent essays, critical analyses, research papers, and documents, and delivering organized and coherent speeches and presentations using appropriate language, grammar, and documentation.

The following Area of Assessment (Dimension) targets: Thesis/Focus

Dimension	Excellent (Worth 3 Points)	Competent (Worth 2 Points)	Needs Improvement (Worth 1 Point)	Rating of Dimensions
<ul style="list-style-type: none"> Incorporates introduction 	<input type="checkbox"/> States objectives clearly; includes thesis statement with justification of the topic	<input type="checkbox"/> Thesis and objectives are fairly clear and match the writing task	<input type="checkbox"/> Does not state objectives clearly and/or no thesis statement	

Total: Thesis/Focus: _____

The following Areas of Assessment (Dimensions) target: Presentation

Dimensions	Excellent (Worth 3 Points)	Competent (Worth 2 Points)	Needs Improvement (Worth 1 Point)	Rating of Dimensions

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<ul style="list-style-type: none"> Presents professional appearance 	<input type="checkbox"/> Neat and professional appearance	<input type="checkbox"/> Acceptable neatness and professional appearance	<input type="checkbox"/> Lacks neatness and professional appearance
<ul style="list-style-type: none"> Follows college writing standards (Categories for writing standards include) <ol style="list-style-type: none"> Page Headers 12 Point Times New Roman Double Space 1 inch margins 	<input type="checkbox"/> Meets college writing standards (meets all of the following): <ul style="list-style-type: none"> <input type="checkbox"/> Page Headers <input type="checkbox"/> 12 Point Times New Roman <input type="checkbox"/> Double Space <input type="checkbox"/> 1 inch margins 	<input type="checkbox"/> Meets most college writing standards (meets at least 3 of the following): <ul style="list-style-type: none"> <input type="checkbox"/> Page Headers <input type="checkbox"/> 12 Point Times New Roman <input type="checkbox"/> Double Space <input type="checkbox"/> 1 inch margins 	<input type="checkbox"/> Does not follow college writing standards (meets 2 or fewer of following): <ul style="list-style-type: none"> <input type="checkbox"/> Page Headers <input type="checkbox"/> 12 Point Times New Roman <input type="checkbox"/> Double Space <input type="checkbox"/> 1 inch margins
<ul style="list-style-type: none"> Follows MLA or APA documentation and citation styles if required 	<input type="checkbox"/> Advanced MLA/APA skills	<input type="checkbox"/> Acceptable MLA/APA skills	<input type="checkbox"/> Does not apply MLA/APA styles correctly

Total: Presentation

The following Areas of Assessment (Dimensions) target: **Support Reasoning**

Dimensions	Excellent (Worth 3 Points)	Competent (Worth 2 Points)	Needs Improvement (Worth 1 Point)	Rating of Dimensions
<ul style="list-style-type: none"> Provides evidence to support thesis 	<input type="checkbox"/> Substantial, logical, and concrete development of main ideas	<input type="checkbox"/> Mostly logical and concrete development of main ideas	<input type="checkbox"/> Undeveloped support of main ideas	
<ul style="list-style-type: none"> Demonstrates critical thinking 	<input type="checkbox"/> Synthesizes sources and personal opinion	<input type="checkbox"/> Contains some synthesis of sources and personal opinions	<input type="checkbox"/> Does not synthesize sources and personal opinion and/or overdependence on source material	

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<ul style="list-style-type: none"> Sources 	<input type="checkbox"/> Incorporates legitimate source material if applicable	<input type="checkbox"/> Sometimes incorporates legitimate source material if applicable	<input type="checkbox"/> Does not incorporate legitimate source material when appropriate.
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Total: Support Reasoning

