

Mel and Enid Zuckerman College of Public Health  
University of Arizona

HEALTH SERVICES ADMINISTRATION  
Syllabus (CPH 562)  
Fall 2008

Time:           Mondays           4:00 - 5:15 p.m.  
                  Wednesdays       4:00 - 5:15 p.m.

Location:      Roy P. Drachman Hall, Room A-120

Instructor:

Howard J. Eng, M.S., Dr.P.H.  
Assistant Professor of Public Health  
Rural Health Office  
Phone number: 626-5840  
E-mail address: aeng@email.arizona.edu  
Room number: A241  
Office hours: Mondays and Wednesday, 1:00 – 1:50 p.m. and after class  
Also available by appointment.

**D2L Course Website:** <http://d2l.arizona.edu>.

**Course Description:**

This course provides a foundation in Health Services Administration. The course introduces the student to the structure and functions of the U.S. Health Care System. The health care system in the community and its environment are examined to determine how they impact Health Services Administration. Topics to be covered include: overview of the U.S. Health Care System (private and public sectors), interface between Public Health and U.S. Health Care System, various health care delivery structures, health care workforce, health care resources, types of health services, financing of health services and health care coverage, meeting the health care needs of special populations, and critical issues in health services. The student will conduct a community health system analysis.

**Course Prerequisites:**

Enrolled in the MPH program or by special permission from the instructor.

**Course Learning Objectives:**

At the completion of the course, the student will be able to:

1. Define community, health, and health services administration.
2. Describe the historical development of the U.S. Health Care System.

3. Identify the major components of the U.S. Health Care System and discuss the way they interrelate to each other.
4. Examine and analyze the interface between Public Health and U.S. Health Care System.
5. Describe how socioeconomic, political, community health, and geographical location (i.e., rural) can affect the health care system.
6. Define and differentiate concepts of health, disease and illness, and analyze the morbidity and mortality risks for the U.S. population, and their impact on the U.S. Health Care System and Public Health.
7. Assess the health status at the national, state, county, and community levels using appropriate health indicators and data sources.
8. Examine the organization and systems framework of health services in the United States.
9. Explore cultural/geographical competencies and cultural/geographical relevant approaches in the delivery of health services to communities as related to African American, Asian American, Hispanic/Latino, and Native American Indian populations and to communities located in rural, tribal, and border areas.
10. Analyze problems and current issues related to health and health care in the United States, Arizona, and rural areas and derive potential solutions.
11. Describe and use methods to analyze the health care system in a community.

### **Course Textbooks:**

The required textbooks used in the class are:

Delivering Health Care in America: A Systems Approach, Fourth Edition. Leiyu Shi and Douglas A. Singh (2008). Sudbury, Massachusetts: Jones and Bartlett Publishers.

Public Health: What It Is and How It Works, Fourth Edition. Bernard J. Turnock (2009). Sudbury, Massachusetts: Jones and Bartlett Publishers.

These may be purchased at the Arizona Health Sciences Center bookstore.

### **Course Requirements:**

All assignments must be turned in on the due date. Extensions will not be granted except in case of an emergency. Late assignments will be assessed one letter grade penalty for each day of tardiness. Assignment details will be outlined in the class as the course unfolds. All assignments must be typewritten or word processed.

- a. Examinations: There will be two examinations in the course. These exams will cover both lecture and assigned readings materials. They will consist of essay and short-answer questions. (450 pts)
- b. Written Assignments:
- Health Service Assessments Assignment: Students will become familiar with various health services related problems and how these problems were addressed. Good practice models will also be identified. (50 pts)
  - Nogales Health System Analysis Written Assignment: Student teams will conduct a community health system analysis of Nogales, Arizona (100 pts). This case study will provide students the opportunity to gain some experience in conducting a community health system analysis before conducting a health system analysis of their rural communities. Ten percent of the grade will be determined by peer team evaluation of student's participation in the assignment.
  - Community Health System Analysis Assignment: Students are expected to demonstrate that they have mastered the materials presented in class by conducting a rural community health system analysis (300 pts). Ten percent of the grade will be determined by peer team evaluation of student's participation on the report team, and another 10 percent will be determined by class evaluation of report presentation.
- c. Team Assignments:
- There are three team assignments. The student will be assigned to three different teams during the semester. Grades will be given after the completion of each team assignment. It is expected that each group member will actively participate in the team assignment. Each member of the team will be peer evaluated.
1. Health Subsystem Assignment: the student will be assigned to one of five health subsystems. Each team member will have an opportunity to lead one of the group discussion assignments: (1) Life Cycle of Health (2) Subsystem Descriptions, (3) Health Provider Distributions, and (4) Workforce Trends.
  2. Nogales Health System Analysis Assignment
  3. Community Health System Analysis Assignment
- d. Presentations: There are four class presentation assignments.
1. Health Service Assessments
  2. Nogales, Arizona Health Systems Analysis

