Syllabus Final 3/4/18
PHP641 – Health Systems Delivery – Spring 2019

Instructors:  Professor Keith Chartier, MPH
              Email: kchartier@email.arizona.edu

              Ali Gabriel, DrPH, MA, MPH, CPH
              akgabrie@email.arizona.edu

              Dr. William (Raju) Thiagarajan, MD, MPH
              Email: rthiagarajan@email.arizona.edu

Office Hours: Instructors are available by email, phone or videoconferencing. Please allow a maximum of 48 hours for response to questions.

Catalog Description: This course will introduce students to the organizational structure of large complex health care organizations and illustrate the most important components of administration and management.

Course Prerequisites: None

Course Objectives: Students must demonstrate an understanding of the following:

• U.S. health care system outcomes, financing and administrative structure
• How U.S. health care finance and reimbursement mechanisms affect administrative and management decisions
• How the regulatory and legal structure of the U.S. health care system affects administrative and management decisions
• Other administrative aspects of health care administrative and management to include leadership, marketing, ethics, planning, information systems, quality improvement and facilities management

Expected Learning Outcomes: By the end of the course, students will be able to critique, analyze and evaluate administrative, management and regulatory issues that impact the delivery of medical care in the United States, utilize the broad range of public health strategies to decrease health disparities and understand how to provide leadership in the administration of public health programs.

Health Services Administration Competencies Achieved:
• Students will be able to analyze and evaluate administrative, management and regulatory issues that impact the delivery of medical care in the U.S.
• Students will be able to apply “systems thinking” for resolving organizational problems.

Course Notes: Course notes, where applicable, are available directly from the instructor.

Required Textbooks/Readings: There are no required textbooks for this course.
Students will need an American Psychology Association (APA) resource. This can be a writing style guide or sites such as the Purdue Online Writing Lab https://owl.english.purdue.edu/owl/resource/560/01/. We will be using the APA format for this class and it will be important for you to understand APA formatting guidelines.

No more than 1/3 of an assignment should be direct quotes or summaries from sourced material. This is to ensure that students understand and can apply course concepts.

Course Requirements: By the end of the course students must demonstrate a breadth of understanding regarding the various elements of health care administration and management. Students must also illustrate a comprehension of the integral components of a large U.S. health care organization. Students are required to complete all assignments on the respective due dates as detailed in the course schedule. Late assignments will not be accepted. If a student is prevented from submitting an assignment on time due to a D2L or network technical error, the student must submit to their instructor evidence (such as a help desk ticket) dated before the assignment deadline.

Grading/Student Evaluation:
90–100 = A
80–89 = B
70–79 = C
60–69 = D
Please note: Grades are not rounded up.

Point Breakdown:
Team Assignments = 32 points or 32%
Discussion Questions = 19.5 points or 19.5%
Quizzes = 14.5 points or 14.5%
Mid-course Topic Paper* = 10 points or 10%
Final Course PPT = 17 points or 17%
Peer Evaluations = 7 points or 7%
Total = 100 points

Assignment Grading Breakdown

1. Paper Assignments:
   Please complete paper assignments using Microsoft Word. The assignment will be graded as follows:
   
   o Content = 65% (Elements below represent a percentage of the total)
     ▪ Thoroughness – 25%
     ▪ Relevance – 25%
     o Logic & thought/critical thinking – 30%
     o Directions followed – 20%
   
   o Presentation = 35% (Elements below represent a percentage of the total)
     ▪ Organization and Coherence – 40%
     ▪ Adherence to APA format – 30%
     ▪ Spelling and Grammar – 30%

2. Powerpoint or PDF Grading Rubric:
   Powerpoint or PDF assignments will be graded as follows
• Content = 65% (Elements below represent a percentage of the total)
  ▪ Thoroughness – 25%
  ▪ Relevance – 25%
  o Logic & thought/critical thinking – 30%
  o Directions followed – 20%
  o Presentation = 35%(Elements below represent a percentage of the total)
    ▪ Organization and Coherence – 35%
    ▪ Adherence to APA format – 25%
    ▪ Spelling and Grammar – 25%
    ▪ Powerpoint Format/Visual Presentation - 15%

