

Western University
Faculty of Health Sciences
School of Health Studies

Health Sciences 3040
HEALTH MANAGEMENT
Winter 2020

DRAFT FOR POSTING – FINAL SYLLABUS AVAILABLE JANARY 2020

1.0 Calendar Description

Health care organizations, their management practices and an introduction to management theories as applied to health care organizations.

Prerequisite: Enrollment in third or fourth year of a Bachelor of Health Sciences Program.

Note: Unless you have either the requisites for this course or written permission from your Dean to enroll in it, you will be removed from this course and it will be deleted from your record. This decision may not be appealed. You will receive no adjustment to your fees in the event that you are dropped from a course for failing to have the necessary prerequisites.

2.0 Course information

Professor

Shannon L. Sibbald, PhD
ssibald@uwo.ca

Lecture times & location

Wednesday 3:30-5:30
Thursday 1:30-3:30

Both lecture days are in NatSci

Office Hours

By appointment only, please use OWL to book.

Teaching Assistant

TBA

3.0 Course objectives

You can expect to learn the following in this course:

- an overview of concepts and issues related to the organization, governing, funding and delivery of healthcare
- an introduction into the types and styles of leadership in healthcare.
- an appreciation for the roles and challenges of health human resources
- theoretical and practical aspects of management in health settings

Topics include healthcare leadership, organizational design in healthc

You will also be challenged to participate in class discussions on a regular basis.

4.0 Course Format

Classes will be a mixture of lecture, discussion, guest speaker and group work. Students are responsible for assigned readings and to be prepared to discuss them in class. This course will also make use of the 'case-based' format which includes small and large group discussions.

The class is broken into 11 sessions, each containing two lectures each. Most material started on Monday will be completed on Thursday. Attendance and participation in class is expected.

4.1 OWL : All students in this course need to use OWL to access resources used in this course such as PowerPoint (lecture) handouts and additional handouts and/or readings. Students are responsible to check the OWL site regularly for course updates and announcements.

OWL is a fantastic tool to allow us to interact and learn beyond the classroom. This electronic shared space will be used frequently throughout the course for a variety of purposes. Please interact respectfully on this shared space; take time to familiarize yourself with your student code of conduct: <http://www.uwo.ca/univsec/pdf/board/code.pdf>

Please contact Instructional Technology Services (ITS) for difficulties in accessing OWL at (519) 6613800, or <https://servlet.uwo.ca:8081/helpdesk/index.jsp>

4.2 Contact/Questions:

All questions should be posted on OWL forums

Forums, or discussion boards, will be used regularly as a 'first line' for asking questions on course content. Students can expect questions to be answered within 48 hours with the exception of weekends. The forums will be set up to include a separate space for questions and discussion on: (1) course content; (2) midterm exam; (3) project/assignments; (4) final exam. You have the ability to edit your own posts. The instructor can delete posts that are deemed to be inappropriate.

Teaching assistants and course faculty will respond to posted questions. Students are strongly encouraged to respond to questions to facilitate learning and share their own insights on course content.

Any other issues/queries (non-content related/personal) should be done through message/mail via OWL; please do not send email to personal (@uwo) mail accounts- these will not be answered. If you send a message to the instructor or TA that is better

suited for the forum discussion, you will be asked to post your question so that all students can benefit from the Q&A and also allow more peer-to-peer discussion.

In all of the above communication tools and any time you are interacting on our shared OWL website, please be mindful of 'etiquette.' Please be professional. It is expected that you will use proper grammar and punctuation when posting and emailing. You are also expected to respect your peers and instructors in any discussion/forum.

- 4.3 Lecture Slides: All attempts will be made to post a modified version of lecture presentations on OWL before class. There will not necessarily be a slide for every class. The lecture slides will be made available in PDF format, one slide per page. Posted lecture notes may not be comprehensive (there may be 'blank spaces' or information left out either for privacy/copyright or to ensure class participation). It is the student's responsibility to ensure lecture slides are complete. Lecture slides are intellectual property of SL Sibbald; copying without permission is copyright infringement and can constitute plagiarism.
- 4.4 What's in the News: Each Monday (except for those with guest speakers) will begin with a discussion of what's in the news. Students are encouraged to bring forward news stories related to health management issues. Each week students will be asked

5.1 Assignments

Team Based Assignment (45%): The major assignment for this class will be done in teams of 5-6 students (this number may vary depending on class enrollment). The purpose of the assignment is to complete a case study on a management issue in a healthcare organization.

