

**Nashville State Community College
Business, Management, & Hospitality Division
Healthcare Management**

Master Course Syllabus

HCMT 2385 HCMT Capstone

The purpose of the syllabus is to tell you how the course is organized, what the expectations are, and how you will be graded. In addition, there is important information about how the college will operate during severe weather and how the college will communicate with you. The syllabus is not a contract. Instead, it is meant to help you succeed in this course. If any of the content changes during the semester, you will be notified.

Course information (100% Online):

Course Title: HCMT Capstone

Credits: 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: HCMT 2305, HCMT 2315, and HCMT 2350. Permission of instructor required. A

Grade of "C" or better is required for all HCMT courses in order to progress in the program

Instructor Information:

Name

Email:

Office Phone:

Office Location:

Virtual Office Link:

Scheduling Link for Appointments:

Required Textbook(s) & Other Materials:

Textbook: Introduction to Health Care Management, 4th edition, by Sharon Buchbinder and Nancy Shanks

ISBN: 978-1-2841-5656-0

Reference Materials: None **Supplies:** None

Once you have registered for your courses, you should make sure you have the correct textbook and materials for each course. Before courses begin, you can do this by looking up your courses on the bookstore's website (<https://www.bkstr.com/nscctestore/shop/textbooks-and-course-materials>) using your A# or by entering your course information. If you are registered with the Access Center and need an alternate format for the textbook and other course materials, please contact the Access Center at 615-353-3721, 615-353-3741, or accesscenter@nsc.edu

Digital Course Materials: These ensure you pay less for your course materials and have easy access through D2L throughout the semester. When you registered for this course, the charge for these materials appeared on your account. If you decide you do not want to purchase the course materials embedded in NS Online, you can opt out of the program **until the end of the second week of classes**. If you opt out, you will be responsible for purchasing the required course materials on your own. For more information, please visit www.nsc.edu/dcm.

Honors Option: Honors credit is available in some classes. If you are interested in participating in the Honors Program, please see your instructor within the first four weeks of class.

Course Outcomes: At the end of the semester, this is what you should know and/or be able to do:

- 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, or specific skills or knowledge, intended to help you achieve 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: We will use the following assessments to demonstrate your understanding, knowledge, and skills:

Case Studies

All activities for this class will be case study analyses, discussions, or quizzes. Students will see that there are no "right" answers to management problems presented in the case studies. Case studies bring a small chunk of the real world into the academic setting where they can be examined, and where students can **determine what problems exist, discuss optional approaches to dealing with the problems, and decide upon a course of action.** There will be six case studies that students will examine during this semester.

Discussions

Discussions (which you will access through the Discussion link) will include a current healthcare issue followed by discussion questions. You will be required to respond to the questions posed in the discussion link. Discussions should be completed by the due date.

Quizzes

There are 4 "quick" quizzes composed of multiple choice, true/false, matching or fill in the blank. These quizzes are CLOSED BOOK, NO NOTE quizzes. The quizzes are timed and will be taken from within NS Online. These tests are taken off campus. Two attempts will be allowed on these quizzes. Your grade will be your highest attempt

Tests

There are two (2) non-proctored tests (Midterm and Final) that can be taken off campus. Both tests are timed and the time is enforced. Tests should be CLOSED BOOK, NO NOTES.

Final Exam

The Final Exam is comprehensive and is a non-proctored test. Students are required to take the Final as the Final will be the Exit Exam for the Healthcare Management program. The Final includes topics from Healthcare Delivery Systems, Medical Legal Issues, and Insurance & Reimbursement. The Final is 2 parts – an objective test and a case study.

