COURSE NO., HOURS, AND TITLE:

MHA 531-3, Human Resources in Health Care

TEXTBOOK(s) REQUIRED:

See Textbook Listing at: http://sah.siu.edu/graduate/mha/

COURSE DESCRIPTION:

Describes the key human resource functions that play a significant role in the healthcare environment and focuses specifically on how those functions support management initiatives and accreditation and/or regulatory compliance. Extensive review of how the failure to systematically apply effective human resource strategies can result in organizational demise is conducted. Conduct a human resource audit. Explores the dynamic legal and regulatory environment and carefully examines how legislative changes influence the healthcare organization overall focusing particularly on those functions that are linked to patient satisfaction and balanced scorecards and/or benchmarking of provider performance.

PREREQUISITE TO:

N/A

COURSE OBJECTIVES:

The primary objective of MHA 531 is to instill in the student an understanding of the human resource and regulatory issues in which the health care industry must operate. This is accomplished through an integrated study of topics, case studies, and practice simulations of management issues which revolve around the human resource field specific to the health care industry. At the conclusion of the course, the student will be capable of:

1. Identifying strategies for the recruitment, selection, development, and retention of quality health care professionals while applying accreditation criteria to human resources practices.
2. Understanding the varying leadership styles, need for leadership cultivation, and succession planning strategies.
3. Differentiating between the varying motivational and communication strategies useful in creative productive work teams.
4. Identifying various legal issues which require managerial attention and strategy.
5. Understanding the changing workforce dynamics and the issues associated with labor shortages of skilled professionals in the healthcare industry.
6. Preparing for future challenges and examining future trends in the human resource field within the industry of health care;

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7. Understanding regulatory compliance issues uniquely associated to the field of health care (such as Joint Commission) standards pertaining to safety, emergency preparedness, job analysis, performance appraisals, and employee retention.

8. Analyzing employee productivity in patient-centered environments.

TOPICAL OUTLINE:

I. Human Resources in Health Care Industry 20%
   Recruitment, Selection, and Retention and Joint Commission
   Training, Education, and Development of Licensed Professionals
   Outcomes Based Performance Evaluation – Joint Commission

II. Management Practices 15%
   Leadership & Motivation – Joint Commission
   Communication
   Provider Credentialing & Licensure – Joint Commission

III. The Legal & Regulatory Environment 30%
    Historical Issues in Human Resources
    Legal Issues and Provider Competency – Joint Commission
    Safety & Infection Control - Joint Commission
    Prevalence of Sexual Harassment in Health Care

IV. Workforce Issues & the Impact on Workforce Planning 15%
    Labor Shortages & Brain Drain
    Changing Workforce Demographics
    Provider Maldistribution
    Developing Patient-Centered Departments & Employees

V. Future Challenges in Health Care 20%
    Economic, Social, & Technological Trends
    Regulatory Trends - Joint Commissions
    Political Factors (GATS, IMG’s, ING’s) etc.
    Legislative Initiatives – Joint Commission
    Outsourcing Health Care Services
    Global Aspects and International Migration
MASTERTYLLABUS

GRADING SCALE:

1000-900=A, 899-800=B, 799-700=C, 699-600=D, 599-0=F

COURSE DELIVERABLES:

<table>
<thead>
<tr>
<th>Current Events Papers 4 @ 50</th>
<th>200</th>
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<tbody>
<tr>
<td>Research Paper</td>
<td>200</td>
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<tr>
<td>Presentation of Research</td>
<td>100</td>
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<tr>
<td>Joint Commission Review 6 @ 50</td>
<td>300</td>
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<td>Assignments 4 @ 50</td>
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Total Possible Points = 1000

WEEKLY SCHEDULE

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<tr>
<th>Week 1</th>
<th>Human Resources in Health Care Industry</th>
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<tr>
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<td>Recruitment, Selection, and Retention and Joint Commission</td>
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<td>Training, Education, and Development of Licensed Professionals</td>
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<td>Outcomes Based Performance Evaluation – Joint Commission</td>
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<td>Week 2</td>
<td>Outcomes Based Performance Evaluation – Joint Commission</td>
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<td>Management Practices</td>
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<td>Leadership &amp; Motivation – Joint Commission</td>
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<td>Communication</td>
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<td>Week 3</td>
<td>Provider Credentialing &amp; Licensure – Joint Commission</td>
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<td>Week 4</td>
<td>The Legal &amp; Regulatory Environment</td>
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<td>Historical Issues in Human Resources</td>
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<td>Week 5</td>
<td>Legal Issues and Provider Competency – Joint Commission</td>
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<td>Safety &amp; Infection Control - Joint Commission</td>
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<td>Prevalence of Sexual Harassment in Health Care</td>
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<td>Week 6</td>
<td>Prevalence of Sexual Harassment in Health Care</td>
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<td>Workforce Issues &amp; the Impact on Workforce Planning</td>
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<td>Week 7</td>
<td>Workforce Issues &amp; the Impact on Workforce Planning</td>
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<td>Labor Shortages &amp; Brain Drain</td>
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<td>Future Challenges in Health Care</td>
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<td>Week 8</td>
<td>Future Challenges in Health Care</td>
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<td></td>
<td>Economic, Social, &amp; Technological Trends</td>
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<td>Regulatory Trends - Joint Commissions</td>
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GLOBAL ASPECTS AND INTERNATIONAL MIGRATION

INSTRUCTOR INFORMATION:

Name: TBA  
Office: TBA  
Telephone: TBA  
Office Hours: TBA

COURSE REQUIREMENTS:  
Purchase all required texts and keep all handouts, attend all lectures, complete required examinations and quizzes.

