HL 530: Foundations of Healthcare Administration

School of Business and Management

3 Credits
Effective Date Fall 2019
Grading Type: Decimal

Access to the Internet is required.
All written assignments must be in Microsoft-Word-compatible formats.
See the library's APA Style Guide tutorial for a list of resources that can help you use APA style.

Faculty Information

Professional experience information for instructors is found under *Syllabus, Schedule, and Course Team* in the online course menu.

Contact Information

Contact information for instructors is found under *Syllabus, Schedule, and Course Team* in the online course menu.

Course Description

In this course, students will study key contextual and environmental factors that affect the practice of healthcare administration. Focus is made on the importance of culture, communication, and diversity. Students are introduced to the roles and responsibilities of the stakeholders in the field of healthcare. The significance of professional behaviors such as goal setting and time management are covered, as well as the attitudes and motivation required for success as a healthcare manager.

Course Resources

Required and recommended resources to complete coursework and assignments are found on the course Reading List. Access is provided through the *Reading List* link in your online course as well as from the library homepage ("Find Your Reading List" button).

Note: Required resources that must be purchased by the student are tagged "Purchase from a vendor of your choosing." Required resources with a direct link, "Available through CityU Library", are available electronically at no cost to students.

Students in Canada may purchase course resources from the Canada Bookstore, and students outside the U.S. and Canada should contact their advisor or textbook coordinator for additional information.

Course Outcomes

This course will prepare students to:

- Analyze the importance of culture, communication, and diversity within healthcare administration
- Analyze the impact of attitude and motivation on the success of a healthcare manager.
- Appraise the use of goal setting and time management for a healthcare leader.
- Compare and contrast the roles of the stakeholders in the field of healthcare administration.

Grading Scale

The grades earned for the course will be calculated using City University of Seattle's decimal grading system, found in the current [University Catalog](#).

Grading rubrics with details on how each assignment will be graded are located under *Assignments* and/or in *My Grades* in the online course menu. Students should review the rubric for each assignment prior to completing their work in order to understand how it will be assessed.

Course Assignments and Grading

Assignments

Culture, Communication, and Diversity Paper (25% of Final Grade)

The population of the United States is becoming increasingly diverse. Sensitivity, compassion, understanding, and acceptance of patients with different values, beliefs, and behaviors are essential qualities for those who work in the medical arena. In this 8-10 page paper, students will analyze how culture, communication, and diversity impact healthcare administration, and the role and responsibility of the healthcare leader. Students will include recommendations of actions and/or processes that healthcare leaders can apply in order to improve the diversity of their workforce and increase the cultural competence of all members of the healthcare team. Recommendations must be backed up with research. APA formatting and a minimum number of 8 professional references are required. References should be less than five years old in order to reflect current information.

Components	% of Grade
Style and Mechanics	10%
APA Style (citations, references, formatting)	10%
Analyze Impact of Culture, Communication, and Diversity on Healthcare Administration	30%
Recommendations of Actions/Process to Improve Cultural	25%
Competence Recommendations of Actions/Process to Improve Diversity	25%
TOTAL	**100%**

Goal Setting and Time Management Plan Paper (20% of Final grade)

Goal setting is one of the most important activities for a healthcare organization. A culture that ensures all employees understand their roles, expectations, and why they are critical to organization's success is often well prepared to handle the many challenges faced in healthcare today. In this 5-7 page APA formatted

paper, students will appraise the value and purpose of goal setting in a healthcare organization. This appraisal should include details on how healthcare leadership is best able to align employees with the organization's goals. Students will also evaluate the importance creating a time management plan for a healthcare manager. Examples from research are strongly encouraged. Students must include a minimum number of 7 professional references. References should be less than five years old in order to reflect current information.

Components	% of Grade
Style and Mechanics	10%
APA Style (citations, references, formatting)	10%
Appraisal of Goal Setting	25%
Employee Alignment	30%
Time Management Plan	25%
TOTAL	**100%**

Stakeholders in Healthcare Administration Paper (15% of Final grade)

Many stakeholders impact healthcare administration. These stakeholders may include a Board of Directors, CEO, COO, CIO, CNO, patients, staff, the surrounding community, and healthcare providers. In this paper, students will assess how each of these stakeholders plays a role within a healthcare organization. Students should include not just a definition of the roles of the stakeholders, but also an assessment of how each stakeholder impacts other stakeholders in the organization. Students should include discussion of any possible conflicts of interest that may arise between stakeholders and how healthcare leaders might resolve those conflicts. This 5-7 page APA formatted paper should include a minimum number of 5 professional references. References should be less than five years old in order to reflect current information.

Components	% of Grade
Style and Mechanics	10%
APA Style (citations, references, formatting)	10%
Roles of Stakeholders	20%
Impact of Stakeholders	30%
Conflict of Interest	30%
TOTAL	**100%**

Attitude and Motivation Paper (20% of Final grade)

Attitude and level of motivation are important to the success of any healthcare leader. In this paper, students will analyze how the attitude and level of motivation a healthcare leader possesses impacts the organization and workforce. Students will include examples of leaders who have had success, as well as failure, in their leadership roles due to their attitude and level of motivation. This 5-7 page APA formatted paper must include a minimum number of 5 professional references. References should be less than five years old in order to reflect current information.

