

**SYLLABUS: HLTH 5373-01 (Spring 2018)****Course Information**

Course: HLTH 5373-01 – Risk Management in Health Care Organizations
Term: Spring 2018
Meeting Format: Online, Blackboard
Instructor: Dr. Yue Xie
Telephone number: (936) 294-2717
Email address: yxie@shsu.edu
Office hours: Wednesdays 11-6 in office, by email appointment only. Blackboard Collaborate Ultra office hours Wednesdays 4:30 to 5:30, by email appointments. Other times please email first for appointment.
Office location: CHSS 452D

SHSU Help Desk: 936-294-1950 (for log-in issues); 877-870-9214 or helpdesk@shsuonline.edu for other help

Technical Assistance: If you should experience technical issues with your computer during this course, contact the SHSU Help Desk as listed above.

Course Description

A study of the management and mitigation of risk in the health care environment. Topics will include process analysis using FMEA and FTA, root cause analysis, and analysis and reporting of data relating to risk management. Prerequisite: Health Care Quality and Safety.

Rationale: Risk management has been a standard part of healthcare administration for decades, traditionally involved in managing and preventing financial losses resulting from malpractice litigation, workmen's compensation, etc. For the past decade, however, patient safety and enterprise risk management founded on value based principles have been integrated into the job description of the healthcare risk manager. This course aims to provide a wide introduction of the field and some of the tools and concepts it uses.

Prerequisites

Graduate Standing. HLTH 5371.

Textbook and/or Resource Material

Principles of Risk Management and Patient Safety, Barbara J. Youngberg
Jones Bartlett, 2011. ISBN: 9780763774059

Course Objectives

HLTH 5373	Course Objectives <i>By the end of the course, you should be able to:</i>
	1. Overview of the healthcare risk management profession and the adoption of patient safety
	2. The development of strategic initiatives to mitigate risk
	3. The concepts and procedures of claims management
	4. The concepts of RCA, FMEA and Human Factors
	5. The move to HRO and patient safety

Course Topics, Readings, Assignments and Dates

HLTH 5355 – Health Services Administration Schedule (subject to change)
Please check Blackboard for separate **Course Calendar** file:

Modules	Topics:	Tasks Due:
Pre-Module	Course Overview: Please take this time to familiarize yourself with SHSU online and make a personal calendar for this class or use the calendar available in Blackboard. Please feel free to email or call me with any questions.	<ul style="list-style-type: none"> Syllabus Quiz, PreModule Discussion: Introduction; submit your signed syllabus acknowledgement (<u>file attached in assignment</u>); you can sign electronically or take a picture and submit via the assignment link)
Module 1	Chapters 1-10	<ul style="list-style-type: none"> Module quizzes (2x) Chapter questions assignment Module 1 Discussion
Module 2	Chapters 11-14	<ul style="list-style-type: none"> Module quizzes (1x) Chapter questions assignment Module 2 Discussion
Module 3	Chapters 15-21	<ul style="list-style-type: none"> Module quizzes (1x) Chapter questions assignment Module 3 Discussion
Module 4	Chapters 22-33	<ul style="list-style-type: none"> Module quizzes (2x) Chapter questions assignment Module 4 Discussion
Course Paper	Interview with a healthcare risk manager	<ul style="list-style-type: none"> Design interview questionnaire Interview take-away paper
		Check Calendar File for Due Dates

Note: I **strongly** recommend that you note the task due dates (available on separate Blackboard file) on a calendar you check often. Former students have emphasized that writing due dates on a personal calendar has helped them manage the course much better and lessen the chances of forgetting to submit an assignment!

Please remember that **assignments not submitted by due date are considered late and will not be**

accepted.