Grading Policy:**GRADING CRITERIA AND METHOD OF EVALUATION**

ITEM	
Orientation Assignment (3)	10%
Case Study Analysis (6) See Grading Rubric Below for Case Studies	25%
Discussions (6)	25%
Quizzes (6)	40%

CASE STUDY RUBRIC

ITEM	POINTS	
Key facts in the case identified. Major problem or challenge stated	10 points	
List courses of action to solve the stated problem or challenge	10 points	
Evaluate each alternative using identified facts and issues	10 points	
Recommend best course of action with detailed explanation of why selection was made	10 points	
Free of errors in grammar, formatting, punctuation, and spelling – response not readable & understandable	10 points	
TOTAL POINTS	50 points	

Grading Scale:**Grading Scale:**

Letter Grade	Percentage Range
A	91 - 100
B	81 - 90
C	71 - 80
D	61 - 70
F	60 and below

FA

If you stop attending class or if you are in an online class and stop submitting assignments, but do not turn in a withdrawal form by the deadline, you are still enrolled in class. You will be given a grade of FA, which means you have failed due to not attending class and not completing your assignments. Please refer to the current academic calendar available on the Nashville State web site, looking for the date that indicates it is the "Last Day to Earn F for Attendance (FA)." If you stop attending your course after this date, you will receive an F.

FN

An FN is awarded if you have never attended your course or done any of the work in an online course.

Late Work Policy & Make-up Procedures for Missed Assignments and Work:

All work must be completed by December 8, 2022. However, following the suggested Due Date requirements will produce the optimum student results.

Attendance Policy

General Policy

If you have been exposed to COVID-19 or have tested positive, you must email virusinfo@nscc.edu.

- *Absences in a course may affect your final grade.*
- *Tardiness may also affect your final grade.*
- *You are responsible for all work/tests that occur during any missed course session(s) regardless of reason(s) for absence.*
- *If you are not well enough to attend a course session (class), you must notify the instructor as soon as possible before the scheduled course time.*
 - *If you are unable to notify an instructor before the scheduled course time, you must contact the instructor as soon as reasonably possible.*
- *If you have an unavoidable conflict with a scheduled course session, you must notify the instructor before the course session.*
 - *If you are unable to notify an instructor before the scheduled course time, you must contact the instructor as soon as reasonably possible.*

Instructor's Policy

The attendance policy for this course is: The student should pace work throughout the term; specifically, due dates are set for a smooth and regular pace throughout the term for best student success. Stay in regular communication with the instructor.

For financial aid purposes, **attendance** is measured by participation in the course.

Instructors can determine your level of participation in several ways. Some of those ways are:

- responding to an instructor's email/text/phone call
- posting to a discussion board
- completing and submitting assignments which is attendance in an online course

Technology Statement

- All classes at the College are web enhanced. "Web enhanced" means that components of the course, such as assignments and online discussions, may be located online in the class D2L/NS Online course shell and used in the course, even if the course meets in a classroom on ground.
- You must have access to a computer and an internet connection to complete assignments, engage in online discussions, and access various course materials through D2L/NS Online course shells.
- You may also be required to use free video conferencing platforms (examples: Zoom, Teams, etc.) for course sessions and meetings.
- You will be responsible for appropriate dress while on video. This means that you are expected to dress as if you were in a classroom.
- You will be responsible for a distraction free environment while on video. This means that the professor and others in the course should not be able to hear noise in your home, such as cell phones, TVs, or barking dogs. The best way to do this is to keep yourself on "mute" until you need to speak.
- You will be responsible for making sure your background is neutral. Keep in mind that students and professors come from all around the world, and you are all a part of our community. Therefore, please avoid having images in your background that may be offensive to your classmates.
- Certain publisher materials, such as textbook figures, may not work on cellphones and may require a laptop or a tablet.
- If you have questions or concerns regarding access to a computer or internet resources, please contact your instructor. Additional information is available on the [access to internet and technology website](#).
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- You must have access to a computer and an internet connection to complete assignments, engage in online discussions, and access various course materials through D2L/NS Online course shells.
- You may also be required to use free video conferencing platforms (examples: Zoom, Teams, etc.) for course sessions and meetings.
- You will be responsible for appropriate dress while on video. This means that you are expected to dress as if you were in a classroom.
- You will be responsible for making sure your background is neutral. Keep in mind that students and professors come from all around the world, and you are all a part of our

community. Therefore, please avoid having images in your background that may be offensive to your classmates.

- Certain publisher materials, such as textbook figures, may not work on cellphones and may require a laptop or a tablet.
- If you have questions or concerns regarding access to a computer or internet resources, please contact your instructor. Additional information is available on this website: [access to internet and technology website](#).