ATTENDANCE POLICY:  
The instructor must be notified prior to class if you are going to be absent. One percent of total grade will be deducted for every class missed.

PREREQUISITES: Instructor approval.

LATE WORK POLICY:  
No late work will be accepted or allowed.

COURSE CLASSROOM and TIME:  
Distance Education

CLASSROOM BEHAVIOR:

The classroom is a “safe” environment for students. The focus will be on learning. Causing disruptions, harassment of other students, foul language, disrespect for others, or entertaining at someone else’s expense will not be tolerated. For a detailed explanation of Student Code, consult “Student Conduct Code” found in Important information for siuc students, faculty, and staff. All other rules of the code must be followed. The Student Conduct Code is available at: http://www.siuc.edu/~policies/policies/conduct.html

Academic Honesty:

All students are expected to adhere to a strict code of academic honesty. Academic dishonesty will be addressed according to the “Policies and Procedures Applicable to Academic Dishonesty” as stated in the “Important Information for Students, Faculty, & Staff” booklet.
From the “Student Conduct Code”, section II, article A:

**Acts of Academic Dishonesty:**

1. Plagiarism, representing the work of another as one’s own work;
2. Preparing work for another that is to be used as that person’s own work;
3. Cheating by any method or means;
4. Knowingly and willfully falsifying or manufacturing scientific or educational data and representing the same to be the result of scientific or scholarly experiment or research;
5. Knowingly furnishing false information to a university official relative to academic matters;
6. Soliciting, aiding, abetting, concealing, or attempting conduct in violation of this code.

Sanctions will be imposed for violations of this policy in accordance with the Student Conduct Code. A copy of the “Important Information for Students, Faculty & Staff” booklet can be obtained from the Office of the Vice Chancellor for Student Affairs, Mailcode 4308, Southern Illinois University, Carbondale, IL 62901-4308.

**ADA Accommodations:**

In keeping with the goal of the implementation of the Americans with Disabilities Act (ADA), all students for whom this act applies should notify the instructor no later than the second session of the course so that arrangements can be made for accommodations to meet your educational needs and maximize learning.

**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 the BERT’s website at [www.bert.siu.edu](http://www.bert.siu.edu), Department of Public Safety’s website [www.dps.siu.edu](http://www.dps.siu.edu) (disaster drop down) and in the Emergency Response Guidelines 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.

**SIU POLICY ON “INCOMPLETE” AS A COURSE GRADE**

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Effective 01/2017
An INC assigned when, for reasons beyond their control, students engaged in passing work are unable to complete all class assignments. An INC must be changed to a complete grade within a time period designated by the instructor but not to exceed one year from the close of the term in which the course was taken, or graduation whichever occurs first. Should the student fail to complete the course within the time period designated, not to exceed one year, or graduation, whichever comes first, the incomplete will be converted to a grade of F and the grade will be computed in the students grade point average. Students should not register for courses in which an INC has been assigned with the intent of changing the INC grade. Re-registration will not prevent the INC from being changed to an F.

MOBILE TECHNOLOGY POLICY

No mobile devices are allowed during class unless first Okayed by the instructor.

STATEMENT ON INCLUSIVE EXCELLENCE

SIU contains people from all walks of life, from many different cultures and sub-cultures, and representing all strata of society, nationalities, ethnicities, lifestyles, and affiliations. Learning from and working with people who differ from you is an important part of your education in this class, as well an essential preparation for your career.

STATEMENT ON ACADEMIC HONESTY/PLAGIARISM

As defined by the SIUC Student Conduct Code, acts of academic dishonesty include, but are not limited to:

1. Plagiarizing or representing the work of another as one’s own work;
2. Preparing work for another that is to be used as that person’s own work;
3. Cheating by any method or means;
4. Knowingly or willfully falsifying or manufacturing scientific or educational data and representing the same to be the result of scientific or scholarly experiment or research;
5. Knowingly furnishing false information to a university official relative to academic matters;
6. Soliciting, aiding, abetting, concealing, or attempting acts of academic dishonesty.

RESOURCES FOR ADDITIONAL ACADEMIC HELP

Supplementary Assistance: With cooperation of SIU’s Disability Support Services (DSS), each student who qualifies for reasonable supplementary assistance has the right to receive it. Students requesting supplementary assistance must first register with DSS in Woody Hall B-150, (453-5738) or http://disabilityservices.siu.edu/
MASTER SYLLABUS

Notice: If you have any type of special need(s) or disability for which require accommodations to promote learning in this class, please contact me as soon as possible. The Office of Disability Support Services (DDS) offers various support services and can help you with your special accommodations. You may wish to contact DDS at 453-5738 or go to Room 150 at Woody Hall to verify your eligibility and options for accommodations related to your special need(s) or disability.

SIU EMAIL POLICY

Official SIU student Email Policy:  http://policies.siu.edu/policies/email.htm

SIU Student Conduct Code:

SALUKI CARES

The purpose of Saluki Cares is to develop, facilitate and coordinate a university-wide program of care and support for students in any type of distress—physical, emotional, financial, or personal. By working closely with faculty, staff, students and their families, SIU will continue to display a culture of care and demonstrate to our students and their families that they are an important part of the community. To make a referral to Saluki Cares click, call or send:
http://salukicares.siu.edu/index.html; (618) 453-5714. Or siucares@siu.edu