Grading

Quizzes (6x5%, 6 quizzes)	30% (30 points)
Syllabus Signature 1%, 0%, or -5%*	1% (1 Point)
Self-introduction Discussion (1x1%)	1% (1 Point)
Module Discussions (4x6%)	24% (24 Points)
Module Short Essay Assignments (8%,4%,4%,8%)	24% (24 Points)
Course Project (1x5%, 1x15%)	20% (20 Points)
	100% (100 Points)

*Syllabus signature note: **submitted by due date** = 1%, submit after due date = 0%
non-submission = 5% deduction from final grade)

Total Possible points, 100 points (or 100%). Note: Total column is a running total and not the final grade. A final Grade will be calculated and displayed at the end of the course.

A = 90-100%
B = 80-89%
C = 70-79%
F = <70%

READING QUIZZES

There are 6 quizzes module quizzes and 1 syllabus quiz totaling 31% of final grade. Quizzes within a module are available until module due date noted on the calendar. Please check Blackboard and consult the course calendar for dates. **Unlimited attempts** allowed for the chapter quizzes with the highest grade recorded, **No late submissions and No make-ups**.

DISCUSSIONS (Modules and Self Introduction)

There are 5 blackboard discussions (4 module based and 1 self-introduction) that each student must participate in. The module discussions are each worth 6% of your grade while the self-introduction is worth 1%. All discussions would require your initial writing and then a minimal required number of responses to others. The discussions are located within each module. Please see the course calendar for module due dates and check the discussion assignments for detailed instructions on how to complete the assignment. **No make-ups and no late submission allowed.** Late submission will result in a zero grade (even if Blackboard allows it).

Module Short Essay Assignments

There are 4 module short essay assignments worth either 4% (2x) or 8% (2x) each for a sum of 24% of final your grade. For your assignment, you should answer all the questions attached as a file in the module. The questions are listed by chapter. List the questions first before answering the question. Provide thoughtful support to all your answers. Graduate school is a writing

intensive environment. Therefore, please keep in mind that grammar counts significantly toward one's grade. **No make-ups and no late submission allowed.** Late submission will result in a zero grade.

Course Project

A final project worth 20% of grade will conclude all required tasks for this course. This project requires you to schedule and interview an active risk manager in healthcare and has two parts: 1) Design an interview questionnaire (5%) and 2) Write-up of your take-away of the interview. Please keep in mind that you must submit your questionnaire for the instructor's approval prior to the interview. Please take note of the due date for each part on the calendar. Additional requirements will be posted under the project folder. Graduate school is a writing intensive environment. Therefore, please keep in mind that grammar counts significantly toward one's grade. **No make-ups and no late submission allowed.**

Syllabus Signature

When you have finished reading this syllabus, please sign the syllabus policy acknowledgement signature form attached under its own assignment link in module 1. You may electronically sign and attach it to submission. This signature is your acknowledgment of your understanding of all policies, and especially the plagiarism policy, noted in this document. You are required to submit this. This is the only assignment that you are allowed to submit late. However, late submission would result in zero (0) points, but avoids the 5% course grade deduction penalty of not submitting it.

Additional Assignment Information

From time to time, you may need to reference resources. To do so, you must cite all the sources using the APA 6th edition style for in-text citation and bibliographies. In addition, when writing, please use double space, 12 point font, Times New Roman, and one inch margins. Lastly, please number your pages.

For complete APA rules please refer to the:

American Psychological Association. (2010). Publication manual of the American Psychological Association (6th ed.). Washington, DC: APA Press.

ISBN: 978-1-4338-0561-5.

For a quick online reference you may use the following:

<https://owl.english.purdue.edu/owl/resource/560/05/>

Plagiarism and other assignment need-to-knows:

- ☐ If an assignment seems unclear, it is *YOUR* responsibility to talk to the instructor early.
- ☐ If you desire academic accommodation for a documented disability, please see the section on **Americans with Disabilities Act (ADA)** ASAP.
- ☐ *Plagiarism* is a big word that simply means using someone else's work or writing without giving credit. If you copy a paragraph, sentence or even phrase from someone else's work, you must place quotes around what you have copied and cite the author. If you borrow an

idea from someone else, but don't quote them exactly, you don't need to add the quotes, but you still must cite the author. When citing an author, use either the APA style (**Brown, 2014**) or the AMA style (superscript number¹) immediately after the statement. Then, in the Endnotes give the entire reference: **1. Brown, S (2014). Best article. Journal of Cool Stuff; 4(2), p.3-7.** This is your warning; if you borrow without giving credit you will get zero points for the parts borrowed. If you are working on an assignment that requires all your own work (or an exam), you should not be citing other authors anyway. **Addition: In academia, you are not allowed to submit your own paper twice for credit. Therefore, all writings should be new. DO NOT submit the same assignment twice to two different courses. The software "Turnitin" will catch it and you will be cited as plagiarized.**

