Health Information Organization & Supervision (HITT 2239) Online

Credit: 3 semester credit hours (2 hours lecture, 1 hour lab)

Prerequisite/Co-requisite: HITT 1301, HITT 1253, HITT 1345; Complete the Online Orientation and answer yes to 7+ questions on the Online Learner Self-Assessment: http://www.lit.edu/depts/DistanceEd/OnlineOrientation/OOStep2.aspx

Course Description:

Principles of organization and supervision of human, financial, and physical resources. *This course is time-bound, structured, and completed totally online.*

Required Textbook and Materials:

1. *Management Principles for Health Professionals* by J. Liebler, 5th edition. Jones and Bartlett Publishing
   a. ISBN: 978-0-7637-4617-9
2. Internet access.

Course Objectives:

Upon completion of the course, the student should be able to:

1. Coordinate the utilization of internal and external resources.
2. Develop and/or improve problem solving and conflict resolution techniques.
3. Build leadership, decision-making, and team building techniques.
4. Present case analysis through oral and written presentations.

Course Outline

1. The changing scene: organizational adaptation and survival
   a. The changing health care scene
   b. Regulation of the health care industry
   c. The managed care era
   d. Capitation: a logical progression
   e. Provider growth: mergers and affiliations
   f. The virtual enterprise
   g. Impact of technology
   h. Social and ethical factors
   i. Introducing organizational survival strategies
   j. Bureaucratic imperialism
   k. Co-optation
   l. Hibernation and adaptation
   m. Goal succession, multiplication and expansion
   n. Organizational life cycle
2. The challenge of change
   a. The impact of change
   b. The manager as change agent
   c. Review of successful change
   d. Change and resistance to change
3. Today's concept of organizational management
   a. The nature of management: art or science
   b. Functions of the manager
   c. The history of management
   d. The systems approach
   e. Viewing the work organization as a total system

f.   Formal versus informal organization
g.   Classification of organizations
h.   Classification of health care organizations
i.   Classic bureaucracy
j.   Consequences of organizational form
k.   The clientele network
l.   Clients
m. Suppliers
n.   Controllers
o.   Adversaries

4. Planning
a.   Characteristics of planning
b.   Participants of planning
c.   Planning constraints or boundaries
d.   Characteristics of effective plans
e.   Core values, philosophy, and mission statements
f.   Overall goals
g.   Objective
h.   Functional objectives
i.   Policies
j.   Procedures
k.   Methods
l.   Rules
m. Project planning
n.   Strategic planning
o.   The plan and the process
p.   Space renovation and planning

5. Organizing
a.   The process of organizing
b.   Fundamental concepts and principles
c.   The span of management
d.   Line and staff relationships
e.   The dual pyramid form of organization in health care
f.   Basic departmentation
g.   Specific scheduling
h.   Flexibility in organization structure
i.   The organizational chart

j.   The job description
k.   The credentialed practitioner as consultant
l.   The independent contractor
m. Guidelines for contracts and reports

6. Improving performance and controlling the critical cycle
a.   The continuing search for excellence
b.   The management function of controlling
c.   Six sigma strategies
d.   Benchmarking
e.   Tools of control
f.   The critical cycle

7. Budgeting: controlling the ultimate resource
a.   Uses of budget
b.   Budget periods
c.   Types of budget
d.   Approaches to budgeting
e.   The budgetary process
f.   Capital expenses
g.   Supplies and other expenses
h.   The personnel budget
i.   Direct and indirect expenses
j.   Budget justification
k.   Budget variances
l.   The general audit

8. The Middle Manager
a.   Strategic Planning
b.   Annual Reports
c.   Executive Summary
d.   Major Project propsoals
e.   Business planning

9. Committees and teams
a.   The nature of committees
b.   The purpose and uses of committees
c.   Limitations and disadvantages of committees
d.   Enhancement of committee effectiveness
e.   The committee chairperson
f.   Committee member orientation

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g. Minutes and proceedings
h. Where do teams fit in
i. As employee involvement increases
j. Employee teams and their future

10. Adaptation, motivation and conflict management
    a. Adaptation and motivation
    b. Patterns of accommodation
    c. Theories of motivation
    d. Practical strategies for employee motivation
    e. Appreciative inquiry
    f. Conflict
    g. Organizational conflict
    h. The labor union and collective bargaining

