



Bachelor of Science in Health Services Leadership and Management

The Bachelor of Science in Health Services Leadership and Management degree (BSHSLM) completion program is designed for professionals with an associate degree in a health or health related field such as nursing, radiology technology, occupational therapy assistant, medical assistant, emergency medical technology, and surgical technology. Graduates are prepared for supervisory management positions in clinics, hospitals, long-term care, and a variety of other health services organizations.

PROGRAM OUTCOMES

The curriculum leading to a BSHSLM degree is focused on assisting students develop the style and substance of an individual health services leader by:

- Demonstrate knowledge of the factors that condition and affect leadership and management practice in health service delivery.
- Develop coaching, collaboration, and communication skills essential for effective health services leadership.
- Apply the skills required for successful delivery of health services that are safe, effective, patient-centered, timely, efficient, and equitable.

CURRICULUM PLAN

The Bachelor of Science in Health Services Leadership and Management degree will be awarded to students who successfully complete 120 credit hours of course work with a grade of C or better. This includes 18 semester hours of general education courses and program requirements, 42 semester hours of upper division major courses (including 12 hours of major electives), 60 semester hours of credit for the student's prior associate degree.

General Education:

<u>Course #</u>	<u>Course Name</u>	<u>Credit Hours</u>
	One upper division level course in behavioral and /or social sciences	3
	Two upper division level electives	6
MAT 310	Statistics	3
ENG 402	Technical and Professional Communications	3

Program Requirements:

<u>Course #</u>	<u>Course Name</u>	<u>Credit Hours</u>
BUS 310	Introduction to Accounting and Financial Management	3

Major Requirements:

<u>Course #</u>	<u>Course Name</u>	<u>Credit Hours</u>
HSL 300	Introduction to Health Services Organizations	3
HSL 302	Methods for Health Services Research and Evaluation	3
HSL 350	Leadership in the Health Service Industry	3
HSL 360	Internship I	3
HSL 320	Health Care Informatics	3
HSL 330	Human Resources Management	3
HSL 400	Organizational Dynamics and Communications	3
HSL 403	Current Issues in Health Services Management	3
HSL 411	Legal and Ethical Issues	3
HSL 460	Capstone Project	3
HSL	Program electives	12
SUBTOTAL		60
Associate Degree credits		60
TOTAL		120

Program Electives:

<u>Course #</u>	<u>Course Name</u>	<u>Credit Hours</u>
HSL 303	Healthcare Supervision	3
HSL 306	Healthcare Economics	3
HSL 340	Healthcare Marketing & Public Relations	3
HSL 341	Issues in Performance Improvement	3
HSL 402	Healthcare Policy and Planning	3
HSL 406	Long-Term Care Management	3
HSL 440	Management of Medical Group Practice	3
HSL 450	Management Problems in the Health Services Industry	3

Course Descriptions

HSL 300 - Introduction to Health Services Organizations. This course is designed to develop the student's understanding of health care organizations and the delivery of health services in the United States. Explores historical background, functions, interrelationships and future role of segments of the health services industry. Prerequisite or corequisites: Prerequisites or corequisites Admission to Health Services Management Program or permission of course faculty. Credit: 3 hours.

HSL 302 - Methods for Health Services Research and Evaluation. Provides an introduction to basic methods for undertaking research and program evaluation with health services organizations. It will include analysis of evaluation models, concept of a program, program measurement, causality in program evaluation, internal and external evaluation, process and outcome evaluation, and evaluation strategies. Prerequisites or corequisites: Math 310 and HSL 300 or permission of course faculty. Credit: 3 hours

HSL 303 - Health Services Supervision. Addresses the problems of management of the small working unit within a larger health services organization. Focus will be on the functions and responsibilities associated with the direct management of people in service delivery settings. Motivation, discipline, performance appraisal, communications, monitoring, and other human resource function are targeted. Prerequisites or corequisites HSL 300 or permission of course faculty. Credit: 3 hours

HSL 306 - Healthcare Economics. An introduction to the economics of healthcare with an exploration of the supply and demand for services in a politically driven market. Addresses the impact of healthcare economics on the delivery of healthcare to clients. Prerequisites or corequisites HSL 300 or permission of course faculty. Credit: 3 hours.