3. Community Profile and Health Care Resources
4. Community Health System Analysis

**Grading and Student Evaluation:**

Grades will be assigned based on the following four criteria:

1.	Written Class Assignments	15%	150 pts
2.	Examinations	45%	450 pts
3.	Community Health System Analysis Report	30%	300 pts
4.	Professionalism / Class Participation	10%	100 pts
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		100%	1,000pts

Grades will be assigned A-E, corresponding to the following percentage scale:

- A = 100 – 90
- B = 89 – 80
- C = 79 – 70
- D = 69 – 60
- E = 59 or less

There is no final examination.

**Class Attendance and Participation:**

Students are expected to attend class and to take an active role in the class discussions. Readings will be assigned for each class, and these readings must be completed before each class meeting. Periodic peer evaluations will be conducted to determine the level of student participation. The student may have two unexcused absences (e.g., work-related class absences are considered unexcused) during the semester. For each additional missed class, five points will be taken off from a total of 100 points (Professionalism / Class Participation).

All holidays or special events observed by organized religions will be honor for those students who show affiliation with that particular religion. Absences pre-approved by the University of Arizona Dean of Students or Dean’s designee will be honored.

**Class Schedule (Topics and Assignments):**

Readings have been assigned for each class. These readings must be completed before each class meeting in preparation for class discussion. Assigned and suggested readings are in the Arizona Health Sciences Center (AHSC) Library’s loan desk and the class e-reserves, and Internet websites. AHSC Library E-reserves Website: <http://reserves.ahsl.arizona.edu/eres/courseindex.aspx?error=&page=search>.

**Date**            **Topics and Assignments**

**August**

**Introduction and Background**

- 25    MON   **Introduction and Course Overview**  
**Definition of Community, Health, and Health Services Administration**  
(Dr. Howard J. Eng)
- 27    WED   **Definition of Community, Health, and Health Services Administration**  
**Determinants of Health and Illness**  
(Dr. Howard J. Eng)

**September**

- 01    MON   **Labor Day – No Class**
- 03    WED   **Life Cycle of Health and Health Services Needs<sup>@</sup>**
- U.S. Health Care System**
- 08    MON   **Overview of the U.S. Health Care System (Private and Public Sectors)**  
(Dr. Howard J. Eng)
- 10    WED   **Interface between Public Health and U.S. Health Care System**  
(Dr. Howard J. Eng)
- 15    MON   **Organization and Systems Framework of Health Services in United States<sup>@</sup>**  
(Dr. Howard J. Eng)
- 17    WED   **Types and Providers of Health Services, and Technology Resources (Part I)<sup>@</sup>**  
(Dr. Howard J. Eng)
- 22    MON   **Types and Providers of Health Services, and Technology Resources (Part II)<sup>@</sup>**  
(Dr. Howard J. Eng)
- 24    WED   **Health Services Workforce<sup>@</sup>**  
(Dr. Howard J. Eng)
- 29    MON   **Student Presentations on their Health Service Assessments<sup>@</sup>**  
(Dr. Howard J. Eng)

**October**

- 01    WED   **Student Presentations on their Health Service Assessments<sup>@</sup>**  
**Health Service Assessments Written Assignment Due**

- 06 MON **Financing of Health Services and Health Care Coverage**  
(Dr. Howard J. Eng)
- 08 WED **Examination #1**
- Community Health System Analysis**
- 13 MON **Community Health System Analysis: Overview and Community Profile**  
(Dr. Howard J. Eng)
- 15 WED **Community Health System Analysis: Services, Resources, Assets, Service Needs, Leadership and Readiness**  
(Dr. Howard J. Eng)
- 20 MON **Use of Data in Community Health System Analysis**  
(Dr. Howard J. Eng)
- 22 WED **Student Team Nogales Health System Analysis<sup>@</sup>**
- 27 MON **American Public Health Association Meeting - No Class**
- 29 WED **Public Health Information Sources – AHSC Library**  
(Ms. Pat Auflick)

