

**NEOSHO COUNTY COMMUNITY COLLEGE
MASTER COURSE SYLLABUS**

COURSE IDENTIFICATION

Course Code/Number: ALHT 220

Course Title: Management Supervision

Division: Applied Science (AS) Liberal Arts (LA) Workforce Development (WD)
 Health Care (HC) Lifetime Learning (LL) Nursing Developmental

Credit Hour(s): Three (3)

Effective Date: Spring 2017

Assessment Goal Per Outcome: 80%

COURSE DESCRIPTION

This course integrates basic health information science with fundamental management theory to develop management skills applicable to the health information environment. This course covers the functions of planning, organizing, staffing, influencing and controlling as related to the health information management profession and work setting will be studied through readings, case studies, management assignments, and problem solving applications. The course will assist the student in becoming more sensitive to human behavior, anticipate problems before they occur, and resolve problems if they have already occurred.

MINIMUM REQUIREMENTS/PREREQUISITES AND/OR COREQUISITES

None

TEXTS

The official list of textbooks and materials for this course is found on *myNeosho*.

<http://www.neosho.edu/ProspectiveStudents/Registration/CourseSyllabi.aspx>

GENERAL EDUCATION OUTCOMES

1. Practice Responsible Citizenship through:
 - identifying rights and responsibilities of citizenship,
 - identifying how human values and perceptions affect and are affected by social diversity,
 - identifying and interpreting artistic expression.
2. Live a healthy lifestyle (physical, intellectual, social) through:
 - listing factors associated with a healthy lifestyle and lifetime fitness,
 - identifying the importance of lifetime learning,
 - demonstrating self-discipline, respect for others, and the ability to work collaboratively as a team.
3. Communicate effectively through:
 - developing effective written communication skills,
 - developing effective oral communication and listening skills.
4. Think analytically through:
 - utilizing quantitative information in problem solving,
 - utilizing the principles of systematic inquiry,
 - utilizing various information resources including technology for research and data collection.

COURSE OUTCOMES/COMPETENCIES (as Required)

1. Summarize health information related leadership roles.
2. Demonstrate and apply an understanding of the fundamentals of healthcare team leadership.
3. Organize and facilitate healthcare meetings.
4. Recognize the impact of change management on HIM processes, people and systems.
5. Utilize tools and techniques to monitor, report, and improve HIM processes.
6. Identify cost-saving and efficient means of achieving work HIM work processes and goals.
7. Report staffing levels and productivity standards for health information functions.
8. Interpret HIM compliance with local, state, federal labor regulations.
9. Adhere to work plans, policies, procedures, and resource requisitions in relation to HIM job functions.
10. Explain the methodology of training and development in HIM.
11. Explain return on investment for HIM employee training/development.
12. Plan HIM departmental budgets.
13. Explain HIM budget variances.
14. Summarize HIM project management methodologies.
15. Explain HIM Vendor/Contract Management.

AHIMA DOMAINS

Domain VI. Leadership

Subdomain VI.A Leadership Roles

1. VI.A.1 Summarize health information related leadership roles (2) comprehension
2. VI.A. 2. Apply the fundamentals of team leadership (3) application
3. VI.A. 3. Organize and facilitate meetings (3) application

Subdomain VI.B. Change Management

1. VI.B. 1. Recognize the impact of change management on processes, people and systems (2) comprehension

Subdomain VI.C. Work Design and Process Improvement

1. VI.C. 1. Utilize tools and techniques to monitor, report, and improve processes (3) application
2. VI.C. 2 Identify cost-saving and efficient means of achieving work processes and goals (3) application

Subdomain VI.D. Human Resources Management

1. VI.D. 1. Report staffing levels and productivity standards for health information functions (3) application
2. VI.D. 2. Interpret compliance with local, state, federal labor regulations (5) evaluation
3. VI.D. 3. Adhere to work plans, policies, procedures, and resource requisitions in relation to job functions (3) application

Subdomain VI.E. Training and Development

1. VI.E. 1. Explain the methodology of training and development (2) comprehension
2. VI.E. 2. Explain return on investment for employee training/development (2) comprehension

Subdomain VI.G. Financial Management

1. VI.G. 1. Plan budgets (3) application
2. VI.G. 3. Explain budget variances (2) comprehension

Subdomain VI.I. Project Management

1. VI.I. 1. Summarize project management methodologies (2) comprehension

Subdomain VI.J. Vendor/Contract Management

1. VI.J. 1. Explain Vendor/Contract Management (2) comprehension

MINIMUM COURSE CONTENT

The following topics must be included in this course. Additional topics may also be included.

1. The Setting
 - a. An Evolving Role in a Changing Environment
 - b. Health Care: How Different From “Industry?”
 - c. The Nature of Supervision: Health Care and Everywhere
 - d. Management and Its Basic Functions
2. The Supervisor and Self
 - a. Delegation and Empowerment: Forming Some Good Habits
 - b. Time Management: Expanding the Day Without Stretching the Clock
 - c. Self-Management and Personal Supervisory Effectiveness
3. The Supervisor and the Employee
 - a. Interviewing: Start Strong to Recruit Successfully
 - b. The One-to-One Relationship
 - c. Leadership: Style and Substance
 - d. Motivation: Intangible Forces and Slippery Rules
 - e. Performance Appraisal: Cornerstone of Employee Development
 - f. Criticism and Discipline: Guts, Tact, and Justice
 - g. The Problem Employee and Employee Problems
 - h. The Supervisor and the Human Resource Department
4. The supervisor and the Task
 - a. Ethics and Ethical Standards
 - b. Decisions, Decisions
 - c. Management of Change: Resistance is Where You Find It
 - d. Communication: Not By Spoken Words Alone
 - e. How to Arrange and Conduct Effective Meetings
 - f. Budgeting: Annual Task and year-Long Implications
 - g. Quality and Productivity: sides of the Same Coin
 - h. Teams, Team Building, and Teamwork
 - i. Methods Improvement: Making Work – and Life – Easier
 - j. Reengineering and Reduction in Force
 - k. Continuing Education: You Employee and You
 - l. The Supervisor and the Law
 - m. Organizational Communication: Looking Up, Down, and Laterally
 - n. Unions: Avoiding Them When Possible and Living With Them

