HEALTH SERVICES MANAGEMENT (HSM)

HSM-101 Introduction to Health Care (2 credits)
Students are introduced to the use of concepts, theory and research as they relate to professional practice in the health care system. They will explore the development and current patterns of the health care delivery and the forces which mold the health care system and an individual's health behavior. The course may include field trips to selected community and institutional settings.

HSM-200 Professionalism in Health Care (1 credit)
Healthcare managers must demonstrate professional behaviors and be able to navigate the professional culture of healthcare. In particular healthcare managers must be able to demonstrate: 1) culturally competent interpersonal interactions, 2) appropriate dress and personal presentation in healthcare settings, and 3) the ability to plan for and obtain ongoing professional development to meet the changing requirements of healthcare settings.

HSM-310 Quantitative Methods (3 credits)
This course addresses the use of data analysis systems to evaluate the impact of health services delivery and on the application of quantitative analysis to decision making in the health services field.
Prerequisite(s): Take MAT-123

HSM-312 Health Edu Program Planning & Evaluation (3 credits)
This course focuses on health education at the individual and population levels. Students will learn how to conduct a community diagnosis, mobilize communities for action in promoting healthy behaviors at individual and community levels. Students will learn how to align strategies with Healthy People 2010 and measure improvements.

HSM-314 Max Health Org Assets of Coord & Comm (2 credits)
This course introduces students to the concepts of healthcare communications. Topics will include the role of personal and team values in improving communication that enhances organizational behavior, cultural competence, performance, effectiveness and morale. The skilled communicator will be able to interpret the beliefs that guide the institution to instill culturally appropriate cooperative, collaborative and engaged activities by team members at all levels of the organization, and be able to adapt the same communication skills that work within an organization to be effective with an external audience interested in the social responsibility of the organization to the community it serves.
Corequisite(s): Take HSM-210

HSM-315 Communications in HC (3 credits)
This course presents coordination and communication as closely related strategies through which managers in HSMO and communities link together the various people and units within their systems to other organizations and agencies. Central to communication is an understanding of the interdependencies that exist in both internal structures and external relationships. Students will explore challenges associated with coordination and communication, and examine effective strategies for meeting these challenges.
Corequisite(s): Take HSM-210

HSM-316 Human Resources for Healthcare Managers (3 credits)
This course provides students with an overview of managerial activities related to human resources in healthcare organizations. Specific topics that will be covered include laws governing human resource processes, job descriptions, recruiting, interviewing, hiring, firing, orientation, benefits, appraisal, discipline, and developing clinical and non-clinical personnel.
Prerequisite(s): Take HSM-325
Corequisite(s): Take HSM-210

HSM-318 Resource Management in Health Care (3 credits)
The purpose of this course is to introduce the student to the principles of managing health care resources and to the methods used to analyze and evaluate the use of resources in delivering health service. The objective will be to expose students to approaches to cost containment and to the need for partnership with clinical providers to achieve success in providing effective and efficient care. Students will develop and understanding of well-established methods of resource management along with emerging and developing methods such as value-based payment and accountable care organizations.

HSM-320 Health Services Internship (2 credits)
Under the supervision of a qualified preceptor and program faculty, students complete approximately 80 hours of fieldwork in the area of community health and health education. This course includes one hour of weekly seminar.
Prerequisite(s): Take HSM-210
HSM-325 Management in Healthcare (3 credits)
This course introduces students to the principles of management applied to healthcare organizations. Topics include problem solving and decision making in the current health service marketplace; the ability to develop the skills, terminology and personal ethics/values to manage in a healthcare setting, as well as comprehending the leadership structure that guides the institutions to successful delivery of care.
Corequisite(s): Take HSM-210

HSM-349 Healthcare Finance (3 credits)
This course provides students with an overview of financial management functions at the departmental level of healthcare organizations including budgeting and cost analysis for department-level operations and capital expenditures.
Prerequisite(s): Take MAT-120 ACC-211
Corequisite(s): Take HSM-210 and take ECO-201 or ECO-202