**November**

**Critical Issues in Health Services**

- 03 MON **Student Team Community Profile / Health Care Resources Presentations<sup>@</sup>**  
**Access to Health Services**  
(Dr. Howard J. Eng)
- 05 WED **Student Team Community Profile / Health Care Resources Presentations<sup>@</sup>**  
**Assessing and Improving Quality of Care**  
(Dr. Howard J. Eng)
- 10 MON **Student Team Community Profile / Health Care Resources Presentations<sup>@</sup>**  
**Rural Health**  
(Ms. Alison Hughes)

**Special Population Health Services Needs**

- 12 WED **Special Population Simulation: Bafa' – Bafa'**  
(Dr. Ann Nichols)

17 MON **Cultural/Geographical Competencies and Provision of Health Services**  
(Dr. Howard J. Eng)

19 WED **Border and Tribal Health**  
(Dr. Howard J. Eng)

24 MON **Examination #2**

**Future of Health Services Delivery**

26 WED **Creating a New Health Care Delivery System for America Exercise**  
(Dr. Howard J. Eng)

**December**

01 MON **Future of Health Services Delivery**  
**Discussion of Other Health Services Administration Issues**  
(Dr. Howard J. Eng)

- **Future of Health Services Delivery**
- **Facility Economic Feasibility Analysis**
- **Competition versus Collaboration**
- **Health Literacy Issues**
- **Other Topics**

**Community Health System Analysis Report Presentations**

03 WED **Community Health System Analysis Report Presentations<sup>@</sup>**

08 MON **Community Health System Analysis Report Presentations<sup>@</sup>**

10 WED **Community Health System Analysis Report Presentations<sup>@</sup>**  
**Class Summary**  
**Class Evaluation**  
**Community Health System Analysis Reports Due**

<sup>@</sup> = Class Assignment

**Class Policies:**

**Communications:** You are responsible for reading emails sent to your UA account from your professor and the announcements that are placed on the course web site. Information about readings, news events, your grades, assignments and other course related topics will be communicated to you with these electronic methods. The official policy can be found at: <http://www.registrar.arizona.edu/emailpolicy.htm>

**Disability Accommodation:** If you anticipate issues related to the format or requirements of this course, please meet with me. I would like us to discuss ways to ensure your full participation in the course. If you determine that formal, disability-related accommodations

are necessary, it is very important that you be registered with Disability Resources (621-3268; [drc.arizona.edu](http://drc.arizona.edu)) and notify me of your eligibility for reasonable accommodations. We can then plan how best to coordinate your accommodations. The official policy can be found at: <http://catalog.arizona.edu/2008%2D09/policies/disability.htm>

**Academic Integrity:** Students are expected to abide by the University of Arizona Code of Academic Integrity found at [w3.arizona.edu/~studpubs/policies/cacaint.htm](http://w3.arizona.edu/~studpubs/policies/cacaint.htm). Students are advised to read and understand the section concerning academic dishonesty (e.g., plagiarism /cheating). The minimum punishment in this course for cases of academic dishonesty will be zero points for an assignment or examination.

**Classroom Behavior:** Students are expected to behave in a professional manner in the classroom and to be respectful to one another. Students may use a lap top computer for taking notes, but not for answering emails or surfing the net during class. Students are expected to be familiar with the University of Arizona Policy on Disruptive Behavior in an Instructional Setting found at [hr2.hr.arizona.edu/dos/pol\\_disrupt.htm](http://hr2.hr.arizona.edu/dos/pol_disrupt.htm) and the Policy on Threatening Behavior by Students found at [hr2.hr.arizona.edu/dos/pol\\_threat.htm](http://hr2.hr.arizona.edu/dos/pol_threat.htm).

**Cellular Telephone Class Policy:** It is “OK” to have your wireless telephone on in class, if you *practice telephone courtesy* in the classroom (e.g., no cellular telephone answering or conversations while the class is in session). If you are going to have your cellular telephone on during class, please have it on non-ringing option (e.g., vibrating mode). You may leave the class if it is an emergency call; otherwise, please wait until the after class is completed to return the call.