3. Discussion Question Grading Rubric:
Answers to the Discussion Question(s) will be graded as follows:
  o Content = 70% (Elements below represent a percentage of the total)
    ▪ Thoroughness and Relevance – 33.3%
    o Logic & thought/critical thinking – 33.3%
    o Directions followed – 33.3%
  o Presentation = 30% (Elements below represent a percentage of the total)
    ▪ Organization and Coherence – 65%
    ▪ Spelling and Grammar – 35%

Class Participation: Students are expected to review posted materials and actively participate in assignments, discussions and quizzes. Each week students must complete all assignments by the posted weekly deadlines. Work should be well proofed, free of grammatical errors, include the minimum number of citations and illustrate critical thinking. Again, if an assignment is not turned in by the designated date and time, no points will be awarded.

Time: All course times are Mountain Standard Time (MST). Daylight savings for 2019 is March 10, 2:00 a.m. Please note Arizona does not observe Daylight Savings Time. Please adjust local times to accommodate the MST time frame.

Teams and Team Assignments:
In PHP641, there will be team and individual assignments. Teams will be preassigned and must adopt a team charter to document expectations. (See sample charter in the Course Materials folder.) The team charter should be uploaded to the designated assignments folder in Week 1. Students must also include, in one or two sentences on the bottom of all team activities, each member’s contribution to the assignment. It is also recommended teams investigate Google Hangouts (https://hangouts.google.com/) or another similar application as a communication method. There will be weekly team assignments, which should be uploaded to the course website by the respective Sunday at 11:59 p.m. MST. All team member names should be included on every team assignment. For your convenience a sample Weekly Organization Guide has been posted in the Course Materials folder to assist you with planning your weekly schedule of course work. Instructions for many team assignments are general in nature. This is intended to help prepare you for “real world” organizational behavior.

Discussion Questions:
There will be two or three discussion questions that must be addressed each week. All questions should be included in one post, and posts should be short, succinct and straight to the point. All posts should be free of grammatical and spelling errors. Students should issue an initial response to each discussion question of 100–175 words per question by Thursday at
11:59 p.m. MST. Initial responses should have at least one citation from a respected source for each response. Next, at least 2 or 3 responses (based on the number of discussion questions posed) to other students’ posts should be posted by the following Sunday at 11:59 p.m. MST. Each response post should be 50–100 words. No citations are required for second (and subsequent) posts. To summarize, each student should answer each question initially and post at least 2 or 3 responses to other students’ posts to receive full discussion question points. Students should also include their word count for each post to ensure compliance within the allowable ranges (i.e., type either “word count = 175” or “WC = 175”). Partial points will be deducted for word counts over or under the posted ranges and for no citations. You may post your answers any time before the respective due dates. Again, initial posts should be completed by Thursday at 11:59 p.m. MST and responses should be posted by the following Sunday at 11:59 p.m. MST. The reason for word count stipulations is to simulate requirements by many agencies and publishers for succinct and restrictive submissions.

**Quizzes**

Weekly quizzes must be taken by Sunday at 11:59 p.m. MST throughout the course session. Quiz questions are based on the weekly readings and videos. You may take quizzes any time before the weekly due date and each quiz will be timed depending on the number of questions in the quiz. All quizzes are open source and should take about 30 minutes to complete.

**Topic Paper Requirements:**

In your groups, choose a health care topic you feel is a priority for an administrator of a large health care organization. Research the topic and write a four-page (maximum) paper that includes all perspectives. Assignment should be written using APA style and include a minimum of three external reference citations from respected sources. Please be sure to use proper formatting techniques. Paper is due Monday, March 25 at 11:59 p.m. MST. (Note you get an extra day.)

