

North Park University
SYLLABUS, SBNM 5510
Contemporary Issues in Health Care Management
Fall Quad A 2009
Tuesdays, 6:30PM to 9:50PM

Instructor: Jared Deane, PhD
Phone:
Email: jdeane@northpark.edu
Office hours: by appointment

Course Description:

This course explores critical trends and crises in the current and emerging American Healthcare industry. The formation of healthcare policy in view of current trends and social concerns is explored from the perspective of the consumer, the provider and society at large. Extensive consideration is given to ethical concerns arising out of these issues.

We will explore the interrelationships and tradeoffs between the major goals of the U.S. health care system – access, quality and cost. We will explore the following statement by the authors of the textbook and consider ways to address the issues it raises.

“The quest for greater efficiency in the delivery of health care services is eternal in a country that spends far more on health care services than any other, consistently has growth in spending that outstrips that of income, is unable to provide insurance coverage to at least 15% of its population, and ranks poorly among industrialized countries in system-wide measures such as life expectancy and infant mortality.”

Course Objective:

Students completing this course will gain a deeper and practical understanding of the organizational, political, social, economic, technological and ethical issues affecting healthcare organizations and enhance their core competencies to lead and manage in times of significant change.

Textbook:

Sultz, Harry A., and Young, Kristina M., Health Care USA, sixth edition, 2008, Jones and Bartlett Publishers, ISBN-10: 0-7637-4974-5

Additional Required Readings:

Packets of supplemental readings will be provided to each student and are subject to change as more up-to-date and relevant material becomes available.

Course Philosophy:

This is a graduate course and class attendance is required. You are expected to complete all readings and assignments prior to the assigned class session and be prepared to discuss the material in class. This course is designed to be more of a seminar than lecture series requiring the participation of all drawing upon a variety of work backgrounds.

Course Work:

Class Participation.

Each week, students will be expected to contribute to a discussion of the week's topics by

- Selecting and reading an outside article of their choosing that provides additional insight or a different perspective on the topics raised in class
- Sharing with the class some of the statements or passages in the textbook they found particularly important or provocative

Mid-term examination.

A one to 1-1/2-hour exam based upon text readings and lecture.

Final assignment and presentation.

The final written assignments should define a healthcare issue, and how you propose to solve the problem drawing upon the reading assignments, additional outside research, class lectures and discussion. Topics could include, but not be limited to, the following: healthcare reform, universal coverage, nursing shortage, rationing of healthcare, an issue in patient care or safety, disaster preparedness, physician development, reducing costs, customer satisfaction, process improvement initiative, technology applications, building trust, core competency self assessment and personal growth plan. Recommended length is 15-30 double-spaced typewritten pages.

COURSE GRADING:

Each student's grade will be determined by weighting the accumulation of points in each of the following activities according to the percentages listed.

Class Participation: 33%

Mid-term examination: 33%

Final Paper and Presentation 34%

The grading scale for this class is as follows:

A: 93-100%

A-: 90-92%

B+: 87-89%

B: 83-86%

B-: 80-82%

C+: 77-79%

C: 73-76%

C-: 70-72%

D: 65-69%

F: Below 65%

BASIC REQUIREMENTS

- Attend all classes. Any absences must be taken with advance notification and approval of the instructor for bona fide emergency situations that are to be reported to the instructor at the subsequent class. However, given the fact that there are only a small number of classes, only the first absence will not have an impact on the grade. Subsequent absences, excused or not, will result in a one-grade reduction. (i.e. A to B).
- Offer active and voluntary class participation that is thoughtful and insightful, integrating readings, practical experience, and lecture material in a meaningful way. As stated above, this will have an impact on your grade.
- Make sure you understand the homework assignment.
- Submit all assignments on time. Late assignments will result in a full grade reduction (i.e. A to B) Assignments will be considered on time if submitted via e-mail before class, or are handed in hard copy at class. **It is your responsibility to ensure if you will miss a class that your due homework is e-mailed in on time, and that you understand the subsequent assignment.**
- Type all assignments, including identifying information on each page. Submit assignments that are characterized by excellent organization and careful thought process. Ensure inclusion of correct spelling and grammar, footnotes and references in standard format. Ability to communicate in writing is an important skill for success in marketing. **Poor writing will have an impact on homework assignment grades.**

COURSE OUTLINE AND ASSIGNMENTS

WEEK 1 (Tuesday, 8/25)

Introductions and Review of Course Syllabus

Student Profile Questionnaire/Expectations

Handouts

Guest Lecturers

Topics addressed:

Overview and History of U.S. Healthcare System

- How are diseases and disabilities classified?
- How is health care defined and classified?
- How did our system evolve and how did that evolution influence the issues today?
- The three overriding issues – access, quality and cost

Readings:

- Sultz and Young, Chapters 1-2, pp 1-66

WEEK 2 (Tuesday, 9/1)

Topics addressed:

Provider Institutions – Hospitals, Ambulatory Care

- What are the types of hospitals and ambulatory care clinics?
- How are they structured?
- What are the trends?
- Hospitals & Ambulatory Care

Readings:

- Sultz and Young, Chapters 3-4, pp 69-151

WEEK 3 (Tuesday, 9/8)

Topics addressed:

Health care provider personnel –What are the different disciplines among health care providers

- What are their roles?
- How are they trained?
- Relative costs of their services?
- Labor shortages, recruitment issues?