**Grievance Policy:** Should a student feel he or she has been treated unfairly, there are a number of resources available. With few exceptions, students should first attempt to resolve difficulties informally by bringing those concerns directly to the person responsible for the action, or with the student's graduate advisor, Assistant Dean for Student and Alumni Affairs, department head, or the immediate supervisor of the person responsible for the action. If the problem cannot be resolved informally, the student may file a formal grievance using the [Graduate College Grievance Policy](http://grad.arizona.edu/catalog/policies/academic-policies/grievance-policy) found at <http://grad.arizona.edu/catalog/policies/academic-policies/grievance-policy>

**Grade Appeal Policy:** <http://catalog.arizona.edu/2008%2D09/policies/gradappeal.htm>

**Syllabus Changes:** Information contained in the course syllabus, other than the grade and absence policies, may be subject to change with reasonable advance notice, as deemed appropriate.

**Health Services Administration Course  
Reading Assignments  
Fall 2008**

**Date                    Topics and Assignments**

**August**

**Introduction and Background**

- 25    MON    **Introduction and Course Overview**  
**Definition of Community, Health, and Health Services Administration**  
(Dr. Howard J. Eng)  
Health Promotion at the Community Level  
Chapter 1 - Contemporary Developments in Health Promotion: Definitions and Challenges (pp. 29-43)<sup>ER</sup>  
Chapter 2 - Social Change Theory: Applications to Community Health (pp. 45-50)<sup>ER</sup>  
Epidemiology and the Delivery of Health Care Services  
Chapter 1 - An Epidemiological Framework for the Delivery of Health Services (pp. 3-22)<sup>ER</sup>
- 27    WED    **Definition of Community, Health, and Health Services Administration**  
**Determinants of Health and Illness**  
(Dr. Howard J. Eng)  
Public Health: What It Is and How It Works  
Chapter 2 - Health from an Ecological Perspective (pp. 47-84 and 87-96)  
Delivering Health Care in America: A Systems Approach  
Chapter 2 - Beliefs, Values, and Health (pp. 37-76)  
Community Health Analysis: Global Awareness at the Local Level  
Chapter 1 - Health and Our Belief System (pp. 19-23)<sup>R</sup>

**September**

- 01    MON    **Labor Day – No Class**
- 03    WED    **Life Cycle of Health and Health Services Needs<sup>@</sup>**  
(Dr. Howard J. Eng)  
An Introduction to Community Health<sup>R</sup>  
Chapter 7 - Maternal, Infant, and Child Health (pp. 167-203)  
Chapter 8 - Adolescents, Young Adults, and Adults (pp. 206-230)  
Chapter 9 - Elders (pp. 233-259)  
American's Children: Key National Indicators of Well-Being, 2007: Health Care (pp. 21-28) Website: [http://childstats.gov/pdf/ac2007/ac\\_07.pdf](http://childstats.gov/pdf/ac2007/ac_07.pdf)  
Adolescent Health in the United States, 2007: Health Care Access and Utilization (pp. 74-87) Website: <http://www.cdc.gov/nchs/data/misc/adolescent2007.pdf>  
Older American: Key Indicators of Well-Being, 2008: Health Care (pp. 47-62) Website: [http://agingstats.gov/agingstatsdotnet/Main\\_Site/Data/2008\\_Documents/OA\\_2008.pdf](http://agingstats.gov/agingstatsdotnet/Main_Site/Data/2008_Documents/OA_2008.pdf)

