Nashville State Community College
Business & Applied Arts Division
Healthcare Management

Master Course Syllabus

This master course syllabus is meant simply as a guide and overview of the course. Each instructor will further clarify their criteria for grading, classroom procedures, attendance, exams and dates, etc. on his/her course syllabus.

Course Title: HCM Capstone
Credits: 3
Class Hours: 3
Course description: This course is a comprehensive review of Healthcare Management. Topics include risk management measures, chart auditing, improved billing practices, medical legal issues, human resource management, and healthcare delivery systems. An exit exam will be administered as a means of assessing program outcomes and will include topics from courses included in the Healthcare Management curriculum. This course should be taken during the last semester of studies at Nashville State.

Prerequisites: HCM 2000, HCM 2200, and HCM 2600. Permission of instructor required.

A grade of “C” or better is required for all HCM courses in order to progress in the program

Instructor Information:
Name: Eleonora Alvarado
Email: eli.alvarado@nscc.edu
Office Phone: 615-353-3705
Office Location: C237H
Office Hours: TBA

Textbook and Other Materials:
Reference Materials: None
Supplies: None

Course Outcomes:
Upon successful completion of this course, students should be able to:

- Determine the ways a manager can use knowledge of thinking processes to improve communication between individuals, and within groups and organizations
- Identify the impact of regulation, laws, and policies regarding confidentiality of patient information
• Compare and contrast the different types of health insurance
• Identify the primary methods of reimbursement to providers from private health plans and from government sponsored programs
• Identify human resource management issues in healthcare settings
• Describe various legal issues encountered in healthcare settings
• Determine major components of compliance, risk management, and internal control programs

Course Competencies:
The following are detailed course competencies intended to support the course outcomes:

• Given a case study student will be able to integrate health care management theory with real world problems
• Given a case study student will be able to apply critical thinking skills to analyze and resolve real world problems
• Student will be able to identify strategies to enhance employee motivation
• Student will be able to describe the role of thinking in communication and problem solving in the workplace
• Student will be able to identify healthcare market powers, trends, and potential impact on health service
• Given a case study student will be able to utilize a situational assessment or SWOT analysis
• Student will be able to discuss the importance of quality to a healthcare system
• Student will be able to describe the challenges faced by healthcare organizations in adopting new technology
• Student will be able to identify the concepts of healthcare financing and payment for healthcare
• Student will be able to describe important issues and processes involved in managing accounts receivable in healthcare organizations
• Student will be able to identify human resource functions that address employee workforce planning/recruitment as well as employee retention
• Student will be able to list examples of fraud and abuse

The following are general education competencies intended to support the course outcomes:

• Know how to locate, evaluate, and use information resources
• Use critical thinking skills
• Write clear, well-organized documents

Topics to Be Covered:
• Role of the manager in health care
• Leadership
• Management and motivation
• Organizational behavior and management thinking
• Strategic planning
• Healthcare marketing
• Quality improvement basics
• Information technology
• Financing healthcare and health insurance
• Managing costs and revenues
• Managing health professionals
• Strategic management of human resources
• Teamwork
• Health disparities and cultural proficiency
• Ethics and law
• Fraud and abuse

Course Assessments:
The following performance assessments will be used to demonstrate students’ understanding, knowledge and skills:

Assignments 30%
Quizzes 20%
Discussions 20%
Tests 30%

Grading Policy:
• There are specific due dates set for homework assignments and exams. Homework due dates and test/quiz dates will be strictly adhered to and will not be extended. Failure to complete homework and exams by the due dates will result in a grade of zero for that assessment.
• NO MAKE UP TESTS OR QUIZZES WILL BE GIVEN. A grade of "zero" will be assigned for any test/quiz that has not been taken.

Grading Scale:
A 90-100%
B 80-89%
C 70-79%
D 65-69%
F 64% or below

Make-up procedures for missed assignments and work:
• There are specific due dates set for homework assignments and exams. Homework due dates and test/quiz dates will be strictly adhered to and will not be extended. Failure to complete homework and exams by the due dates will result in a grade of zero for that assessment.
• NO MAKE UP TESTS OR QUIZZES WILL BE GIVEN. A grade of "zero" will be assigned for any test/quiz that has not been taken.
Attendance Policy
A student is expected to attend all scheduled classes and laboratories. Each instructor will formulate an attendance policy and provide it on the course syllabus. Absences are counted from the first scheduled meeting of the class, and it is the responsibility of each student to know the attendance policy of each instructor in whose class he/she is enrolled. If a student is absent from a class, he/she should give an advanced explanation to the instructor. Absences in a course may affect a student’s final grade. The student is responsible for all assigned work in the course regardless of excused or unexcused absences. Tardiness may also affect a student’s final grade.

