

Course Proposals

List of all proposals

Course Name: Leading and Managing People in Healthcare

Course Prefix: MSRT

Course Number: 6100

Submitted by (Name & E-Mail): Paul Eberle, peberle@weber.edu

Current Date: 1/3/2013

College: Select College

Department: Respiratory Therapy

From Term: Spring 2014

Substantive

change number MHA 6100

Current Course Subject N/A

Current Course Number MHA 6100

The course content emphasizes visionary leadership and management of diverse healthcare professionals in complex organizational structures. Individual leadership talents in handling various organizational challenges, such as leading organization change, building strong culture, developing effective teams, resolving conflicts, implementing effective motivational systems, and nurturing a learning organization are investigated.

New/Revised Course Information:

Check all that apply:

This is for courses already approved for gen ed.

Use a different form for proposing a new gen ed designation.

Subject: Select Subject

Course Number: 6100

DV CA HU LS PS SS

EN AI QL TA TB TC TD TE

Course Title: Leading and Managing People

Abbreviated Course Title: Leading and Managing People

Course Type: LEC

Credit Hours: 3 or if variable hours: to

Contact Hours: Lecture 45 Lab Other

Repeat Information: Limit 0 Max Hrs 0

Grading Mode: standard

This course is/will be:

- a required course in a major program
- a required course in a minor program
- a required course in a 1- or 2- year program
- elective

Prerequisites/Co-requisites:

Acceptance into MSRT program.

Course description (exactly as it will appear in the catalog, including prerequisites):

Justification for the new course or for changes to an existing course. (Note: Justification should emphasize academic rationale for the change or new course. This is particularly important for courses requesting upper-

division status.)

Course number with MHA 6100.

INFORMATION PAGE
for substantive proposals only

1. Did this course receive unanimous approval within the Department?

true

If not, what are the major concerns raised by the opponents?

2. If this is a new course proposal, could you achieve the desired results by revising an existing course within your department or by requiring an existing course in another department?

3. How will the proposed course differ from similar offerings by other departments? Comment on any subject overlap between this course and topics generally taught by other departments, even if no similar courses are currently offered by the other departments. Explain any effects that this proposal will have on program requirements or enrollments in other departments. Please forward letters (email communication is sufficient) from all departments that you have identified above stating their support or opposition to the proposed course.

4. Is this course required for certification/accreditation of a program?

no

If so, a statement to that effect should appear in the justification and supporting documents should accompany this form.

5. **For course proposals**, e-mail a syllabus to Faculty Senate which should be sufficiently detailed that the committees can determine that the course is at the appropriate level and matches the description. **There should be an indication of the amount and type of outside activity required in the course (projects, research papers, homework, etc.).**

Please mail a signed approval page to the Faculty Senate Office, MA 210J, MC 1003.


Weber State University, Ogden, Utah 84408, (801) 626-6000
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MHA 6100
LEADING AND MANAGING PEOPLE IN HEALTHCARE
FALL 2009

INSTRUCTOR: Ken Johnson, MBA, Ph.D., CHES
Office: MH 401
Phone: (801) -626-6988
Email: kljohnson@weber.edu


PREREQUISITES: Admission to MHA program or permission of instructor

DESCRIPTION: This course emphasizes visionary leadership and management of diverse health care professionals in complex organizational structures. Individual leadership talents in handling various organizational challenges, such as leading organization change, building strong culture, developing effective teams, resolving conflicts, implementing effective motivational systems, and nurturing a learning organization are investigated.

REQUIRED TEXT:  Healthcare Management, Organization Design and Behavior, Stephen M. Shortell and Arnold D. Kaluzny, Thompson Delmar Learning



Hardwiring Excellence. Quint Studer, Fire Starter Publishing. (provided)

RECOMMENDED:  First, Break All the Rules. Marcus Buckingham and Curt Coffman, Simon and Schuster Publishers.