## U.S. Health Care System

- 08 MON **Overview of the U.S. Health Care System (Private and Public Sectors)**  
(Dr. Howard J. Eng)  
Delivering Health Care in America: A Systems Approach  
Chapter 3 - The Evolution of Health Services in the United States (pp. 83-115)  
Pharmacy and the U.S. Health Care System  
Chapter 2 - The U.S. Health Care System (pp. 8-29)<sup>ER</sup>  
Public Health: What It Is and How It Works  
Chapter 3 - Public Health and the Health System (pp. 120-138)
- 10 WED **Interface between Public Health and U.S. Health Care System**  
(Dr. Howard J. Eng)  
Public Health: What It Is and How It Works  
Chapter 1 - What is Public Health? (pp. 1-25)  
Chapter 3 - Public Health and the Health System (pp. 107-120)  
Chapter 8 – Public Health Emergency Preparedness and Response  
(pp. 413-465) – Optional Reading  
Medicine and Public Health: The Power of Collaboration  
The Historical Relationship Between Medicine and Public Health  
(pp.11-22)<sup>ER</sup>  
Introduction to Health Services  
Chapter 8 -The Evolution of Public Health: A Joint Public-Private  
Responsibility (pp. 162-176)<sup>R</sup>
- 15 MON **Organization and Systems Framework of Health Services in United States<sup>@</sup>**  
(Dr. Howard J. Eng)  
Delivering Health Care in America: A Systems Approach  
Chapter 1 - A Distinctive System of Health Care Delivery (pp. 1-32)  
Eng, Howard J. et. al. "Health Care Coverage in Arizona: Full Assessment  
Report, January 2002. (pp. 13-35)<sup>R</sup>  
Arizona Town Hall 2007: Arizona Health Care in Arizona: Accessibility,  
Affordability and Accountability  
Chapter 5 - Who Pays For Health Care and Why Does It Cost So Much?  
(pp. 107-135)<sup>R</sup>
- 17 WED **Types and Providers of Health Services, and Technology Resources (Part I)<sup>@</sup>**  
(Dr. Howard J. Eng)  
Public Health: What It Is and How It Works  
Chapter 4 - Law, Government, and Public Health (pp. 186-196)  
Delivering Health Care in America: A Systems Approach  
Chapter 7 - Outpatient and Primary Care Services (pp. 243-283)  
Chapter 8 - Inpatient Facilities and Services (pp. 289-327)

Chapter 10 - Long-Term Care (pp. 379-422)  
[http://www.rho.arizona.edu/Resources/Dataline/Health\\_Facilities\\_Telemed/default.aspx](http://www.rho.arizona.edu/Resources/Dataline/Health_Facilities_Telemed/default.aspx)

Arizona Town Hall 2007: Arizona Health Care in Arizona: Accessibility, Affordability and Accountability

Chapter 3 - Who Provides Health Care And Where Do They Deliver It?  
(pp. 57-66)<sup>R</sup>

22 MON **Types and Providers of Health Services, and Technology Resources (Part II)**<sup>@</sup>

(Dr. Howard J. Eng)

Introduction to Health Services

Chapter 12 - Mental Health Services (pp. 280-305)<sup>R</sup>

Delivering Health Care in America: A Systems Approach

Chapter 9 - Managed Care and Integrated Organizations (pp. 333-372)

Chapter 7 - Medical Technology (pp. 161-191)

24 WED **Health Services Workforce**<sup>@</sup>

(Dr. Howard J. Eng)

Delivering Health Care in America: A Systems Approach

Chapter 4 - Health Services Professionals (pp. 119-153)

Public Health: What It Is and How It Works

Chapter 4 -The Infrastructure of Public Health (pp. 282-308)

*Arizona Rural Health Dataline: Health Practitioner Workforce*

[http://www.rho.arizona.edu/Resources/Dataline/](http://www.rho.arizona.edu/Resources/Dataline/Health_Practitioner_Workforce/default.aspx)

[Health\\_Practitioner\\_Workforce/default.aspx](http://www.rho.arizona.edu/Resources/Dataline/Health_Practitioner_Workforce/default.aspx)

Arizona Town Hall 2007: Arizona Health Care in Arizona: Accessibility, Affordability and Accountability

Chapter 3 - Who Provides Health Care And Where Do They Deliver It?  
(pp. 38-57)<sup>R</sup>

*Arizona Rural Health Plan: Primary Rural Health Areas – Availability Focus Areas, Objectives, and Strategies*

[http://www.rho.arizona.edu/Programs/researchcenter/documents/AZ\\_RHP\\_20050419.pdf](http://www.rho.arizona.edu/Programs/researchcenter/documents/AZ_RHP_20050419.pdf) (pp. 46-51)<sup>R</sup>

29 MON **Student Presentations on their Health Service Assessments**<sup>@</sup>

**October**

01 WED **Student Presentations on their Health Service Assessments**<sup>@</sup>  
**Health Services Issue Articles Written Assignment Due**

