The University of Western Ontario
School of Health Studies
Health Sciences 3040b
Health Management

Instructor: Sherri Preszcator
Email: spreszc@uwo.ca
Office Hours: Thursday 8:30 – 9:30 a.m.

Teaching Assistant: TBD
Email: TBD
Office Hours: To be announced in class and posted on WebCT

Lecture: Tuesdays 9:30 – 10:30 a.m. HSB 40
Lecture: Thursdays 9:30 – 11:30 a.m. HSB 40

Prerequisite

Enrolment in third or fourth year of a Bachelor of Health Sciences Program

Prerequisite Checking

Unless you have either the requisites for this course or written special permission from your Dean to enroll in it, you may be removed from this course and it will be deleted from your record. This decision may not be appealed. You will receive no adjustment to your fees in the event that you are dropped from a course for failing to have the necessary prerequisites.

Course Information

Course Description:

The healthcare industry is growing fast – and healthcare organizations need managers with the skills, knowledge and practical experience necessary to keep pace with industry trends.

This course has been designed as an entry-level health management course to provide students with a general understanding of how organizations work. The objective is to introduce healthcare management theories and practices, and provide a realistic understanding of healthcare organizations. It will explore the application of key concepts of general management to health care delivery in organizations, faced with the challenge of improving their processes in a rapidly changing environment.
Course Website

http://webct.uwo.ca

This course is supported by WebCT. All course information will be made available there. Please monitor the announcements menu on the course website for any changes or cancellations in lectures, tutorials or readings.

Learning Perspective

Student learning is the shared responsibility of both students and the faculty. Every attempt will be made to make classes stimulating and motivating using active learning principles. Active student involvement is expected. Students are expected to come to class prepared and ready to participate, work collaboratively with, and contribute to the learning of their classmates, and to notify the instructor if the pace of the lectures is too fast or too slow. Comments, suggestions and constructive feedback are always welcome and appreciated.

Student Responsibilities

Students are expected to attend all classes as material covered during lectures may not be in your readings and the majority of material for the final exam will come from classroom content, including group presentations. It is the students’ responsibility to complete the required readings and come to class prepared to discuss the content outlined. Responsibility for note-taking is that of students. If you are having any problems or difficulties with any aspect of the course, please contact the course instructor.

Learning Environment

Courtesy and respect for the learning environment is expected. Students are expected to arrive at lectures on time. It is expected that students will be considerate of their colleagues and the instructor. Students are reminded to keep any noise and disruption to an absolute minimum in class, and to use email judiciously and not frivolously.

Course Materials

There is no required textbook to purchase. Links to all the course materials are provided on webct. You are responsible for accessing the materials.
**Evaluation**

Students’ academic performance will be assessed in the following ways:

<table>
<thead>
<tr>
<th></th>
<th>Percentage of grade</th>
<th>Due date</th>
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<tbody>
<tr>
<td>A. Midterm</td>
<td>25%</td>
<td>February 16th, 2012</td>
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<tr>
<td></td>
<td></td>
<td>In class</td>
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<tr>
<td>B. Group Project</td>
<td></td>
<td></td>
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<tr>
<td>1. Group Presentation</td>
<td>10%</td>
<td>March 1, 8, 15 and 22, 2012</td>
</tr>
<tr>
<td>2. Group Paper</td>
<td>25%</td>
<td>March 29th, 2012</td>
</tr>
<tr>
<td>3. Participation</td>
<td>5%</td>
<td>March 29th, 2012</td>
</tr>
<tr>
<td>C. Final examination</td>
<td>35%</td>
<td>TBD – during final exam period</td>
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**A. Midterm Exam (25%)**

There will be a mid-term examination in class on **February 16th, 2012** covering all the material discussed in the course up to and including February 9th, 2012. The exam will consist of multiple choice and true and false style questions.