Sam Houston State University Policies

Attendance and Make-up Policies

The University views class attendance as the responsibility of an individual student. Attendance is essential to complete the course successfully. University rules related to excused and unexcused absences are located on-line at [SHSU Attendance Policy](#)

You will be graded during each one of the course units. For these reason, it is imperative you complete your assignments by the due date of that unit.

STUDENT ABSENCES ON RELIGIOUS HOLY DAYS POLICY

Section 51.911(b) of the Texas Education Code requires that an institution of higher education excuse a student from attending classes or other required activities, including examinations, for the observance of a religious holy day, including travel for that purpose. A student whose absence is excused under this subsection may not be penalized for that absence and shall be allowed to take an examination or complete an assignment from which the student is excused within a reasonable time after the absence.

University policy 861001 provides the procedures to be followed by the student and instructor. A student desiring to absent himself/herself from a scheduled class in order to observe (a) religious holy day(s) shall present to each instructor involved a written statement concerning the religious holy day(s). This request must be made in the first fifteen days of the semester or the first seven days of a summer session in which the absence(s) will occur. The instructor will complete a form notifying the student of a reasonable timeframe in which the missed assignments and/or examinations are to be completed.

Other Pertinent Course Information

Every effort will be made to ensure that power point lecture files, notes, articles and assignments are available online in a timely manner. Written assignments will be delivered thru the Blackboard course website. Handouts, changes in assignments or the schedule of class modules will be announced on the Bb course webpage. E-mail contact will be initiated with all students the first week of class. If you do not have access to your assigned SHSU e-mail account, it is your responsibility to make the instructor aware of that fact so that other arrangements may be made. You are expected to use SHSU e-mail address for all official correspondence.

Blackboard (Bb Statement)

Blackboard (Bb): This course will be supported via Blackboard, your online learning community, where you will interact with your classmates and with me. Within the course Blackboard site you will access the learning materials, tutorials, and syllabus; discuss issues; submit assignments; take quizzes; email other students and the instructor; participate in online activities; and display your projects.

In order to access the course material you will need to go to <https://shsu.blackboard.com> or look for Campus Tools on the top of the University's homepage. **Please do not contact your instructor with technical problems.** If you are having a technical problem with the course, review the support resources at <http://distance.shsu.edu/tech-support/>. You will need to possess the required computing technology to be successful in an online course. **Important!!!** Save your work as you go along. Nothing is more discouraging than to lose an assignment due to a computer hang ups! You may want to also make hard copies of your work to have "proof" and save yourself time and trouble!

Plagiarism Virtual Course

Plagiarism is the leading form of academic dishonesty that the Department of Health Services and Promotion has to address. As a HSP student, you are responsible for knowing what plagiarism is and how to avoid it.

End of Course Evaluation

Constructive feedback from students on course evaluations is taken very seriously at the College of Health Sciences. I am asking for your assistance in helping the Department in its assessment of courses and faculty through your participation in the evaluation of your courses. As health professionals you will one day have the responsibility to evaluate colleagues and health initiatives. The College views providing feedback on the Department's courses as part of your professional responsibility.

HSP Mission

The mission of the Department of Health Services and Promotion is to foster student-centered learning for early and advanced health professionals; to conduct applied, evidence-based research in population health; and to improve health and wellbeing through community engagement at the local and global levels.

