Instructor: Dr. Sandra Collins, Associate Professor and Program Director
Office: Room 122, CASA
Phone: 618-453-8802 – Voice mail is not permitted.
Email: skcollin@siu.edu
Office Hours: Monday/Wednesday 10:00 – 11:00 am and 12:15-2:00 pm
Tuesday/Thursday 10:15 – 11:00 am
Meetings are by appointment only during the posted timeframes. Email the instructor and arrange a meeting.
*Office Hours are subject to change without notice at the instructor’s discretion.

Note: No cell phones, no laptops, no cameras or other recording devices are allowed to be used in the classroom. Violations will result in being removed from class and/or a letter deduction from the total points earned at the end of the semester.

REQUIRED TEXTBOOKS:


NOTE: The textbooks are REQUIRED. No exceptions, no excuses. Not having a textbook or registering late is not an acceptable excuse for late work.

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 DESCRIPTION: An evaluation of relationships in healthcare organizations. Study of the motivational factors of those focused on patient care vs. those focused on profits and how to modify behaviors to achieve proper balance. Environmental factors of the healthcare field are evaluated for their impact on the behavior and employee-management relations of healthcare professionals and patient care providers. Promotes effective planning and organizing within the complex and highly regulated healthcare industry and assures alignment of organizational goals with the missions/visions/values as related to quality of patient life and organizational success. Restricted to SAH major/minor or with consent of SAH Academic Advisor.

COURSE OBJECTIVES:

1. Understand theoretic concepts regarding the cultivation of effective relationships between the medical staff, front line patient care staff, administration, patients, regulatory bodies, insurance plans, and the community etc.
2. Understand why improper governance in healthcare facilities can lead to more medical errors than almost any other organizational aspect.

3. Understand the accountability issues related to proper alignment of organizational decisions with the mission, vision, and values, of healthcare organizations which may vary based on the facility type, provider of care, individual/group dynamics, and the epidemiological/demographics of the population being served.

4. Understand the decision making processes in areas where an increase in the quality of life is often the mandated outcome rather than maximization of profit margins.

5. Develop patient-centered healthcare teams comprised of healthcare professionals dedicated and motivated to the well-being of the communities they serve.

6. Understand the importance of being change ambassadors in the ever-changing healthcare field with a focus on interrelationships within and across the patient care continuum.

7. Synthesize and integrate divergent viewpoints, backgrounds, professional training/licensing, and individual/group dynamics by using case studies specific to the unique problems faced in healthcare organizations.

8. Understand, address, and support the unique needs of healthcare professionals working in crisis management and long term care areas. Required to earn the Long Term Care Certificate of Completion as part of the eligibility requirements for taking the Nursing Home Administrator’s Exam.

ASSIGNMENTS:
- Students are expected to turn in college level work free from grammatical errors. Students experiencing problems with these types of issues are encouraged to contact the Center for Basic Skills on the SIUC campus. Points will be deducted for violations.
- All assignments are to be typed – no handwritten assignments will be accepted.
- All assignments/quizzes/tests should be submitted via D2L unless otherwise instructed.
- No late assignments will be accepted. This is a management-related degree and time is an asset that cannot be wasted. 1 letter grade will be reduced from a student’s final grade for asking to accept a late assignment (per offense).
- Tests will only be given on the scheduled test days. NO early exams or make-up tests will be given except for those rare exceptions outlined by the University. This includes athletes scheduled to be out of town for scheduled events.
- All assignments must be submitted in a Word document (doc. or docx.). Nothing else will be accepted. If I can’t open the document, I can’t grade it. Therefore, the student will receive a zero. No second submissions allowed.
GRADING SCALE: 1000-900=A, 899-800=B, 799-700=C, 699-600=D, 599-0=F

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Points</th>
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<tbody>
<tr>
<td>Quizzes 8 @ 50</td>
<td>400</td>
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<tr>
<td>Article Responses 6 @ 25</td>
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<tr>
<td>Other Assignments 5 @ 50</td>
<td>250</td>
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<tr>
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<tr>
<td>PostTest#2/Final Exam</td>
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<td>Total Possible Points = 1000</td>
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ASSIGNMENTS, QUIZZES & TESTS:

- Students are expected to turn in college level work which is free from grammatical errors. Points will be deducted for violations. Repeated violations will result in a letter deduction of the student’s final grade.
- All assignments are to be typed – no handwritten assignments will be accepted.
- **NO** late assignments will be accepted without **PRIOR APPROVAL** from the instructor. This is a management related degree and deadlines are a serious issue in the healthcare field. **Again, NO late assignments will be accepted.** Watch due dates and times closely. Prior approval is defined as 48 hours before the assignment is due. Requests should be sent to skcollin@siu.edu BEFORE the 48 hour deadline. The instructor will respond back to the student via email with an approval or denial. All coursework is due in Central Standard Time (CST).
- Any chat room or chat/discussion time assigned whereas points are given CANNOT be made up if missed.
- All assignments/tests/quizzes MUST BE sent/completed through the D2L system assignment (dropbox) section unless otherwise instructed. **Do not** send them via the instructor’s email unless the instructor advises you to do so. They will not be accepted via email for any reason without prior written permission.
- Tests/assessments, if applicable, will only be given on the scheduled test days. NO early exams or make-up tests will be given except for those rare exceptions outlined by the University.
- This instructor does not give incompletes as a final grade. Don’t ask.
- All assignments must be submitted in a **Word document (doc. or docx.).** Nothing else will be accepted. If I can’t open the document, I can’t grade it. Therefore, the student will receive a zero. No second submissions allowed. All assignments must be submitted through D2L unless otherwise instructed.
- Quizzes and/or Tests may be located on D2L, may be given in class, or may be given as a take-home work. This is at the instructor’s discretion and will be announced in class. Although dates may be scheduled in the agenda, the instructor may move them to other dates and administer them unannounced (aka: pop-quizzes). Students should read the textbook and be prepared at all times. When quizzes or tests are on D2L they can ONLY be submitted through the D2L system. Do NOT email them to the instructor. Quizzes and tests are timed when they are in D2L. Once students begin the quiz or test in D2L they must complete it in that setting. To save valuable time, students should read the chapter the quiz pertains to first so they can answer the questions more readily. Quizzes and tests given in
class are also timed and must be completed and turned in prior to the end of that class session.