**Individual Final Assignment**

You are a well-known health care consultant hired to help a (fictitious) new CEO of a health care organization understand the issues he or she is facing in this new leadership position. Individually, using all of the information you learned during this course, create a narrated PowerPoint video that provides information regarding the most pressing issues a new CEO would face in today’s health care environment. The narrated PowerPoint should be no more than 10 minutes long. It should mimic a real-world presentation, which includes recording voiceover slides you have prepared. Students should review the posted final project instructions in the Course Materials folder to review how to record a PowerPoint presentation. In addition, there should be a minimum of eight citations from respected sources. References from prior course assignments may be used. Students may submit the final assignment PowerPoint file through the course D2L site. The final assignment is due on Wednesday, April 24 at 11:59 p.m. MST.

**Peer Evaluations**

Due to the amount of group work in this class, students will complete peer evaluations. These represent 7% of the course grade and are due Monday, April 22, at 11:59 p.m. MST. Failure to complete the evaluations will result in an automatic 7% reduction in the student’s overall grade. Students should include a comment for each peer evaluation rating entered. Failure to do so will result in a loss of points. Peer Evaluation materials are posted both in the Course Materials folder and the Week 7 content materials for your convenience.
<table>
<thead>
<tr>
<th>Week #</th>
<th>Assignment</th>
<th>Workload Points</th>
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<tbody>
<tr>
<td>1</td>
<td><strong>U.S. Health Care &amp; Delivery Systems and Health Care Reform</strong></td>
<td>1 point team charter; 6 points team activities; 3 points online discussion; 3 points quiz</td>
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<tr>
<td>March</td>
<td>4–10</td>
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<td>2</td>
<td><strong>Legal/Regulatory Environment and Compliance</strong></td>
<td>5 points team activities; 3 points online discussion; 2.5 points quiz</td>
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<td>March</td>
<td>11–17</td>
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<tr>
<td>3</td>
<td><strong>Quality</strong></td>
<td>4 points team assignments; 3 points online discussion; 2.5 points quiz</td>
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<tr>
<td>March</td>
<td>18–24</td>
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<tr>
<td>4</td>
<td><strong>Strategic Planning and Marketing and Stakeholder Management</strong></td>
<td>6 points team assignments; 3 points online discussion; 2.5 points quiz</td>
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<tr>
<td>March</td>
<td>25–31</td>
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<tr>
<td>5</td>
<td><strong>Controlling and Allocating Resources and Leadership</strong></td>
<td>6 points team assignments; 3 points online discussion; 2.5 points quiz</td>
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<tr>
<td>April</td>
<td>1–7</td>
<td></td>
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<tr>
<td>6</td>
<td><strong>Facilities Planning and Design</strong></td>
<td>4 points group assignment; 2 points online discussion; 1.5 points quiz</td>
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<tr>
<td>April</td>
<td>8–14</td>
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<td>7 April 15–21</td>
<td>Information Systems and the Future of Health Care in the 21st Century</td>
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<td></td>
<td>1. Review posted materials.</td>
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<td></td>
<td>2. Write discussion questions and response posts.</td>
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<td></td>
<td>3. No quiz or team assignments this week.</td>
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<td></td>
<td>2.5 points online discussion</td>
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<td>8 April 22–24</td>
<td>4. Peer evaluations due April 22 at 11:59 p.m. MST.</td>
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<td></td>
<td>5. Final course PowerPoint video (Individual) due April 24 at 11:59 p.m. MST.</td>
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<td></td>
<td>7 points 17 points</td>
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**Weekly Summary of Due Dates**