11. Training and development: the backbone of motivation and retention
    a. Employee development
    b. Orientation
    c. Training
    d. Mentoring

12. Authority, leadership, and supervision
    a. The concept of power
    b. The concept of influence
    c. The concept of formal authority
    d. The importance of authority
    e. Sources of power, influence, and authority
    f. Restrictions on the use of authority
    g. Importance of delegation
    h. Leadership
    i. Orders and directives
    j. Discipline

13. Human resource management: a line manager's perspective
    a. "Personnel" equals people
    b. A vital staff function

c. A service of increasing value
d. Learning about your human resource department
e. Putting the human resource department to work
f. Some specific action steps
g. Further use of human resources
h. Wanted: well-considered input
i. Understanding why as well as what
j. Legal guides for managerial behavior
k. An increasingly legalistic environment
l. Emphasis on service

14. Communication: the glue that binds us together
    a. A complex process
    b. Communication and the individual manager
    c. Verbal (oral) communication
    d. Written communication
    e. Communication in organization

15. Day-to-day management for the professional-as-manager
    a. Two hats: specialist and manager
    b. A constant balancing act
    c. The ego barriers
    d. The professional managing the professional
    e. Leadership and the professional
    f. Some assumptions about people
    g. Style and circumstances
    h. The professional and change
    i. Methods Improvement
    j. Employee problems
    k. Communication and the language of the professional
    l. An open-ended task

Grade Scale

90 - 100   A
80 - 89   B
70 - 79   C

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60 - 69   D
0 - 59   F

Course Evaluation

Final grades will be calculated according to the following criteria:

Course assignments/resume	30%
Discussions	10%
Unit Exams	45%
Final Exam	15%

Course Policies:

Students must provide their own textbooks, writing instruments, and other necessary supplies for classes

1. All electronic devices must be turned off. Absolutely no phones calls, text messaging or other telephone communications during class times.
2. Absolutely no food, drinks, or gum.
3. Students must respect one another and all faculty.
4. No children or other family members or friends are allowed to attend class with student.
5. Students are expected to attend class. There are no "excused absences." Daily attendance will be taken.
6. All exams will be taken on the scheduled dates. There will be **NO MAKE UP EXAMS.**
7. All assignments are due when stated at the beginning of class including Blackboard assignments. Late assignments are not accepted.
8. The student will post discussions as instructed along with any other assignments instructed to complete.
9. Internet Usage – Students are expected to use proper net etiquette while participating in course emails, assignment submissions, and online discussions.
10. Cheating of any kind will not be tolerated.
11. Additional course policies are outlined in "Classroom Policies" provided at the beginning of the semester.
12. Students are expected to following the Lamar Institute of Technology Code of Conduct and Disciplinary Policy
13. Any violation of classroom policies may result in student being asked to leave class and result in an absence.
14. If you wish to drop a course, the student is responsible for initiating and dropping the course. If you stop logging-in to the course and do not complete the course drop process, then you will receive an "F" grade for the course.

Technical Requirements:

The latest technical requirements, including hardware, compatible browsers, operating systems, software, Java, etc. can be found online at:

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http://kb.blackboard.com/pages/viewpage.action?pageId=25368512
A functional internet connection, such as DSL, cable, 3G, 4G, WiMAX, WiFi, satellite, or other broadband access is necessary to maximize the use of the online technology and resources.

Disabilities Statement:

The Americans with Disabilities Act of 1992 and Section 504 of the Rehabilitation Act of 1973 are federal anti-discrimination statutes that provide comprehensive civil rights for persons with disabilities. Among other things, these statutes require that all students with documented disabilities be guaranteed a learning environment that provides for reasonable accommodations for their disabilities. If you believe you have a disability requiring an accommodation, please contact the Special Populations Coordinator at (409) 880-1737 or visit the online resource:

http://www.lit.edu/depts/stuserv/special/defaults.aspx

Student Code of Conduct Statement:

It is the responsibility of all registered Lamar Institute of Technology students to access, read, understand and abide by all published policies, regulations, and procedures listed in the *LIT Catalog and Student Handbook*. The *LIT Catalog and Student Handbook* may be accessed at www.lit.edu or obtained in print upon request at the Student Services Office.