STUDENT REQUIREMENTS AND METHOD OF EVALUATION

A cumulative point system is used. Your class assignments will include reading, review questions, written reports, case studies, Website research, projects, practice exercises, discussion questions, chapter quizzes and examinations. The chapter examinations will be a

part of each learning unit and are completed after the unit assignments, and prior to starting the next unit. Possible points for written reports, case studies, projects, and exams will vary and tracking of your total points for each assignment or exam will be available on the course Website. Class assignments will be evaluated for accuracy, content, form, knowledge of subject matter, application of knowledge and ability to communicate effectively. Class participation and completion of assignments by the due date are essential elements to your success in this course. Total points accumulated during the semester will be calculated into a percent and graded on the scale below.

STUDENT REQUIREMENTS

Students must participate in all activities, as well as accurately complete assignments and examinations within the internet platform in a timely manner. Therefore it is imperative that students have a reliable internet provider, computer hardware, and email address to succeed in this course

GRADE SCALE

Letter grades will be given using the following scale:

- A = 90-100%
- B = 80-89%
- C = 70-79%
- D = 60-69%
- F = 59% and below

ASSESSMENT OF STUDENT GAIN

Student gain will be determined by student improvement in each of the areas competencies

Attendance Policy

1. NCCC values interactive learning which promotes student engagement in the learning process. To be actively engaged, the student must be present in the learning environment.
2. Unless students are participating in a school activity or are excused by the instructor, they are expected to attend class. If a student's absences exceed one-eighth of the total course duration, (which equates to one hundred (100) minutes per credit hour in a face-to-face class) the instructor has the right, but is not required, to withdraw a student from the course. Once the student has been dropped for excessive absences, the registrar's office will send a letter to the student, stating that he or she has been

dropped. A student may petition the chief academic officer for reinstatement by submitting a letter stating valid reasons for the absences within one week of the registrar's notification. If the student is reinstated into the class, the instructor and the registrar will be notified. Please refer to the Student Handbook/Academic Policies for more information

3. Absences that occur due to students participating in official college activities are excused except in those cases where outside bodies, such as the State Board of Nursing, have requirements for minimum class minutes for each student. Students who are excused will be given reasonable opportunity to make up any missed work or receive substitute assignments from the instructor and should not be penalized for the absence. Proper procedure should be followed in notifying faculty in advance of the student's planned participation in the event. Ultimately it is the student's responsibility to notify the instructor in advance of the planned absence.

ACADEMIC INTEGRITY

NCCC expects every student to demonstrate ethical behavior with regard to academic pursuits. Academic integrity in coursework is a specific requirement. Definitions, examples, and possible consequences for violations of Academic Integrity, as well as the appeals process, can be found in the College Catalog, Student Handbook, and/or Code of Student Conduct and Discipline.

ELECTRONIC DEVICE POLICY

Student cell phones and other personal electronic devices not being used for class activities must not be accessed during class times unless the instructor chooses to waive this policy.

NOTE

Information and statements in this document are subject to change at the discretion of NCCC. Students will be notified of changes and where to find the most current approved documents.

ACCOMMODATIONS

If you are a student with a disability who may need accommodation(s), in compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990, please notify the Dean of Student Services in the Student Services Office, Sanders Hall, 620-432-0304, on the Chanute Campus, or the Dean for the Ottawa and Online Campuses, 785-248-2798, on the Ottawa Campus as soon as possible. You will need to bring your documentation for review in order to determine reasonable accommodations, and then we can

assist you in arranging any necessary accommodations.

NON-DISCRIMINATION POLICY

The following link provides information related to the non-discrimination policy of NCCC, including persons with disabilities. Students are urged to review this policy.

<http://www.neosho.edu/Departments/NonDiscrimination.aspx>

SEXUAL MISCONDUCT POLICY (TITLE IX)

At NCCC, it is the responsibility of an instructor to help create a safe learning environment in the classroom, including both physical and virtual classrooms. All instructors are considered mandatory reporters at NCCC, therefore any information regarding sexual misconduct that is shared by a student in one-on-one meetings with the instructor must be reported to appropriate personnel at the College. Instructors will keep the information private to the greatest extent possible, but it is not confidential. Generally, climate surveys, classroom writing assignments or discussions, human subjects research, or events such as Take Back the Night events do not provide notice that must be reported to the Coordinator by employees, unless the reporting party clearly indicates that they wish a report to be made.

The following link provides information related to the sexual misconduct policy of NCCC, including resources, reporting options, and student rights. Students are urged to review this policy.

<http://www.neosho.edu/TitleIX.aspx>

COURSE NOTES

See supplemental syllabus inside course

This syllabus is a broad outline of subject matter to be covered, nor does it limit the content of the class to the material described. For the completion of the HIT Program a C or better is required in this course to continue in the program.