06 MON **Financing of Health Services and Health Care Coverage**

(Dr. Howard J. Eng)

Delivering Health Care in America: A Systems Approach

Chapter 6 - Health Services Financing (pp. 197-239)

Chapter 12 - Cost, Access, and Quality (pp. 483-505 and 526)  
 National Health Expenditures for 2006 Summary Website:  
<http://www.cms.hhs.gov/NationalHealthExpendData/downloads/highlights.pdf>  
 National Health Expenditure Trend Tables Website:  
<http://www.cms.hhs.gov/NationalHealthExpendData/downloads/tables.pdf>  
 Eng, Howard J. et. al. "Health Care Coverage in Arizona: Full Assessment  
 Report, January 2002. (pp. 3-55.)<sup>R</sup>  
Optional Readings:  
 Cowen, Cathy A. and Micah Hartman "Burden of Health Care Costs:  
 Businesses, Households, and Government, 1987-2003." Health Care  
 Financing Review, 26, 1, 1-26.<sup>ER</sup>

08 WED **Examination #1**

**Community Health System Analysis**

13 MON **Community Health System Analysis: Overview and Community Profile**  
 (Dr. Howard J. Eng)  
Community Health: Education and Promotion<sup>R</sup>  
 Chapter 3 - Community Assessment and Mobilization (pp. 84-104)  
Need Analysis: Tools for the Human Services and Education<sup>R</sup>  
 Chapter 1 - Identifying Needs (pp. 7-17)  
 Chapter 3 - Resource Inventory (pp. 32-41)  
 Chapter 5 - Analyzing Use of Services (pp. 58-68)

15 WED **Community Health System Analysis: Services, Resources, Assets,  
 Service Needs, Leadership and Readiness**  
 (Dr. Howard J. Eng)  
Health Promotion at the Community  
 Chapter 4 - Assessing the Community: Its Services, Needs, Leadership, and  
 Readiness (pp. 91-106)<sup>ER</sup>

20 MON **Use of Data in Community Health System Analysis**  
 (Dr. Howard J. Eng)  
Public Health: What It Is and How It Works  
 Chapter 6 -The Infrastructure of Public Health (pp. 317-324)  
Community Health Analysis: Global Awareness at the Local Level  
 Chapter 7 - Health Status Indicators and Indexes (pp. 202-207)<sup>ER</sup>  
Delivering Health Care in America: A Systems Approach  
 Chapter 2 - Beliefs, Values, and Health (pp. 68-74)  
Community Health Education and Promotion  
 Chapter 1 - Development of Health Education and Promotion – Healthy  
 People 2010 Overview: Goals, Objectives, and Leading Health Indicators  
 (pp. 39-41)<sup>R</sup>  
 Arizona Rural Health Dataline: Health Services Utilization

[http://www.rho.arizona.edu/Resources/Dataline/Health\\_Services\\_Utilization/default.aspx](http://www.rho.arizona.edu/Resources/Dataline/Health_Services_Utilization/default.aspx)  
*Arizona Rural Health Dataline: Health Profiles (Indicators)*  
[http://www.rho.arizona.edu/Resources/Dataline/Health\\_Indicators/default.aspx](http://www.rho.arizona.edu/Resources/Dataline/Health_Indicators/default.aspx)

- 22 WED **Student Team Nogales Health System Analysis<sup>@</sup>**
- 27 MON **American Public Health Association Meeting - No Class**
- 29 WED **Public Health Information Sources – AHSC Library**  
(Ms. Pat Auflick)