HSM-389 Special Topics: Study Abroad (3 credits)
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HSM-406 Health Information Management (3 credits)
This course will cover the policy and legislation influences that have encouraged the rapid paced adoption of health information technology (HIT). The course will describe the function, benefits, and challenges of widely used HIT systems such as electronic health records, telehealth, and mobile health. The role of HIT in cost, quality, and satisfaction improvements, as well as provider value based payment will be defined.
Corequisite(s): Take HSM-210

HSM-408 Health Insurance (3 credits)
This course provides students with an overview of diverse financial systems within American healthcare, focusing on reimbursement methods and payment systems and how they affect providers and payers. It also reviews major insurance programs, federal health care legislation, legal/regulatory issues, diagnosis and procedures coding systems, and the impact of coding on reimbursement, compliance, and fraud and abuse.

HSM-410 Health Care Policy and Law (3 credits)
This course develops students' knowledge and understanding of the development and impact of policy and law in the US on healthcare organizations. Specific emphasis will be given to principles of law, policy, and the U.S. legal system including laws and policies related documentation, privacy, security, release of health information, liability, consent, and malpractice.
Prerequisite(s): Take HSM-210

HSM-413 Quality Improvement in Healthcare (3 credits)
This course introduces students to the principles of clinical quality and performance improvements as applied in the healthcare setting. Specific topics include the use of evidence-based, measurable standards, work steps for improvement, and value based payment systems. Students will investigate models used to improve the process of healthcare delivery, as well as examples of successful clinical, cost and satisfaction performance improvements.
Prerequisite(s): Take HSM-210 HSM-325

HSM-414 Project Planning & Management (3 credits)
This course examines the phases of project and management in healthcare organizations. Students will learn how to use a systems approach to integrate local, state and federal health care mandates and professional standards in setting reasonable goals, determine a time line and budget. They will learn how to lead and facilitate team of support staff, professionals and allied health professionals through the work plan. They will learn to present the project verbally and in writing using a variety of presentation formats.
Prerequisite(s): Take HSM-406

HSM-415 Healthcare Operations (3 credits)
This course introduces students to the operational functions of healthcare managers across the healthcare and public health continuum. Topics include design and structure of the healthcare continuum, planning for and managing patient flow, measuring productivity, streamlining process flows, tracking outcomes and performance metrics, and improving clinical and non-clinical processes. Operations topics will include incorporating perspectives from clinical operations, business, operations, information management, patient safety and community impact.
Prerequisite(s): Take HSM-210 HSM-315 HSM-325 HSM-349 HSM-316 HSM-406

HSM-420 Health Services Management Internship (2-5 credits)
This course provides students with a managerial internship/field work experience at a healthcare setting. Students will apply course work knowledge and skills to a health services management problem through the completion of a major project at a targeted organization that is negotiated between the student, preceptor, and HSA department.
Prerequisite(s): All major coursework except HSM-472 and HSM-473
Corequisite(s): Take HSM-473

HSM-472 Health Services Management Capstone (3 credits)
This course serves as a culminating capstone experience in which students are expected to apply knowledge and skills gained from their undergraduate experience as a whole and from the HSM program specifically to solve a current healthcare management problem. This course provides students with the opportunity to demonstrate their ability to think critically, to synthesize information from multiple areas of healthcare practice, to integrate content across the multiple skills and practices areas expected of healthcare managers, to work in a team, and to transition from student to practicing professional.
Corequisite(s): All Major Coursework Except HSM-420 and HSM-473
HSM-473 Health Services Management Seminar (1 credits)
This course provides students with an opportunity to reflect on their managerial internship experience at a healthcare setting and to contextualize their experiences within the larger healthcare field. Students will work in small groups to help one another problem solve issues that occur during their internship experience by applying course work knowledge and skills. Students will also discuss the potential impact of current trends in healthcare practice on their current experience and on future experiences beyond their college experience. Students will prepare their program portfolio and will participate in mock experiences to prepare them of post-graduation work.

Corequisite(s): All Major Coursework Except HSM-472 and HSM-420; Take HSM-420