Components	*% of Grade*
Style and Mechanics	10%
APA Style (citations, references, formatting)	10%
Impact of Attitude and Motivation	40%
Examples of Leaders	40%
TOTAL	**100%**

Essays and Quizzes (20% of Final Grade)

Each week students will write a short (3-5 paragraph) essay on the topic provided in the classroom. Students will have a one-question quiz each week. The quiz is not timed and students may use their text or other materials to research the answer.

Components	% of Grade
Content	80%
APA Citation, Grammar, & Spelling	20%
TOTAL	100%

Course Policies

Professional Writing

Assignments require error-free writing that uses standard English conventions and logical flow of organization to address topics clearly, completely, and concisely. CityU requires the use of APA style.

University Policies

Students are responsible for understanding and adhering to all of City University of Seattle's academic policies. The most current versions of these policies can be found in the University Catalog that is linked from the CityU Web site.

Antidiscrimination

City University of Seattle and its staff and faculty are committed to supporting our students. We value equity, diversity, and inclusion as a way of life as well as the educational opportunities it provides. City U will not tolerate any form of discrimination based on race, color, ethnicity, sexual orientation, gender identification, socioeconomic status, or religious values. If you have experienced any discrimination based on any of the above, we encourage you to report this to the University. Please report this to your instructor. If you do not feel safe reporting this to your instructor, please report to the Provost or to the Vice President of Student Affairs.

Non-Discrimination & Prohibition of Sexual Harassment

City University of Seattle adheres to all federal, state, and local civil rights laws prohibiting discrimination in employment and education. The University is committed to ensuring that the education environment is bounded by standards of mutual respect and safety and is free from discriminatory practices.

In the U.S., the University is required by Title IX of the Education Amendments of 1972 to ensure that all of its education programs and activities do not discriminate on the basis of sex/gender. Sex include sex, sex stereotypes, gender identity, gender expression, sexual orientation, and pregnancy or parenting status. Sexual harassment, sexual assault, dating and domestic violence, and stalking are forms of sex discrimination, which are prohibited under Title IX and by City University of Seattle policy. City University of Seattle also prohibits retaliation against any person opposing discrimination or participating in any discrimination investigation or complaint process internal or external to the institution. Questions regarding Title IX, including its application and/or concerns about noncompliance, should be directed to the Title IX Coordinator. For a complete copy of the policy or for more information, visit the Title IX portal page or contact the Title IX Coordinator.

In Canada, in compliance with the British Columbia Human Rights Code, the Alberta Human Rights Act, WorksafeBC, and the Workers' Compensation Board of Alberta, the University believes that its environment should at all times be supportive and respectful of the dignity and self-esteem of individuals. Discrimination, harassment and bullying conduct, whether through person-to-person behaviour or via electronic communications such as email or social media is not acceptable and will not be tolerated. As an educational institution, it is our responsibility to cultivate an environment of excellence, equity, mutual respect and to recognize the value and potential of every individual. The University will take all necessary steps to meet or exceed the requirements of the law to prevent discrimination, harassment and bullying. The Respectful Workplace Policy for the prevention of discrimination, harassment and bullying policy and procedure can be found at the CityU website under the Policies section or at CityU in Canada website.

Religious Accommodations

City University of Seattle has a policy for accommodation of student absences or significant hardship due to reasons of faith or conscience, or for organized religious activities. The University's policy, including more information about how to request an accommodation, is available in the University Catalog and on the my.cityu.edu student portal. Accommodations must be requested by the 20% mark of this course (e.g. day 14 of a ten-week course, day 7 of a 5-week course) using the Religious Accommodations Request Form found on the student dashboard in the my.cityu.edu student portal.

Academic Integrity

Academic integrity in students requires the pursuit of scholarly activity that is free from fraud, deception and unauthorized collaboration with other individuals. Students are responsible for understanding CityU's policy on academic integrity and adhering to its standards in meeting all

course requirements. A complete copy of this policy can be found in the [University Catalog](#) under *Student Rights and Responsibilities* on the page titled *Academic Integrity Policy.*

Attendance

Students taking courses in any format at the University are expected to be diligent in their studies and to attend class regularly.

Regular class attendance is important in achieving learning outcomes in the course and may be a valid consideration in determining the final grade. For classes where a physical presence is required, a student has attended if they are present at any time during the class session. For online classes, a student has attended if they have posted or submitted an assignment. A complete copy of this policy can be in the [University Catalog](#) under *Student Rights and Responsibilities* on the page titled *Attendance.*

Final Assignment Due Date

Final assignments for each class at CityU must be due on or before the final date of the course as indicated in the university's course information system. Due dates that extend beyond the final date of the course may negatively impact tuition funding for students.

Support Services

Disability Services Accommodations Statement

Students with a documented disability who wish to request academic accommodations are encouraged to contact Disability Support Services to discuss accommodation requests and eligibility requirements. Please contact Disability Support Services at *disability@cityu.edu* or 206.239.4752 or visit the [Disability Support Services](#) page in the my.cityu.edu portal. Confidentiality will be observed in all inquiries. Once approved, information about academic accommodations will be shared with course instructors.

Library Services

CityU librarians are available to help students find the resources and information they need to succeed in this course. Contact a CityU librarian through the [Ask a Librarian](#) service, or access [library resources and services online](#), 24 hours a day, seven days a week.

Smarthinking Tutoring

CityU students have access to free online tutoring offered through Smarthinking, including writing support, from certified tutors 24 hours a day, seven days a week. Contact CityU's Student Support Center at [mycityusupport@cityu.ed](#) to request a user name and password.

Course Schedule

The Course Schedule is located in the online course shell in the Syllabus, Schedule, and Course Team module.