**B. Group Project and Presentation (35%)**

Students will be randomly assigned to groups after the add/drop date of January 17th, 2012. In your groups you will be asked to pick a healthcare organization that you will research to identify the structure, function and future suggestions for innovation of the organization. Your group will form the management team of this particular organization and you will write a report outlining your organization. By **January 31st, 2012**, each group will identify to the instructor the healthcare organization they will be researching. As a group you will need to include the following requirements:

- What is the primary mandate of the organization
- What is the history of the organization
- How are they governed
- What is the funding structure of the organization
• Who is the target population of the organization – Whom do they service

• Complete a SWOT analysis of the organization: Strengths, Weaknesses, Opportunities and Threats

• What are the barriers to providing service

• What are the current management practices of the organization

• Describe the employee relations within the organization

• Are there other organizations doing similar or complimentary work – if so how or are they collaborating with them

• Develop or identify ways which the organization will need to innovate or transform to continue delivering quality healthcare services in the future

There are three parts to this assignment:

• **Part 1, due on March 29th, 2012 is a 15 page final report (worth 25%).**

This will be a professional report outlining the healthcare organization you have chosen to research and will outline all the above requirements (see group project). The final paper must be submitted in hard copy and electronically to turnitin.com via WebCT. (see section on Academic Integrity).

The group paper must meet the following technical requirements:

• Title page with title of assignment, student name, student number, instructor’s name, course number, date of submission, number of pages (including title page)
• Printed on 8.5” by 11” paper
• 12 point font
• Lines double-spaced
• 1” margins
• Spell-checked
• Include a list of references using APA style (two internet resources on APA style follow)

http://owl.english.purdue.edu/owl/resource/560/01/
• **Part 2, given between March 1<sup>st</sup> and March 22<sup>nd</sup>, 2012** is a group presentation of the Healthcare organization your group has chosen (worth 10%).

Each group will be asked to present their healthcare organization to the class. The class will make up the funding body for the organization and the presentation will be designed to showcase the organization and outline why they should continue to be funded.

The presentation will present your healthcare organization and innovation strategies for the healthcare organization to provide quality, efficient services into the future.

All presentation material must be emailed to the instructor on the scheduled date (see course schedule) prior to the day of the presentation for posting on WebCT so all students will have the benefit of your work. The content of students’ presentations will be subject to testing in the final examination.

Each group is asked to create and submit to the instructor with their presentation two multiple choice exam questions based on their presentation.

• **Part 3, Participation Mark due March 29<sup>th</sup>, 2012 (worth 5%).**

Each student will be asked to grade their group members on their participation in the course project. They will provide constructive feedback on each group member and provide rationale for their mark. The course instructor will post a feedback outline on webct to be filled out for each team member. Evaluations are due at the beginning of class on March 29<sup>th</sup>, 2012.

The course instructor reserves the right to challenge the participation marks if they feel they are not based on course participation.

**D. Final examination (35%)**

There will be a final examination during the exam period covering all the material discussed in the course – emphasis will be placed on the second half of the course. The exam will consist of true and false, and multiple choice questions.

**General rules and guidelines for assignments and grades:**

**Grading of assignments:**

Written assignments will be graded using the following criteria:

1. Content
   A. Overall analysis – synthesis of material rather than mere re-presentation
   B. Integration of source material – sources are integrated into a coherent whole rather than presented as isolated facts
   C. Sources are properly acknowledged
   D. Good use of a variety of secondary materials – books, journals, websites, etc.
   E. In-depth coverage and analysis of topic
2. Style
   A. Good sentence structure and fluent writing
   B. Correct spelling and grammar
   C. Proper length
   D. Clear, easy to follow the analysis
   E. Correct use of APA reference style

3. Organization
   A. Paragraph structure is coherent and logical
   B. Logical structure to the argument(s)

The group presentation will be graded using similar criteria.

**Academic integrity:**
Misrepresenting the work of others as your own, constitutes academic dishonesty and is a major academic offence in the University (see Scholastic Offence Policy in the UWO Academic Calendar). Ensure that you know what plagiarism is and what your obligations are. Review the UWO guide *Cheating, Plagiarism and Unauthorized Collaboration: What Students Need to Know* found at: http://www.uwo.ca/ombuds/pdf/academicintegrity

All required papers may be subject to submission for textual similarity review to the commercial plagiarism detection software under license to the University for the detection of plagiarism. All papers submitted for such checking will be included as source documents in the reference database for the purpose of detecting plagiarism of papers subsequently submitted to the system. Use of the service is subject to the licensing agreement, currently between The University of Western Ontario and Turnitin.com (http://www.turnitin.com).

Computer-marked multiple-choice tests and/or exams may be subject to submission for similarity review by software that will check for unusual coincidences in answer patterns that may indicate cheating.