Computer Labs

Computers are available for all Nashville State students to use at each campus during open hours. Open computer lab availability may vary from campus to campus.

You should check the NSCC website for current hours of operation.

D2L/NS Online and myNSCC

It is your responsibility to check your email in **both** D2L/NS Online course shells and your @my.nsc.edu (student email) on a regular basis. These are the official communication channels between the college and you. You are responsible for the information communicated through these email channels. D2L/NS Online emails contain specific course information and @my.nsc.edu emails contain important information from college offices, such as Financial Aid.

ADA Compliance Statement

If you need accommodations due to a disability, please do not hesitate to reach out to our Access Center. Disabilities for which you can receive accommodations include documented physical, emotional, and/or learning conditions. Nashville State is committed to supporting your success, and we encourage you to get assistance if needed. If you require accommodations for any courses in which you are enrolled, contact the Access Center at 615.353.3741 or 615.353.3721, or e-mail accesscenter@nsc.edu.

Classroom Misconduct

Disruptive conduct is not allowed in the classroom. Disruptive conduct is any behavior that prevents students from learning and interferes with the ability of the instructor to teach. This may change from course to course; therefore, your individual instructors will give you guidance on what qualifies as "disruptive conduct" in their courses. Please review the [Nashville State Student Code of Conduct policy](#). Please be aware that children are not allowed in class or to be left unattended on campus.

Academic Misconduct

You have started this academic journey to prepare for a future career. Because of this, it is important that you learn the materials being presented in your courses. For this reason, cheating, in any form, robs you of your opportunity to learn and master the material that will enable you to succeed in that future career. Nashville State has a clear [Academic Misconduct Policy](#) that you are expected to follow. In addition, your instructors will clarify what Academic Misconduct looks like and the consequences for violations in each course that you take. The instructor has the authority to assign an "F" or a "zero" for such violations or for the semester grade.

Academic Early Alert System

If you are not doing well in your course, your instructor may send you an Early Alert through your @my.nsc.edu email. This email will go to your academic advisor and Student Success advisor, as well. If you get an Early Alert, contact your instructor immediately. Instructors send these when they want to help you figure out how to get extra support to pass the course. An Early Alert does not mean that you have already failed the course. Rather, it means you are in danger of failing the course if you do not change your learning strategy. Please use an Early Alert to your advantage and as an opportunity to improve your grade.

RAVE Emergency Alert System

You can log in to this free alert system to receive text messages about emergencies related to NSCC campuses: <https://www.getrave.com/login/nsc>. The instructions for this are listed below.

- Your RAVE Username is your NSCC email address.
- If you've never received an email from RAVE with your password, or if you need to reset your password, select "Forgot your password?" and a new password will be emailed to you.
- Should the RAVE system indicate "user not found", select Register and create your own RAVE account.

Student Wellness

Your well-being is important to us. With this in mind, the college has several resources available to provide support when needed:

- [Free tutoring](#) provides assistance beyond the classroom to help you make the most of your college education.
- [These resources](#) include NSCC email, scheduling, online courses, textbooks, tech check out and support, computer labs on campuses, academic advising, financial advising, COVID-19 information and procedures on campuses.
- [Services](#) that help with bus passes, food, childcare, textbooks, housing, financial counseling, personal counseling, suicide prevention, health insurance.

Equity Statement

We are taking steps to become more aware of the many different needs of students. Faculty, staff and administrators are committed to helping students find ways to meet their needs so that ALL students can reach their goals. Please ask for things you need.

Inclement Weather & Campus Closings

You get notices about campus closings in these places: text messages from RAVE and www.nsc.edu. Even when campuses are closed, you are still responsible for completing all assigned work. Check D2L/NS Online for a message from your instructor so you do not miss important assignments and due dates, which may change due to the campus closure.

Class Cancellation Policy

Our instructors post messages about cancelling classes in the D2L/NSOnline course shells and/or on the classroom door on campus. These messages can be found in the News and Content section or the Email tab in the online shell. Please check these to be sure that you take advantage of opportunities for learning and points toward your grade.