DISCIPLINE
Health Information Management

COURSE TITLE
Organizational Management in Healthcare

CR.HR.   3         LECT HR.   3         LAB HR.  _______    CLIN/INTERN HR.  _______    CLOCK HR.  _______

CATALOG DESCRIPTION
Students analyze the challenges and rewards of managing personnel and processes in the healthcare setting. Students apply human resource management practices to personnel in healthcare organizations to include budget development and control, personnel, recruitment and retention, performance.

PREREQUISITES
CSIS 115, HIM 101, HIM 108, HIM 110, HIM 112

EXPECTED STUDENT OUTCOMES IN THE COURSE (ESO)
Upon completion of this course, the student will be able to:

1. Prepare a budget and apply the steps required to effectively monitor and order supplies needed for work processes.
2. Explain the basics of performance appraisals and progressive discipline.
3. Monitor staffing levels and productivity standards for health information functions.
4. Develop and communicate benchmark staff performance data.
5. Develop policies and procedures specific to health information tasks
6. Summarize of state and federal labor laws as they apply to the organization’s work environment.
7. Analyze the fundamentals of team leadership.
8. Contribute to work on teams and committees.
9. Develop new staff orientation and training programs.
10. Prioritize job functions and activities.
11. Comprehend the principles of ergonomics and human factors in the design of work processes.

GENERAL EDUCATION OUTCOMES (ESO)
Specify which general education outcomes, if any, are substantially addressed by the course. Numbers in parentheses identify the Expected Student Outcomes linked to the specific General Education Outcome.

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<th>Outcomes</th>
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PROGRAM-LEVEL OUTCOMES

CAREER AND TECHNICAL EDUCATION PROGRAM OUTCOMES
Specify which Career and Technical program outcomes, if any, are substantially addressed by the course by completing the “Career and Technical Education template” to show the relationship between course and program outcomes to assessment measures.

1. Report staffing productivity standards for health information functions and explain methodologies for training and development strategies.
2. Utilize tool and techniques to monitor, report, and improve processes to identify cost-savings and efficient means of achieving work processes and goals.

CLASS-LEVEL ASSESSMENT MEASURES
Student accomplishment of expected student outcomes may be assessed using the following measures. (Identify which measures are used to assess which outcomes.)

1. Assignments (1, 3, 4, 5, 7, 9, 10)
2. Class discussion (2, 4, 6, 8, 11)
3. Examinations (2, 3, 4, 5, 6, 7, 9, 10, 11)
Individual instructors may order this outline as fits the needs of their individual courses. In addition, they may place more emphasis on some areas than on others. What is assured is that this particular list is covered in the course. Other topics may be added to a course as the instructor sees fit, and as time and interest allow. An *asterisk can be used to mark an item as optional.

I. Introduction to Management
   A. History of management
   B. Functions of the manager
   C. Management theories

II. Planning
   A. Functions of planning
   B. Goals and objectives
   C. Policies and procedures

III. Management by Objective/Strategic Planning
   A. Strategic planning
   B. MBO-definition and history
   C. MBO cycle and formats

IV. Budgeting
   A. The budgetary process
   B. Types of budgets
   C. Budget justification and variances
   D. Request for Proposal

V. Developing Problems-Solving Skills
   A. Steps in problem-solving process
   B. Barriers in solving office problems

VI. Leading and Motivating
   A. Leadership styles
   B. Group leadership
   C. Maslow’s hierarchy
   D. Morale in the workplace

VII. Communicating
   A. Communication process
   B. Flow of communication
   C. Carriers that effect communication
   D. Report-writing principles

VIII. Conflict Resolution and Personality Types
   A. Types of conflict
   B. Dealing with interpersonal conflict
   C. Solutions to conflict

IX. Organizing Health Information Services
   A. Organizational structure
   B. Departmental structure
   C. Span of control
D. Unity of command
E. Committee structures

X. Organizing Positions for Employees
   A. Job analysis
   B. Job description
   C. Training
   D. Appraising
   E. Promoting
   F. Termination
   G. Recruitment

XI. Culture of Workforce
   A. Government regulations affecting employment
   B. Unionization

XII. Planning the Physical Environment
   A. Ergonomics
   B. Work flow charts

XIII. Controlling and Productivity
   A. Setting standards
   B. Work sampling
   C. Tools for work analysis
   D. Decision table
   E. Decision tree
   F. Work flow diagram
   G. Flowchart
   H. Work simplification

XIV. Information System Life Cycle
   A. Analysis phase
   B. Design phase
   C. Implementation phase
   D. Evaluation phase