The following Areas of Assessment (Dimensions) target: Content

Dimensions	Excellent (Worth 3 Points)	Competent (Worth 2 Points)	Needs Improvement (Worth 1 Point)	Rating of Dimensions
<ul style="list-style-type: none"> Organization 	<input type="checkbox"/> Transition devices are effective	<input type="checkbox"/> Transition devices are mostly effective	<input type="checkbox"/> Transition devices not used effectively or not at all	
<ul style="list-style-type: none"> Adheres to main points 	<input type="checkbox"/> Maintains focus on main points	<input type="checkbox"/> Mostly maintains focus on main points	<input type="checkbox"/> Does not maintain focus on main points	
<ul style="list-style-type: none"> Demonstrates a logical flow of ideas 	<input type="checkbox"/> Flow of ideas is logical	<input type="checkbox"/> Flow of ideas is mostly logical	<input type="checkbox"/> Flow of ideas is not logical	
<ul style="list-style-type: none"> Uses a variety of sentence structures 	<input type="checkbox"/> Includes a variety of sentence structures	<input type="checkbox"/> Includes a few different sentence structures	<input type="checkbox"/> Includes a limited variety of sentence structures	
<ul style="list-style-type: none"> Concludes with summary of main idea 	<input type="checkbox"/> Conclusion clearly summarizes objectives and thesis	<input type="checkbox"/> Conclusion does not include either a restatement of main ideas or thesis	<input type="checkbox"/> Conclusion does not clearly summarize objectives and thesis	

Total: Content

The following Areas of Assessment (Dimensions) target: Mechanics

Dimensions	Excellent (Worth 3 Points)	Competent (Worth 2 Points)	Needs Improvement (Worth 1 Point)	Rating of Dimensions
<ul style="list-style-type: none"> Uses correct grammar 	<input type="checkbox"/> Zero grammatical errors	<input type="checkbox"/> Minimal grammatical errors	<input type="checkbox"/> Excessive grammatical errors	
<ul style="list-style-type: none"> Spells correctly 	<input type="checkbox"/> Zero spelling errors	<input type="checkbox"/> Minimal spelling errors	<input type="checkbox"/> Excessive spelling errors	

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• Demonstrates proper use of punctuation	<input type="checkbox"/> Zero punctuation errors	<input type="checkbox"/> Minimal punctuation errors	<input type="checkbox"/> Excessive punctuation errors
• Incorporates appropriate word choice	<input type="checkbox"/> Appropriate word choice	<input type="checkbox"/> Some appropriate word choice	<input type="checkbox"/> Inappropriate word choice

Total: Mechanics

Total Rating of Competency Levels

Course Outline:

Week 1	<p>Topics:</p> <ul style="list-style-type: none"> a. Six Sigma quality improvement b. Functions of management review c. Understand Public Policy of Health Service Delivery <p>Objectives:</p> <ul style="list-style-type: none"> a. Recognize the organizational benefits of the Six Sigma methodology. b. Match the five critical elements of Six Sigma to organizational activities that accomplish each. c. Select business activities that represent the two types of variation and the Pareto Principle. d. How Six Sigma Affects You e. Recognize the benefits of Six Sigma implementation. f. Match the Six Sigma roles to the business activities of employees involved in Six Sigma. g. Sequence the DMAIC team life-cycle. h. Identify the steps in the DMAIC problem-solving model. <p>Assignment:</p> <ul style="list-style-type: none"> • Review the posted syllabus and schedule • View the Six Sigma presentation
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	<ul style="list-style-type: none">• Answer the discussion question
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Week 2	<p>Topics:</p> <ul style="list-style-type: none"> a. Application of Six Sigma to problem solving in health care b. Health care reform plans c. Understand Public Policy of Health Service Delivery <p>Objectives:</p> <ul style="list-style-type: none"> d. Recognize the use of Six Sigma methods in problem solving e. Identify Six Sigma methods used in a health care application. f. Recognize the application of management functions in a health care setting. g. Become familiar with the case study method <p>Assignment:</p> <p>1. Read Chapters 1-14 of <i>Nan: A Six Sigma Mystery</i>.</p> <ul style="list-style-type: none"> • Respond to the <i>Nan</i> discussion question • Respond to the Discussion Question
Week 3	<p>Topics:</p> <ul style="list-style-type: none"> a. Application of Six Sigma to problem solving in health care b. Health care pricing policy <p>Objectives:</p> <ul style="list-style-type: none"> a. Recognize the use of Six Sigma methods in problem solving b. Identify Six Sigma methods used in a health care application. c. Recognize the application of management functions in a health care setting. d. Recognize hospital pricing policy differences. <p>Assignment:</p> <ul style="list-style-type: none"> • Read Chapters 15-28 of <i>Nan: A Six Sigma Mystery</i>. • Respond to the <i>Nan</i> discussion question. • Respond to the Discussion Question