COURSE OBJECTIVES: At the conclusion of this course, students will understand and be able to demonstrate the following concepts and competencies:

Communication

- Identify specific challenges associated with encoding and decoding communication
- Foster effective communication through processes such as rounding
- Adopt positive principles of value-added negotiation and conflict management

Leadership

- Define positive qualities of leadership and management
- Describe the traits and values of leadership you want to emulate

Relationship Management

- Practice relationship building methods such as rounding and rewarding
- Use thank you notes to manage up and reward employees

Professionalism

- Identify the principles of emotional intelligence
- Synthesize the principles of power and how to use in an ethical and professional manner

Human Resources

- Identify talent in individuals and use that to help them and your organization succeed
- Classify and properly support high, middle, and low performers
- Select and retain high performers

Performance Improvement and Quality Management

- Develop corporate and personal objectives
- Monitor, measure, and change inputs and procedures to achieve objectives

GRADING: <i>(example)</i>	Exercises/Case studies	300 (50 pts. Each)
	Class preparation/participation	25
	<u>Final exam (or paper)</u>	<u>100</u>
	<i>Total possible</i>	<i>425</i>

EXERCISES/CASES: Students will be assigned short projects or be asked to review case studies each week. In most instances, students will be required to write a short paper to demonstrate what they have learned or practiced.

PARTICIPATION: Students should be prepared to respond to a class discussion on each week's topic. They should read, according to the syllabus, the assigned chapters or papers and come ready to respond to questions. Points will be awarded for being able to answer questions and respond based on reading assignments. Points will be deducted if students are obviously not prepared that week.

FINAL EXAM: Students will complete a final exam covering the course reading assignments and discussions. The exam will be open book and multiple choice, completed outside of class during the final week of class.

SPECIAL NEEDS: Any student requiring accommodations or services due to a disability must contact Services for Students with Disabilities (SSD) in Room 181 of the Student Services Center. SSD can also arrange to provide course materials (including this syllabus) in alternate formats if necessary.

Course Outline:

Week	Date	Topics	Reading	Assignments/Notes
1	Aug 25	Leaders vs Managers SKA of Healthcare leaders	Shortell – 1, 2	
		The Wisdom of Great Managers	Buckingham - 2	Assignment 1: Managers and Leaders Assignment 2: Hartland Memorial, Part B.
2	Sep 01	Commitment to Excellence Rounding	Shortell – 8 Studer – 2, 3, 7	Guest: Dana Oaks, Ogden Regional Medical Center
		Decision making Problem solving	Case Study	Assignment 3: Goals and how they relate to Studer's pillars
3	Sep 08	Hiring Talent High-Middle-Low performers Selection and the First 90 days	Buckingham – 3 Studer 8	
		Ethics and Legal Issues Managing Diversity Sexual Harassment	Case study	Assignment 4: <i>Sexual Harassment in the Diabetes Clinic</i>
4	Sep 15	Motivating People Leadership Theory FBATR – 12 questions Employee Thank You Notes	Shortell 3 & 4 Buckingham – 1 Studer 6, 11	Guest: Rand Kerr, CEO, Lakeview Hospital
		Communication Power and Politics	Shortell 8 & 9 Studer 8	Assignment 5: Thank you notes and managing up
5	Sep 22	Work Design Organizational Design Groups and Teamwork	Shortell 6, 7 & 10	Guest: Jim Sheets, Assistant Administrator, LDS Hospital
		Microsystems and Quality Improvement	<i>IOM Study: Exploring Innovation and Quality Improvement in Health Care</i> <i>Micro-Systems: A Cross-Case Analysis</i>	In-class review ... take notes as you read.
6	Sep 29	Conflict Management and Negotiation Satisfied Physicians Key Words at Key Times	Shortell 5 Studer 5	
		Organizational Performance Competitive Advantage	Shortell 13 & 14	Assignment 6: Key indicators
7	Oct 06	EI Monitoring, Measuring & Change Management Strategic Alliances	Shortell 11 & 12 Buckingham – 4 & 5 Studer - 4	
				Final Exam