Course Syllabus

Course Prefix / Number: HSA4990
Course Title: Personnel Management in Healthcare
Course Credit Hours: 3
Instructor Name and Contact Information: Karen Valaitis, kvalaitis@uwf.edu
Prerequisites or Co-Requirements:
  o Working knowledge of how to use personal computers, including knowledge of word-processing, spreadsheet packages and Internet searching.
  o Training (or interest) in a health care-related field at the Associate's or Bachelor's level.

Course Description
This course focuses on the fundamental concepts and practical tools necessary for managing healthcare employees with special emphasis on the complex factors that influence the performance of this unique workforce in a dynamic industry.

Course Goals
Upon completion of the course, students will be able to describe the managerial activities related to developing and maintaining the healthcare workforce and explain the different scopes of practice, levels of education, and practice settings that contribute to the complexity of managing this workforce.

Topics
  o Understanding the healthcare labor force.
  o Employment law and the healthcare environment.
  o Methods of flexible job analysis and design that respond to the need for continuous change in a dynamic industry.
  o Best practices, challenges and opportunities for recruitment, selection, and retention efforts in healthcare organizations.
  o The impact of organizational development, training and succession planning on the patient experience and Joint Commission accreditation.
  o Performance management of high functioning individuals and teams.
  o The strategic role of compensation in the management of skilled professionals, during staffing shortages, and within the limits placed by third-party payers.
  o The impact of comprehensive benefit packages and wellness programs in the competitive arena of healthcare.
  o The unique standards of safety and preparedness required for healthcare institutions.
  o The processes of organizing, negotiating, and administering contracts with a union and emerging healthcare labor trends.
Student Learning Outcomes (SLOs)

- Define strategic human resource management, explore SHRM at top healthcare organizations, and describe both the types of healthcare careers and employment outlook.
- Outline the laws and regulations related to human resources management and discuss those such as HIPAA and the HiTECH Act that are uniquely important to the healthcare environment.
- Describe the steps involved and the importance of job analysis, job design, recruitment, selection and retention; discuss the importance of flexibility and new strategies used as a result of technological change, increased specialization, and the emergence of the hospital as the central focus of the healthcare system.
- Review the basic steps required by the Joint Commission for organizational development, training, and performance management systems that help build a highly functioning workforce and improve patient experience.
- Discuss the unique challenges of providing competitive compensation, comprehensive benefit packages, and wellness programs to a sector that is comprised of highly skilled workers that are in high demand and paid through a third-party system.
- Identify the role of healthcare organizations in employee safety, community preparedness and disaster management.

Texts / Materials

REQUIRED TEXTS:

REQUIRED MATERIALS:
- Internet Access (broadband is recommended)
- Activated UWF ArgoNet E-mail Account
- eLearning Access

Grading / Evaluation

- **Online Discussion Forum Participation (25%)** - on all discussion forums you will be graded based on 1) your ability to significantly move the conversation forward with your own contribution; 2) your active response to posts from your classmates; 3) the use of proper APA style and formatting.
- **Dropbox Review Assignments (25%)** – review assignments, exercises and case studies will be based on material presented in the text.
- **Quizzes – (5%)** weekly practice quizzes covering all material presented.
- **Online Exams (45%)** – there will be 3 exams covering on all material presented; exam may include true/false, fill-in-the-blank, multiple choice, and short essay questions.
Letter grades will be assigned as follows:

- 90 - 100%: A
- 80 - 89%: B
- 70 - 79%: C
- 60 - 69%: D
- 59% or less: F

Attendance Policy
This course is totally online. It is unlikely that you will pass this course if you don’t regularly login to the course.

Essays written as part of the discussions need to be written professionally and students are expected to discuss the content of essays as part of the discussion/participation grade.

Minimum Technical Skills and Special Technology Utilized by Students
This course is totally online. All instructional content and interaction takes place over the WWW. In addition to baseline word processing skills and sending/receiving email with attachments, students will be expected to search the internet and upload / download files. In addition, students may need one or more of the following plug-ins:

- Real Player: http://www.real.com/realplayer/search
- Adobe Flash Player: http://get.adobe.com/flashplayer/
- eLearning’s Accessibility Resource Guides for users: http://www.desire2learn.com/access/resources/

Expectations for Academic Conduct / Plagiarism Policy
Academic Conduct Policy: (Web Site) | (PDF Format) | Plagiarism Policy: (WORD Format) | UWF Library Online Tutorial: Plagiarism |

Assistance for Students with Disabilities
The Student Disability Resource Center (SDRC) at the University of West Florida supports an inclusive learning environment for all students. If there are aspects of the instruction or design of this course that hinder your full participation, such as time-limited exams, inaccessible web content, or the use of non-captioned videos and podcasts, please notify the instructor or the SDRC as soon as possible. You may contact the SDRC office by e-mail at sdrc@uwf.edu or by
phone at (850) 474-2387. Appropriate academic accommodations will be determined based on the documented needs of the individual.

**Accessibility Resources**

- Follow this link for information on [accessibility settings in eLearning](#).
- Follow this link for information on [accessibility features in UWF’s Learning Management System (LMS), Desire2Learn](#).

**TurnItIn**

UWF maintains a university license agreement for an online text matching service called TurnItIn. At my discretion, I will use the TurnItIn service to determine the originality of student papers. If I submit your paper to TurnItIn, it will be stored in a TurnItIn database for as long as the service remains in existence. If you object to this storage of your paper:

1. You must let me know no later than two weeks after the start of this class.
2. I will utilize other services and techniques to evaluate your work for evidence of appropriate authorship practices.

**Weather Emergency Information**

In the case of severe weather or other emergency, the campus might be closed and classes cancelled. Official closures and delays are announced on the UWF website and broadcast on WUWF-FM.

- WUWF-FM (88.1MHz) is the official information source for the university. Any pertinent information regarding closings, cancellations, and the re-opening of campus will be broadcast.
- In the event that hurricane preparation procedures are initiated, the UWF Home Web Page and Argus will both provide current information regarding hurricane preparation procedures, the status of classes and the closing of the university.

Emergency plans for the University of West Florida related to weather or other emergencies are available on the following UWF web pages:

- Information about hurricane preparedness plans is available on the UWF web site: [http://uwfemergency.org/hurricaneprep.cfm](http://uwfemergency.org/hurricaneprep.cfm)
- Information about other emergency procedures is available on the UWF web site: [http://uwfemergency.org/](http://uwfemergency.org/)