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Week 4	<p>Topics:</p> <ul style="list-style-type: none"> a. Application of Six Sigma to problem solving in health care b. Managed Care finance <p>Objectives:</p> <ul style="list-style-type: none"> a. Recognize the use of Six Sigma methods in problem solving b. Identify Six Sigma methods used in a health care application. c. Recognize the application of management functions in a health care setting. d. Recognize managed care financial policy differences. <p>Assignment:</p> <ul style="list-style-type: none"> • Read Chapters 29-41 of <i>Nan: a Six Sigma Mystery</i>. • Respond to the <i>Nan</i> discussion question. • Respond to the weekly Discussion Question.
Week 5	<p>Topics:</p> <ul style="list-style-type: none"> • Application of Six Sigma to problem solving in health care • Alternate health care financing plan. <p>Objectives:</p> <ul style="list-style-type: none"> • Recognize the use of Six Sigma methods in problem solving • Identify Six Sigma methods used in a health care application. • Recognize the application of management functions in a health care setting. • Become familiar with alternate health care finance solutions <p>Assignment:</p> <ul style="list-style-type: none"> • Answer the essay questions for <i>Nan: a Six Sigma Mystery</i>. • Respond to the Weekly Discussion Question

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	<ul style="list-style-type: none"> • Take the Six Sigma Quiz • Read Part 1 of The Emerging Healthcare Leader
Week 6	<p>Topics:</p> <ul style="list-style-type: none"> a. Self-awareness b. Emotionally intelligent leader c. Self-discipline d. Long term care <p>Objectives:</p> <ul style="list-style-type: none"> a. Recognize problems unique to long-term care facilities. <p>Assignment:</p> <ul style="list-style-type: none"> • Answer the discussion questions. • Read case study and assess • Read Part 2 of The Emerging Healthcare Leader
Week 7	<p>Topics:</p> <ul style="list-style-type: none"> a. Government involvement in health care b. Branding c. Leadership Style d. Failure e. Networking and Mentoring <p>Objectives:</p> <ul style="list-style-type: none"> a. Identify the balance between the free market and government involvement in health care financing. <p>Assignment:</p> <ul style="list-style-type: none"> • Respond to Discussion Questions • Read case study and respond • Read Part 3 The Emerging Healthcare Leader
Week 8	<p>Topics:</p> <ul style="list-style-type: none"> a. Internships b. Interviews c. Onboarding d. Career Pathways

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	<p>Assignment:</p> <ul style="list-style-type: none"> • Read case study and assess • Answer discussion question. • Read Leading your company through a crisis and take the quiz.
Week 9	<p>Topics:</p> <ul style="list-style-type: none"> a. Employee motivation b. Strengths and weaknesses of large managed care companies. a. Analyze a health care supervision situation Recognize the pitfalls in the implementation of a quality improvement program. <p>Objectives:</p> <ul style="list-style-type: none"> a. Identify the advantages of scale in health care. b. Identify methods of motivating professional employees. c. Identify the strengths and weaknesses of large managed care companies. <p>Assignment:</p> <ul style="list-style-type: none"> • Read case study and analyze • Respond to the weekly discussion question.

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Week 10	<p>Topics:</p> <ul style="list-style-type: none"> a. Health care – right or responsibility? b. A better model for health care c. Health care supervision <p>Objectives:</p> <ul style="list-style-type: none"> a. Recognize the difference between health care as a right and a responsibility. b. Analyze the concept of a better model for health care c. Analyze a health care supervision situation <p>Assignment:</p> <ul style="list-style-type: none"> • Read case study and analyze. • Answer discussion question
Week 11	<p>Topics:</p> <ul style="list-style-type: none"> a. Current Trends in Healthcare <p>Objectives:</p> <ul style="list-style-type: none"> a. Analyze current trends in healthcare <p>Assignment:</p> <ul style="list-style-type: none"> • Research a current trend in healthcare and submit a description and synopsis in the dropbox. • Discussion question
Week 12	<p>Topics:</p> <ul style="list-style-type: none"> • Current topics in health care <p>Objectives:</p> <ul style="list-style-type: none"> • Discuss the implications of a current topic in health care <p>Assignment:</p> <ul style="list-style-type: none"> • Research a current trend in healthcare and submit a description and synopsis in the dropbox. • Submit final project