COURSE NO. AND TITLE:  
HCM 390-3 Human Resources in Health Professions

COURSE DESCRIPTION:  
Examines factors impacting healthcare organizations and how effective human resources policies and procedures can improve organizational efficiencies within the context of emerging health care models/legislation. The recruitment, hiring, orientation, reviewing, and retention of healthcare professionals in the midst of labor shortages will be addressed with an emphasis of linking outcomes to patient care. Legal and ethical implications associated with the healthcare workforce, including credentialing, CEUs, and unionization will be discussed. Cultural competency will be explored with an emphasis on diversity and inclusiveness for both the health care professionals and as part of the patient experience. Restricted to SAH major/minor.

PREREQUISITE TO:  ENGL 101 with a grade of C or better.


COURSE OBJECTIVES:  
Upon completion of the course, the student will be able to:

- Identify issues associated with the organization of the workforce within varying healthcare structures, professions, licenses and credentialing.
- Understand employee recruitment matrixes/models, employee retention, training, discipline, performance appraisal, development, termination, and the impact on patient care outcomes.
- Identify human resource strategy, policy, procedures, and legalities pertaining to the field of healthcare.
- Analyze collective bargaining issues and understand how unionization issues are uniquely different in healthcare in relation to other industries.
- Review accreditation initiatives/expectations in relation to human resource policy, procedures, and dashboard indicators of the professional healthcare workforce.
- Identify and apply workforce-planning models to meet service demands.
- Understand how team effectiveness contributes to quality improvement success and the role healthcare managers play in improving and maintaining team effectiveness.
- Develop a job analysis and job description.
- Understand the business and patient care advantages for valuing diversity and inclusion
- Develop cultural competency initiatives and handle conflicts in a culturally diverse workplace
• Understand the issues associated with managing varying health care professionals and address issues related to labor shortages.
• Follow detailed instructions without deviation, meet deadlines, take initiative to self-resolve problem issues, communicate in a professional manner in both written and verbal form, and exercise good time management skills and other managerial competencies.

COURSE DELIVERABLES (may vary based on instructor): Quizzes, Exams, Assignments, Research Paper.

GRADING SCALE (may vary based on instructor): A=1000-900; B=899-800; C=799-700; D=699-600; F=599 and below

LEARNING/ASSESSMENT METHOD(S): Pre-post Test, Final Grade Percentage

TOPIC OUTLINE:

<table>
<thead>
<tr>
<th>Topics</th>
<th>Percentages</th>
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<tbody>
<tr>
<td>I. Strategic Planning in Healthcare Settings and Human Resource linking regulation to patient outcomes</td>
<td>10%</td>
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<tr>
<td>II. Employment law, Employee Relations and Healthcare</td>
<td>20%</td>
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<td>III. Job Analysis, Design, descriptions, workforces planning</td>
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<tr>
<td>IV. Credentialing Healthcare Providers, Employee Recruitment Selections &amp; Retention, Compensation</td>
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<td>V. Evaluating Performance &amp; Competency of management, clinicians &amp; Staff</td>
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<td>VI. Organized labor and unionization in healthcare</td>
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<td>VII. Diversity, Cultural Competency &amp; Inclusiveness</td>
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