Teams and management challenges will be assigned by the professor. There will be approximately 6 teams (making up one network) working on the same management challenge. Your goal as a team is to come up with the 'best' solution to the challenge. Networks will be created based on healthcare sectors; for example, there will be a long term care network, a Primary Care Network and a hospital network.

Group work is challenging but hopefully you will be able to learn from your group and make the most of your learning experience. Research has shown that group work in higher education has numerous benefits including: higher grades (overall), learning at a deeper level, better retention of knowledge, better communication skills and better understanding of the real world environment. Each team member has something unique to bring to the group, whether it be a specific skill set or a diverse opinion. In order to reap the rewards, you have to put in some effort. We will spend time in class discussing effective teams – but the responsibility largely remains with each individual student to ensure fair and productive (i.e.: effective!) teamwork.

As a team, you will come up with an agreed upon set of rules to guide team processes. An example contract will be provided to you to use as a template. Team contract should be uploaded to OWL by February 1st

Failure to upload your team contract will result in a 5% deduction from your team's overall team grade.

PART 1: Design a team

Optional Due date Feb 16 for feedback

Your team design should be 1 page and can include a diagram of the org structure. Team composition and design should be submitted (using OWL) for feedback. Only one student needs to submit the team design. Feedback will be provided to the submitting student and then should be shared with the team. There is no grade associated with the optional early submission.

A short paragraph describing your proposed team and how it is related to the problem or solution is highly recommended.

PART 2: Report

Due either April 1, April 2, or April 8 (the class after your presentation)

TEAMWORK COMPONENT –graded as a whole team

- 1) Describe the challenge
- 2) Describe the team you created
- 3) Provide options, and possible solutions to the issue/challenge
- 4) Create a plan to implement.

INDIVIDUAL COMPONENT - graded based on individual performance

- 5) Your report should include at least 4 of the following
One team member should take the responsibility of creating
 - a. a reporting tool and
 - b. a draft/mock budget
 - c. a communication plan
 - d. an evaluation plan
 - e. an implementation plan
 - f. stakeholder analysis
 - g. a project

5.2 Exams

All material covered in class is examinable. This includes class lectures, guest lectures, and assignments.

exam. Once 90min has passed, the exam will close. Each student will be given 60 questions randomized to each student from a question bank; both questions and answers will be randomized.

There will be no makeup for a missed midterm exam. If you miss the mid-term exam due to personal or medical reasons, you must contact the academic counsellors to seek accommodation. In the case of missed midterms, the final exam will be weighted--

7.0 Course Schedule and Assigned Reading

This is a draft schedule and is subject to change; students should refer to OWL 'weekly sessions' for the most up-to-date information on session information.

Date	Session	Class	Topic/Title	Reading
W 08-Jan	1	1	Introduction to Health Management	
Th 09-Jan	2	2	Working in and Managing Teams	
W 15				

W 18-Mar 8 19 Communication Management

8.0 Course policy and procedures

Students are expected to attend lectures. While participation and attendance is not part of the marking, there will be material covered in class that will be tested on the exam.

8.1

ADDITIONAL STATEMENTS

Final Grades

The universitywide descriptor of the meaning of letter grades, as approved by Senate:

6 O A+ 90-100

- (iii) For nonmedical absences, submitting appropriate documentation (e.g., obituary, police report, accident report, court order, etc.) to Academic Counselling in their

will provided with a warning that further absenteeism may result in debarment from writing the final examination, and/or submitting the final course paper. In general, students may expect that the equivalent of 4 weeks of unexcused absences will be deemed to be persistent absenteeism, and will result in academic sanctions.

Health and Wellness

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As part of a successful undergraduate experience at Western, we encourage you to make