**Lateness and lateness penalties:**
You are expected to complete and turn your assignments in on time.

- The assigned date for a group presentation is firm. All members of the group must be in class for the presentation. A group member’s absence on the day of the group’s presentation will result in a grade of 0% for the assignment. The only exception is if the instructor is notified by a student by email before the class and there are valid extenuating circumstances as documented in the Policy on Medical Accommodation (see below).
- Your groups final paper is due on March 29th, 2012. A late assignment will be penalized 5% each day past the due date (including weekends) except for valid extenuating circumstances.

**Privacy:**
BHSc. Program policy does not permit email or telephone communication of grades. Confidential access of grades is available through WebCT. Students may also arrange a meeting with the instructor to discuss grades.
Student Inquiries:
Students may direct inquiries to the instructor after class or via email at spreszc@uwo.ca. It is expected that email communication will be used respectfully and judiciously.

Statement on Use of Electronic Devices:
Electronic devices such as cell phones, must be turned off during class. Laptops may be used for note taking during lectures. Using laptops to access MSN, email or the internet during class time is not acceptable. No electronic devices are permitted during tests/examinations.

ADDITIONAL STATEMENTS

Student Code of Conduct

The purpose of the Code of Student Conduct is to define the general standard of conduct expected of students registered at The University of Western Ontario, provide examples of behaviour that constitutes a breach of this standard of conduct, provide examples of sanctions that may be imposed, and set out the disciplinary procedures that the University will follow. For more information, visit http://www.uwo.ca/univsec/board/code.pdf.

English Proficiency for the Assignment of Grades


Accommodation for Medical Illness or Non-Medical Absences

http://www.uwo.ca/univsec/handbook/appeals/accommodation_medical.pdf
The University recognizes that a student’s ability to meet his/her academic responsibilities may, on occasion, be impaired by medical illness. Illness may be acute (short term), or it may be chronic (long term), or chronic with acute episodes. The University further recognizes that medical situations are deeply personal and respects the need for privacy and confidentiality in these matters. However, in order to ensure fairness and consistency for all students, academic accommodation for work representing 10% or more of the student’s overall grade in the course shall be granted only in those cases where there is documentation indicating that the student was seriously affected by illness and could not reasonably be expected to meet his/her academic responsibilities.

A UWO Student Medical Certificate (SMC) is required where a student is seeking academic accommodation. This documentation should be obtained at the time of the initial consultation with the physician or walk-in clinic. An SMC can be downloaded under the Medical Documentation heading of the following website: https://studentservices.uwo.ca/secure/index.cfm.

Documentation is required for non-medical absences where the course work missed is more than 10% of the overall grade. Students may contact their Faculty Academic Counselling Office for what documentation is needed.

Whenever possible, students who require academic accommodation should provide notification and documentation in advance of due dates, examinations, etc. Students must follow up with their
professors and their Academic Counselling office in a timely manner. Documentation for any request for accommodation shall be submitted, as soon as possible, to the appropriate Academic Counselling Office of the student’s Faculty of registration. For BHSc students, you may go to the School of Health Studies Office in HSB room 222.

**Scholastic Offences**

Scholastic offences are taken seriously and students are directed to read the appropriate policy, specifically, the definition of what constitutes a Scholastic Offence, at the following website: http://www.uwo.ca/univsec/handbook/appeals/scholastic_discipline_undergrad.pdf.

Additionally,

1. All required papers may be subject to submission for textual similarity review to the commercial plagiarism detection software under license to the University for the detection of plagiarism. All papers submitted for such checking will be included as source documents in the reference database for the purpose of detecting plagiarism of papers subsequently submitted to the system. Use of the service is subject to the licensing agreement, currently between The University of Western Ontario and Turnitin.com (http://www.turnitin.com).

2. Computer-marked multiple-choice tests and/or exams may be subject to submission for similarity review by software that will check for unusual coincidences in answer patterns that may indicate cheating.

**Support Services**

There are various support services around campus and these include, but are not limited to:

1. Student Development Centre -- http://www.sdc.uwo.ca/ssd/
2. Student Health -- http://www.shs.uwo.ca/student/studenthealthservices.html
3. Registrar’s Office -- http://www.registrar.uwo.ca/
4. Ombuds Office -- http://www.uwo.ca/ombuds/