Research and Evidence-Based Medicine – How can we measure effectiveness of medical interventions?

- How might we determine clinical standards?

Readings:

- Sultz and Young, Read Chapter Five (pp. 155-186), scan Chapter Six (pp. 189-222); Read Chapter 11, (pp. 389-412)

WEEK 4 (Tuesday, 9/15)

MID -TERM EXAM (1 to 1-1/2 hours)

Topics addressed:

Financing –Current costs of health in the U.S.

- What are the current financing mechanisms?
- What are the methods and principles of health insurance underwriting and how do they relate to the issue of access?

Readings:

- Sultz and Young, Chapter Seven (pp. 227-276)
- “Are Market Forces Strong Enough To Deliver Efficient Health Care Systems? Confidence Is Waning,” Len M. Nichols, Paul B. Ginsburg, Robert A. Berenson, Jon Christianson, and Robert E. Hurley; *Health Affairs*, March/April 2004; 23(2): 8-21.

WEEK 5 (Tuesday, 9/22)**Topics addressed:*****Special communities – Long term-Care and Mental Health***

- How are the current systems serving these needs and communities in comparison to other health care needs?
- How do the current systems and practices affect quality, access and costs of healthcare in the US

Readings:

- Sultz and Young, Chapters 8 & 9, pp 285-349

WEEK 6 (Tuesday, 9/29)**Topics addressed:**

Public Health, Community Focus to Healthcare –How could community-focused approaches to health reduce costs?

- How does the current system and practices address community health

Visions – Proposals to Revamp System

- What are some of the proposals advanced by political candidates and advocacy groups to revamp healthcare in the U.S.

Readings:

- Sultz and Young Chapters 10 and 12 (pp. 357-385, 415-447)
- “Diabetes and Its Awful Toll Quietly Emerge as a Crisis,” N.R. Kleinfield, *New York Times*, January 9, 2006
- “Living at an Epicenter of Diabetes, Defiance and Despair.” January 10, 2006 - N.R. Kleinfield, *New York Times*, January 10, 2006
- “In the Treatment of Diabetes, Success Often Does Not Pay, ” Ian Urbina, *New York Times*, January 11, 2006
- “In Diabetes, One More Burden for the Mentally Ill,” ,” N.R. Kleinfield, *New York Times*, January 12, 2006

WEEK 7 (Tuesday, 10/6)

WRITTEN ASSIGNMENT DUE

- **Oral Presentations of written assignment**

***Note: The format to be used for the oral presentations will be determined based on size of the class and the amount of time available for individual presentations.**

Academic Honesty:

In keeping with our Christian heritage and commitment, North Park University and the School of Business and Nonprofit Management are committed to the highest possible ethical and moral standards. Just as we will constantly strive to live up to these high standards, we expect our students to do the same. To that end, cheating of any sort will not be tolerated. Students who are discovered cheating are subject to discipline up to and including failure of a course and expulsion.

Our definition of cheating includes but is not limited to:

1. Plagiarism – the use of another’s work as one’s own without giving credit to the individual. This includes using materials from the internet.
2. Copying another’s answers on an examination.
3. Deliberately allowing another to copy one’s answers or work.
4. Signing an attendance roster for another who is not present.

In the special instance of group work, the instructor will make clear his/her expectations with respect to individual vs. collaborative work. A violation of these expectations may be considered cheating as well.

For further information on this subject you may refer to the Academic Dishonesty section of the University’s online catalog.

In conclusion, it is our mission to prepare each student for a life of significance and service. Honesty and ethical behavior are the foundation upon which such lives are built. We therefore expect the highest standards of each student in this regard.

Graduate Course Attendance Policy

The graduate courses in the SBNM are all 7 weeks in length. Missing one class session is allowed without penalty as long as all readings and assignments are made up by the student within a reasonable time period (the following class session). Missing a second class session is allowed only in unusual circumstances by prior arrangement with the instructor. Since this represents 28% of the class time for the course, the student runs the risk of receiving a lower overall grade for the class. A student who misses three classes will automatically fail the course, unless the student drops the course before the seventh week of class. Students who drop a course will be held responsible for tuition, based upon the current North Park University policy outlined in the University Catalog (found on the NPU website).

Disability Resources

Students with a disability who believe that they may need accommodations in this class are encouraged to contact your program's office (Business: 773-244-6270). Please do so as soon as possible to better ensure that such accommodations are implemented in a timely manner. For further information please review the following website:

<http://www.northpark.edu/ada>