## November

### Critical Issues in Health Services

- 03 MON **Student Team Community Profile / Health Care Resources Presentations<sup>@</sup>**  
**Access to Health Services**  
(Dr. Howard J. Eng)  
Delivering Health Care in America: A Systems Approach  
Chapter 12 - Cost, Access, and Quality (pp. 505-514 and 526-527)  
Access to Health Care in America  
Chapter 2 - A Model for Monitoring Access (pp. 31-44)<sup>ER</sup>  
*Arizona Rural Health Plan: Primary Rural Health Areas – Accessibility Focus Areas, Objectives, and Strategies*  
[http://www.rho.arizona.edu/Programs/researchcenter/documents/AZ\\_RHP20050419.pdf](http://www.rho.arizona.edu/Programs/researchcenter/documents/AZ_RHP20050419.pdf) (40-45)<sup>R</sup>
- 05 WED **Student Team Community Profile / Health Care Resources Presentations<sup>@</sup>**  
**Assessing and Improving Quality of Care**  
(Dr. Howard J. Eng)  
Introduction to Health Services  
Chapter 16 - Assessing and Improving Quality of Care (pp. 373-390)  
Delivering Health Care in America: A Systems Approach  
Chapter 12 - Cost, Access, and Quality (pp. 515-527)  
An Introduction to Quality Assurance in Health Care  
Chapter 1 -The Components of Quality in Health Care (pp. 4-27)<sup>ER</sup>
- 10 MON **Student Team Community Profile / Health Care Resources Presentations<sup>@</sup>**  
**Rural Health**  
(Ms. Alison Hughes)

*Arizona Rural Health Plan: Arizona Health Care Characteristics – A Snapshot*  
[http://www.rho.arizona.edu/Programs/researchcenter/documents/AZ\\_RHP20050419.pdf](http://www.rho.arizona.edu/Programs/researchcenter/documents/AZ_RHP20050419.pdf) (pp. 8-35)

**Population, Health Status, and Health Services Needs**

- 12 WED **Special Population Simulation: Bafa’ – Bafa’**  
(Dr. Ann Nichols)
- 17 MON **Cultural/Geographical Competencies and Provision of Health Services**  
(Dr. Howard J. Eng)  
Delivering Health Care in America: A Systems Approach  
Chapter 11 - Health Services for Special Populations (pp. 427-475)  
Office of Minority Health. “Office of Minority Health Published Final  
Standards for Cultural and Linguistic Competence.” Closing the Gap,  
February/March 2001, (pp. 1, 2, and 10).<sup>ER</sup>  
Community Health: Education and Promotion  
Chapter 4 - Culturally Competent Health Promotion (pp. 195-280)<sup>R</sup>  
Women and Health  
Chapter 5 - Gender Issues in Women’s Health Care (pp. 50-54)<sup>ER</sup>
- 19 WED **Border and Tribal Health**  
(Dr. Howard J. Eng)  
U.S.-Mexico Border Health Commission: Border Region  
[www.borderhealth.org/border\\_region.php](http://www.borderhealth.org/border_region.php)  
Health Resources and Services Administration, Bureau of Primary Care  
Health: U.S.-Mexico Border Health  
[www.bphc.hrsa.gov/bphc/borderhealth/default.htm](http://www.bphc.hrsa.gov/bphc/borderhealth/default.htm)  
Primary Care of Native American Patients  
Chapter 2 - Epidemiologic Patterns of Morbidity and Mortality (pp. 7-14)<sup>ER</sup>  
*Arizona Rural Health Dataline: Tribal Health*  
[http://www.rho.arizona.edu/Resources/Dataline/Tribal\\_Health/default.aspx](http://www.rho.arizona.edu/Resources/Dataline/Tribal_Health/default.aspx)

- 24 MON **Examination #2**

**Future of Health Services Delivery**

- 26 WED **Creating a New Health Care Delivery System for America Exercise**

**December**

- 02 MON **Future of Health Services Delivery**  
**Discussion of Other Health Services Administration Issues**  
(Dr. Howard J. Eng)  
• **Future of Health Services Delivery**

Delivering Health Care in America: A Systems Approach  
Chapter 14 -The Future of Health Services Delivery (pp. 561-591)

- **Health Facility Economic Feasibility Analysis**
- **Competition versus Collaboration**
- **Health Literacy Issues**
- **Other Topics**

**Community Health System Analysis Report Presentations**

- 03 WED **Community Health System Analysis Report Presentations<sup>@</sup>**
- 08 MON **Community Health System Analysis Report Presentations<sup>@</sup>**
- 10 WED **Community Health System Analysis Report Presentations<sup>@</sup>**  
**Class Summary**  
**Class Evaluation**  
**Community Health System Analysis Reports Due**

**Key:** ER = Arizona Health Sciences Center Library - E-Reserve  
R = Arizona Health Sciences Center Library - Reserve Desk  
@ = Student assignments