HCM 364 Organizational Behavior and Management in Healthcare  
Online Course  
Spring Semester 2015

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Course Description:
A course dealing with the problems of management in healthcare settings from a micro (department/unit) and macro level (organizational). Emphasis on external environment, goal setting, problem solving, communication, change management, and interpersonal relationships. Restricted to SAH major, HCM major/minor.

Prerequisite:  
None.

Required Textbook:  

Other Course Requirements:  
- A computer which can effectively run Desire to Learn (D2L)  
- Proficiency with the D2L system pertaining to quiz/assignment/and testing.

Course Objectives:  
- The student will be able to identify different health care organizational structures and describe the theories and techniques or organization.  
- The student will define different types of unit or cost center structures.  
- The student will be able to analyze unit staffing needs and apply the methods of directing.  
- The student will discuss goal setting leadership and evaluation and discipline functions of the unit administrator.  
- The student will be able to distinguish between and apply different decision making methods.  
- The student will be able to analyze unit interpersonal relations and communications including the diverse characteristics and attributes that can become barriers to motivation, communication, and productivity.  
- The student will be able to discuss the concepts of organizational change.
Topical Outline:

I. History and Theory of Organizational Behavior and Structures

II. Planning, Directing, Coordinating, Controlling

III. Managing Change

IV. Leadership style, Goal Setting and Evaluation including Motivational theories and contingency theories.

V. Delegation, Decision Making, and Monitoring

VI. Interpersonal Relations and Communications including Group and Individual Dynamics and Workplace Diversity.

Course Evaluation:

<table>
<thead>
<tr>
<th>Component</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-Test</td>
<td>10</td>
</tr>
<tr>
<td>Post-Test</td>
<td>20</td>
</tr>
<tr>
<td>Discussions (6 @ 20pts)</td>
<td>120</td>
</tr>
<tr>
<td>Exam 1</td>
<td>100</td>
</tr>
<tr>
<td>Exam 2</td>
<td>100</td>
</tr>
<tr>
<td>Final Exam</td>
<td>100</td>
</tr>
<tr>
<td><strong>Total Points</strong></td>
<td><strong>450</strong></td>
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</tbody>
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** Syllabus and course activities including any agendas, due dates and/or due times are subject to change at the discretion of the instructor at any time during the course.

Grading Scale:

90 – 100 = A  
80 – 89 = B  
70 – 79 = C  
60 – 69 = D  
59 or less = F

D2L Access & Proficiency:

Each student will require access to the D2L system. Students will use the D2L system extensively in this course. However, this is NOT a class that teaches D2L to students. The student is expected to invest their own time becoming comfortable and knowledgeable of D2L.

The instructor CANNOT aid students with technical problems such as computer compatibility etc. Students need to contact the D2L Administrator at mycourse.siu.edu or 618-453-1016 for assistance in these issues. Students should allow ample time to get the system up and running. If the computer the student intends to use for the course is not compatible with D2L, they must find a computer that will run this program effectively or drop the course given computer accessibility and usability is a requirement of the course. No exceptions to due dates/due times or expectations
of courses deliverables will be given based upon technical problems unless the issues are due to an unlikely D2L system failure.

**Student Conduct Code:**

It is each student’s responsibility to know and comply with the SIUC Student Conduct Code and any policies referenced therein.

**Emergency Procedures:**

Southern Illinois University Carbondale is committed to providing a safe and healthy environment for study and work. Because some health and safety circumstances are beyond our control, we ask that you become familiar with the SIUC Emergency Response Plan and Building Response Team (BERT) program. Emergency response information is available on posters in buildings on campus, available on BERT’s website at www.bert.siu.edu, Department of Safety’s website at www.dps.siu.edu (disaster drop down) and in the Emergency Response Guideline pamphlet. Know how to respond to each type of emergency.

Instructors will provide guidance and direction to students in the classroom in the event of an emergency affecting your location. It is important that you follow these instructions and stay with your instructor during an evacuation or sheltering emergency. The Building Emergency Response Team will provide assistance to your instructor in evacuating the building or sheltering within the facility.

**Academic Dishonesty:**

Students may be subject to disciplinary proceedings resulting in an academic penalty or disciplinary penalty for academic dishonesty. Academic dishonesty includes, but is not limited to, cheating on a test, plagiarism, or collusion.

**ADA Statement:**

As per 504 of the Vocational Rehabilitation Act of 1973 and the American Disabilities Act (ADA) of 1990, if accommodations are needed, please inform the instructor or program advisor as soon as possible.