<table>
<thead>
<tr>
<th>Weekly Team Assignments</th>
<th>Sundays 11:59 p.m. MST</th>
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<tbody>
<tr>
<td>Weekly Discussion Question, First Post</td>
<td>Thursdays 11:59 p.m. MST</td>
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<tr>
<td>Weekly Discussion Question, Second Post</td>
<td>Sundays 11:59 p.m. MST</td>
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<tr>
<td>Weekly Quizzes</td>
<td>Sundays 11:59 p.m. MST</td>
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<tr>
<td>Paper 1 – Group (Due March 25)</td>
<td>Monday 11:59 p.m. MST</td>
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<tr>
<td>Peer Evaluations - Indiv (Due April 22)</td>
<td>Monday 11:59 p.m. MST</td>
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<tr>
<td>Final PPT Video – Indiv (Due Apr 24)</td>
<td>Wednesday 11:59 p.m. MST</td>
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**Course Evaluation:** All students should complete the course evaluation. The feedback provides valuable information to the instructor and the college and is used to improve student learning. Students will be notified when the online evaluation form is available.

**Communications:** You are responsible for reading emails sent to your UA account from your instructor 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: https://www.registrar.arizona.edu/personal-information/official-student-email-policy-use-email-official-correspondence-students

**Accessibility and Accommodations:** At the University of Arizona, we strive to make learning experiences as accessible as possible. If you anticipate or experience physical or academic barriers based on disability or pregnancy, you are welcome to let me know so that we can discuss options. You are also encouraged to contact Disability Resources (520-621-3268) to explore reasonable accommodation.

If our class meets at a campus location: Please be aware that the accessible table and chairs in this room should remain available for students who find that standard classroom seating is not usable.

For additional information on Disability Resources and reasonable accommodations, please visit http://drc.arizona.edu/students

**Code of Academic Integrity:** Students are encouraged to share intellectual views and discuss freely the principles and applications of course materials. However, graded work/exercise must be the product of independent effort unless otherwise instructed. Students are expected to adhere to the UA Code of Academic Integrity, available through the office of the UA Dean.
Students: [http://deanofstudents.arizona.edu/policies-and-codes/code-academic-integrity](http://deanofstudents.arizona.edu/policies-and-codes/code-academic-integrity)

**Classroom Behavior:** (Statement of expected behavior and respectful exchange of ideas: Present policies to foster a positive learning environment, including use of cell phones, mobile devices, etc.). Students are expected to be familiar with the UA Policy on Disruptive Student Behavior in an Instructional Setting found at: [http://policy.arizona.edu/education-and-student-affairs/disruptive-behavior-instructional-setting](http://policy.arizona.edu/education-and-student-affairs/disruptive-behavior-instructional-setting)

**Threatening Behavior Policy:** The UA Threatening Behavior by Students Policy prohibits threats of physical harm to any member of the University community, including to one’s self, [http://policy.arizona.edu/education-and-student-affairs/threatening-behavior-students](http://policy.arizona.edu/education-and-student-affairs/threatening-behavior-students)

**Nondiscrimination and Anti-Harassment Policy:** The University of Arizona is committed to creating and maintaining an environment free of discrimination, [http://policy.arizona.edu/human-resources/nondiscrimination-and-anti-harassment-policy](http://policy.arizona.edu/human-resources/nondiscrimination-and-anti-harassment-policy)

**UA Smoking and Tobacco Policy:** The purpose of this Policy is to establish the University of Arizona’s (University) commitment to protect the health of University faculty, staff, students, and visitors on its campuses and in its vehicles, [http://policy.arizona.edu/ethics-and-conduct/smoking-and-tobacco-policy](http://policy.arizona.edu/ethics-and-conduct/smoking-and-tobacco-policy)

**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 by the instructor.

**Plagiarism:** No plagiarism will be tolerated in PHP641. What counts as plagiarism?

- Copying and pasting information from a web site or another source, and then revising it so that it sounds like your original idea.
- Doing an assignment/essay/take home test with a friend and then handing in separate assignments that contain the same ideas, language, phrases, and similar constructions.
- Quoting a passage without quotation marks or citations, so that it looks like your own.
- Paraphrasing a passage without citing it, so that it looks like your own.
- Hiring another person to do your work for you, or purchasing a paper through any sources.

**Class Misconduct:** Any class misconduct will result in the loss of all of the assignment points for the first infraction and removal from class for the second infraction.