Americans with Disabilities Act (ADA)

SHSU adheres to all applicable federal, state, and local laws, regulations, and guidelines with respect to providing reasonable accommodations for students with disabilities. Students with disabilities that may affect adversely their work in this class should register with the SHSU Counseling Center and talk with their University supervisor and classroom mentor teachers about how they can help. All disclosures of disabilities will be kept strictly confidential. NOTE: no accommodation can be made until registration with the Counseling Center is complete.

STUDENTS WITH DISABILITIES POLICY

It is the policy of Sam Houston State University that no otherwise qualified individual with disabilities shall, solely by reason of his/her handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any academic or Student Life program or activity. Students with disabilities may request help with academically related problems stemming from individual disabilities from their instructors, school/department chair, or by contacting the Chair of the Committee for Continuing Assistance for Disabled Students and Director of the Counseling Center, Lee Drain Annex, or by calling (936) 294-1720.

Academic Integrity

According to the administration's guidelines: "All students are expected to engage in all academic pursuits in a manner that is above reproach. Students are expected to maintain complete honesty and integrity in the academic experiences both in and out of the classroom. Any student found guilty of dishonesty in any phase of academic work will be subject to disciplinary action. The University and its official representatives may initiate disciplinary proceedings against a student accused of any form academic dishonesty including, but not limited to, cheating on an examination or other academic work which is to be submitted, plagiarism, collusion and the abuse of resource materials."

"Students will refrain from behavior in the classroom that intentionally or unintentionally disrupts the learning process and, thus, impedes the mission of the university. Cellular telephones and pagers must be turned off before class begins. Students are prohibited from eating in class, [chewing gum], using tobacco products, making offensive remarks, reading newspapers, or engaging in any other form of distraction. Inappropriate behavior in the classroom shall result in a directive to leave class. Students who are especially disruptive also may be referred to the Dean of Students for disciplinary action in accordance with the university policy."

The full policy for "Code of Student Conduct and Discipline" is found at the following link:
<https://www.shsu.edu/students/guide/dean/codeofconduct.html>

FERPA

The Federal Education Rights & Privacy Act requires that we advise students that by registering for this course, their SHSU assigned e-mail address will be revealed to classmates and the instructor. By continuing your enrollment in the course you acknowledge your understanding of this policy. By enrolling in this course you agree to the following statement: "I understand that as a result of registering for this course, my SHSU/Blackboard assigned e-mail address will be revealed to classmates and the instructor."

Equal Opportunity Statement

Sam Houston State University is an Equal Opportunity / Affirmative Action Institution.

DISCLAIMER

This syllabus is representative of materials that will be covered in this class; it is not a contract between the student and the institution. It is subject to change. These changes will be communicated via email or posted as announcements. If you have any problems related to this course, please feel free to discuss them with the instructor.

Title IX

"No person in the United States shall, on the basis of sex, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity receiving Federal financial assistance."

Title IX of the Education Amendments of 1972 is a federal law that prohibits sex discrimination in education.

NOTICE OF NON-DISCRIMINATION

Sam Houston State University complies with Title IX of the Higher Education Amendments of 1972 (Title IX), which prohibits discrimination on the basis of sex in educational programs or activities; Title VII of the Civil Rights Act of 1964 (Title VII), which prohibits sex discrimination in employment; and the Campus Sexual Violence Elimination Act. Sexual misconduct, as defined in the University's Sexual Misconduct Policy, constitutes a form of sex discrimination prohibited by Title IX and Title VII.

TITLE IX CONTACTS

Sex discrimination includes sexual harassment and sexual assault. While it is often thought of as a law that applies to athletics programs, Title IX is much broader than Athletics and applies to many programs at Sam Houston State University. While compliance with the law is everyone's responsibility at SHSU, below is a list of staff members that have primary responsibility for Title IX Compliance.

Title IX Coordinator--Jeanine Bias
Associate Dean of Students --Lowman Student Center, Suite 215
936-294-3026 or jbias@shsu.edu

I _____[Your Name]_____ have read the entire syllabus and hereby agree to abide by the policies contained herein.

_____[Your Electronic Signature]_____ [Date it]_____

Signature

Date