Failure to attend class will result in a final course grade of “FA” or “FN” (see explanation below) depending on the individual instructor’s course policy.

FA= failure, attendance-related (unofficial withdrawal) Last recorded date of attendance required.
FN= failure, never attended class (unofficial withdrawal)

Student Communication Channels
It is the student’s responsibility to check D2L and MyNSCC email on a regular basis. These are the official communication channels between the college and students. Students are responsible for the information communicated through those channels. D2L contains specific course information and MyNSCC contains information important for other purposes.

ADA Compliance Statement
Nashville State complies with the Americans with Disabilities Act. If you wish to request any special accommodations for any courses in which you are enrolled, contact the Student Disabilities Office at 615.353.3721.

Classroom Misconduct
Nashville State Community College has a zero tolerance policy for disruptive conduct in the classroom. Students whose behavior disrupts the classroom will be subject to disciplinary sanctions. Please consult your Student Handbook for more specific details.

The instructor has primary responsibility for control over classroom behavior and maintenance of academic integrity. He/she can order temporary removal or exclusion from the classroom of any student engaged in disruptive conduct or in conduct which violates the general rules and regulations of the College.

Disruptive behavior in the classroom may be defined as, but is not limited to, behavior that obstructs or disrupts the learning environment (e.g., offensive language, harassment of students and professors, repeated outbursts from a student which disrupt the flow of instruction or prevent concentration on the subject taught, failure to cooperate in maintaining classroom decorum, etc.), the continued use of any electronic or other noise or light emitting device which disturbs others (e.g., disturbing noises from beepers, cell phones, palm pilots, lap-top computers, games, etc.).

Please be aware that children are not allowed in class or unattended on campus.
Academic Dishonesty (Honor Code)
Any form of academic dishonesty, cheating, plagiarizing, or other academic misconduct is prohibited. "Plagiarism may result from: (1) failing to cite quotations and borrowed ideas, (2) failing to enclose borrowed language in quotation marks, and (3) failing to put summaries and paraphrases in your own words (A Writer's Reference 331). Academic dishonesty may be defined as, but is not limited to, intentionally trying to deceive by claiming credit for the work of another person, using information from a web page or source without citing the reference, fraudulently using someone else's work on an exam, paper, or assignment, recycling your own work from another course, purchasing papers or materials from another source and presenting them as your own, attempting to obtain exams/materials/assignments in advance of the date of administration by the instructor, impersonating someone else in a testing situation, providing confidential test information to someone else, submitting the same assignment in two different classes without requesting both instructor's permission, allowing someone else to copy or use your work, using someone else's work to complete your own, altering documents, transcripts or grades, and forging a faculty/staff member's signature.

In addition to other possible disciplinary sanctions that may be imposed through regular college procedures as a result of academic dishonesty the instructor has the authority to assign an “F” or a “Zero” for the exercise, paper, or examination or to assign an “F” for the course. Students may appeal through the appropriate college grade appeal procedures.

Inclement Weather Policy
In the event of an inclement weather event, check the Nashville State web site home page at www.nscc.edu for announcements on campus closures. Campus closures will also be announced on local television stations (channels 2, 4, 5, and 17).

When classes are cancelled, an online assignment will be posted in NS Online. Check your NS Online email for a message from your instructor regarding your online assignment requirements. Even though classes may be cancelled, some areas, i.e. Testing Center, may be open. However, you should check before commuting to campus.

The Vice President for Academic Affairs and the Director of Security are responsible for cancellation decisions during an inclement weather event for the Nashville State main campus and the Southeast campus. Cookeville, Waverly, and Dickson Campus Directors will make class cancellation decisions based on conditions in their respective areas. Decisions about class cancellations are based on actual conditions, not forecasts. The perspective used for making decisions is that of the college as an employer, not as a K-12 institution. Students should use their own best judgment in determining whether to report to campus during inclement weather when classes are not cancelled.