HSL 320 – Health Care Informatics. An introduction to informatics in health care. Informatics deals with data, information, and knowledge in health care which are multidisciplinary and complex. Computerized information systems allow the management of health care information in new ways and permit integration and structuring of knowledge. The ability to both access and assess software, hardware, data storage tools, and information sources is crucial for health care providers as well as the legal and ethical issues in digital knowledge access. Prerequisite or corequisite HSL 300 or permission of course faculty. Credit: 3 hours

HSL 330 - Human Resource Management. Examines the organizational structure with emphasis on manpower management involved in recruitment, selection, training, personnel assessment, wage and salary administration. Prerequisite or corequisite: HSL 300 or permission of course faculty. Credit: 3 hours.

HSL 340 - Healthcare Marketing & Public Relations. A study of theories, principles, and concepts of healthcare marketing management and public relations with an emphasis on the marketing mix of product, price, place, and promotion. Prerequisite or corequisite: HSL 300 or permission of course faculty. Credit: 3 hours.

HSL 341 – Issues in Performance Improvement. Understanding the concepts and tools of performance improvement is critical to managerial success. This course will address the concepts of PI and the essential tools of measurement. Prerequisites or corequisites HSL 300 or permission of course faculty. Credit: 3 hours

HSL 350 – Leadership in the Health Service Industry. This course expands the student's knowledgebase of the theories of leadership and emerging trends as they relate to the provision of health services. The course uses research-based tools and best practices designed to develop the student's competencies in transformation, execution and people skills. Prerequisite or corequisite: HSL 300 or permission of course faculty. Credit: 3 hours.

HSL 360 – Internship. A practicum that provides the student with the opportunity to apply first level management/leadership concepts including group dynamics and communication. The student will also observe the organizational structure, philosophy, personnel interrelationships, and current challenges of the organization under the direction of a preceptor and faculty member. Prerequisite or corequisite HSL 350. Credit: 9 hours practicum -3 hours

HSL 400 - Organizational Dynamics and Communications. An in depth study of various types of health service organizational structures, both formal and informal, with special emphasis on the behavior or people within those structures. The effect of organizational structure on communication among participants and the impact on organizational functioning will be a major facet of the course. Prerequisites or corequisites HSL 300 or permission of course faculty. Credit: 3 hours

HSL 402 - Healthcare Policy and Planning. Emphasizes the relationship between the politics of healthcare and the health policymaking process. The roles of government, bureaucratic agencies, organizations, consumers and health care providers in the shaping, development, and implementation of health policy are addressed. Prerequisites or corequisites HSL 300 or permission of course faculty. Credit: 3 hours

HSL 403 - Current Issues in Health Services Management. Exploration of trends and issues related to contemporary healthcare practice/administration. Issues and solutions are addressed by applying professional standards that incorporate ethical and legal principles, cultural and social concepts and an understanding of the health policymaking process. Prerequisites or corequisites HSL 300 or permission of course faculty. Credit: 3 hours.

HSL 406 - Long-Term Care Management. A comprehensive overview of long-term care as it exists today, the changes taking place in the continuum now and in the future, and the skills necessary to effectively manage a long-term care facility.

Analyzes the role of long-term care facilities, nursing homes, home health organizations, and various organizations that deal with chronic healthcare concerns. Prerequisites or corequisites HSL 300 or permission of course faculty. Credit: 3 hours.

HSL 411 – Legal and Ethical Issues. An exploration of the relationship between the law and ethics as it impacts the practice of health professionals and the management of health services. It introduces the basic concepts of judicial structure and the tenants of legal function as they impact health care. Prerequisites or corequisites HSL 300 or permission of course faculty. Credit: 3 hours

HSL 440 – Management of Medical Group Practice. Medical groups have distinctive organizational characteristics and structures that require a unique application of management. Financial arrangement, legal constraints, referral practices, employee relationships and other issues are subjects for this course. Prerequisites or corequisites HSL 300 or permission of course faculty. Credit: 3 hours

HSL 450 – Management Problems in the Health Services Industry. This is an independent study course requiring the student to work independently researching and writing with minimal interaction with the instructor. The course is designed to develop the student’s research and writing skills related to health services problems and resolutions. The student will use Health Service Management theories, concepts, and practices to research and write a report presenting a potential resolution for the identified management problem. Prerequisite or corequisite HSL 300, ENG 402 or permission of course faculty. Credit: 3 hours.

HSL 460 – Capstone Project. This project represents the compilation of all the student’s skills. It is a major paper on a subject of interest to the student. It will be guided by a panel of faculty and community members and include a formal presentation of its finding. Prerequisite or corequisite HSL 300, HSL 403 or permission of course faculty. Credit: 3 hours