**ATTENDANCE:** Attendance is mandatory. Students are to sign the designated sheet when coming in to class. Signing in for other students is considered academic dishonesty and will result in an F being given in the class. Late is the same as absent. Students cannot sign the sign in sheet once it has been collected. 20 points will be deducted from each absence, regardless of the reason, so students should be very cautious about missing class because it will impact the final course grade. Signing in and leaving (not staying for class) is considered absent. The 20-point attendance deduction will be taken if a student signs in then leaves along with 20 more points deducted for lack of professionalism. Students who need to leave class early must notify the instructor via email 24 hours in advance to avoid points being deducted for such.

**LATE REGISTRATION:** Registering late is not a suitable excuse to request an extension on coursework. Late work is not accepted for any reason. If the student registers late, they do so while understanding there may be assignments/test/quizzes etc. that they may have missed and therefore will receive a zero for those items. This includes if the student is waiting on the required textbook. Late submissions will not be allowed due to not having the textbook on time.

**D2L ACCESS AND PROFICIENCY:** Each student will require access to D2L system. Students are required to assure access is obtained PRIOR to the first week of class. 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. Students who are not proficient with D2L should NOT take this online course.

**TECHNICAL PROBLEMS:** The instructor CANNOT aid students with technical problems such as computer compatibility, inability to access D2L, or failure to submit assignments or quizzes. Students are directed to contact the D2L administrator at 618-453-1016 with technical problems or questions. It is highly recommended that students do their first assignment, quiz, or test early enough so that problems can be resolved prior to missing deadlines. Late work will not be accepted due to technical problems unless it is a system failure on the part of SIUC.

**STUDENT CONDUCT CODE:** *It is each student’s responsibility to know and comply with the SIUC Student Conduct Code and any policies referenced therein.* Student Conduct Code, Southern Illinois University Carbondale. Professionalism is expected at all times! Some of the issues covered in this class are sensitive in nature and respect for individual perspectives will be expected. Students demonstrating inappropriate classroom behavior will be subject to a deduction of points and/or being removed from the class. Some violations of classroom professionalism include but are not limited to:

- Being late with assignments or class discussion
- Use of foul or inappropriate language
• Being unprepared for the course: Example – no textbook, computer not accessible, failure to provide instructor with email.
• Being disrespectful of the opinions of others
• Not following directions outlined in syllabus
• Falsifying any records or classroom submissions sheets
• Displaying an argumentative and uncooperative attitude
• Inability to follow directions as listed on the syllabus and/or discussed in class.
• For a complete list, see the SIUC Student Code of Conduct accessible online at www.siu.edu.
• 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. Please see more information regarding academic dishonesty at www.siuc.edu.

**TOPICAL OUTLINE:**

I. Theoretic Concepts: Varying needs and demands (ER, ICU, ONC, LTC etc) 10%
   - Diversity Rules: Looking for the proper mix
   - Perception is Reality
   - Locus of Control and attribution in highly regulated and political environments
   - Self-monitoring for successful communication with those of opposite views
   - Cultural Competency: patients, providers, and personal bias

II. Motivation Theory: Patient or Profit: Unbalanced focus = bad business 25%
   - Ability vs willingness
   - Workplace challenges: patient care teams, physician extenders, nursing perceptions, attrition, crisis care, long term care, and disruptive providers.
   - Linkages between employee satisfaction and patient satisfaction
   - Motivation, leadership, and contingency theories as applied to healthcare
   - Communication: translating business data into patient care outcomes for effective communication between administrators and patient care providers

III. Mission, Vision, Values: Decisions and Goals 15%
   - Rational Decision Making Model/Exercise
   - Governance, criteria, and overview of real-world healthcare facilities
   - Ownership and empowerment in professions highly controlled by regulation and accreditation

V. Change Ambassadors in Patient Care Environments: Not optional and why 10%
   - Today is already obsolete – healthcare changes at the speed of light
   - Social implications of change – keeping up with the neighbors
   - Power and politics – healthcare; it’s a tough crowd.
   - Accreditation and legislative issues

VI. Healthcare Case Studies: Solving the Unsolvable 20%

**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 Emergency 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 www.dps.siu.edu (disaster drop down) and in 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.

**ADA Statement for Students Requiring Special Accommodations:**

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

**Syllabus and classroom activities, due dates and due times, are subject to change at the discretion of the instructor.**