

Midland College

MASTER SYLLABUS
MHSM 4353
HEALTH CARE OPERATIONS MANAGEMENT

Course Prerequisites or Corequisites:

None

Course Description:

This course examines different areas of healthcare operations management. The purpose of this class is to examine health care operations including quality management, operational metrics, operational planning and foundations of best practice.

Required Participation and Online Attendance Policy:

Students enrolling in online courses MUST log in and actively participate by completing academic assignments required by the instructor by the official census date of the course. Students who log in but do not actively participate in an academically-related activity will be removed as Never Attended and dropped from the course.

Instructor Information:

Instructor: TBA

Office: Virtual

Phone: 432-685-6893/Virtual Zoom Meeting Available

Email: himhsm@midland.edu

Office hours: Virtual appointments available upon request

Daytime and evening appointments are available upon request. A message can be left on the office phone number and the call will be returned during regular office hours.

Students are encouraged to contact the instructor at any time; however, making an appointment will guarantee the instructor's availability at a specific time.

Text, References, and Supplies:

Health Care Operations Management: A Systems Perspective by James R Langabeer and Jeffrey Helton. Jones and Bartlett publishers. Edition: 3rd 21. ISBN: 978-1284194142

Please check with Midland College bookstore for current edition of text books and supplies.

Proctored exams: Respondus Lock Down Browser (RLDB) is free, downloaded by students through a link in Canvas, and used for exams. Students are responsible for adding the "Monitor" feature to RLDB to use for the final exam.

Students in the HIM program will be required from time to time to write papers and utilize APA formatting and style guidelines as well as list references used in papers, assignments, and discussion boards.

The American Psychological Association (APA) citation style is used in this class for citing and listing references used for all student submissions. See the course resources module for more information.

A PC or laptop is needed to complete the course. A webcam and a microphone are needed to take the final exam as part of the proctoring process.

Course Learning Outcomes (CLOs):

Students who successfully complete this course will be able to:

CLO1: Define healthcare operations and systems management.

CLO2: Discuss operation research methods.

CLO3: Utilize quality management tools.

CLO4: Identify common operational metrics.

CLO5: Apply project management and planning concepts and tools.

CLO6: Define supply chain management.

CLO7: Describe purchasing and inventory management.

CLO8: Identify and apply best practices in operations management.

Student Contributions, Responsibilities and Class Policies:

Technical Skills

Technical Skills students must have to succeed in the course are:

- Using the learning management system Canvas

- Using email with attachments

- Creating and submitting files using Microsoft office and other applications

- Copying and pasting when using software

- Downloading and installing software or plugins

- Using spreadsheet software

- Using presentations and graphics programs

- Using online books and resources

- Using search engines for online research

- Using online communication software such as Zoom

- Using spelling and grammar check software

- Using search engines to research on the internet

Online Attendance Statement

Students enrolling in online courses MUST log in and actively participate by completing academic assignments required by the instructor by the official census date of the course. Students who log in but do not actively participate in an academically-related activity will be removed as Never Attended and dropped from the course.

Accessing an Online Class

Using Mozilla (Firefox) or Google (Chrome) as the Web browser access the [Midland College Homepage](#). A free download is available at [Mozilla](#) or [Google Chrome](#). Chrome is the most compatible with Canvas.

The privacy policy for Mozilla is available at [Mozilla Privacy Policy](#)

The privacy policy for Google is available at [Google Privacy Policy](#)

Scroll toward the bottom of the Midland College home page and click on “Canvas.”

When the Canvas page appears, you will need to log into the program.

To log in your User ID is your MC Student email address and your password is your MC Student ID, with no dashes.

After you have logged in, your home page will appear on the screen. Scroll over Courses to view a list of courses you are enrolled

Complete the Canvas Student Connection before going any further in Canvas.

Areas you will want to check daily are Announcements and Discussion Board. Do not open exams until you are ready to take the test. You can access each exam only one time.

To access your grades once they are submitted or entered by the instructor, click on Grades located on the left-hand side of each course. Click on the score of each test or assignment to reopen and to view comments and feedback.

The privacy policy for Canvas LMS is available at [Canvas Privacy Policy](#)

The accessibility policy for Canvas is available at [Canvas Accessibility](#)

The privacy policy for AHIMA.org is available at [AHIMA Privacy Policy](#)

Withdrawal Policy

Students electing to withdraw from course are required to complete a Course Withdrawal Form to receive a grade of “W” at or before the last day to withdraw. Students who do not withdraw by the determined withdrawal date will be assigned a grade earned by the students based on the grading breakdown listed in this syllabus.

Scholastic Dishonesty & Academic Misconduct

Students are expected to follow the Academic Honesty policy of Midland College. Using textbooks, assignments from other students, or assistance from other sources while taking an exam is cheating. Any student cheating will be removed from the class, given an “F”, and reported to the Registrar’s office. Plagiarism of material and using an AI generated submission for gradable items will be graded as a zero.

Students Rights and Responsibilities: It is the student’s responsibility to understand and interpret the student’s rights and responsibilities. Click [HERE](#) to connect to them or locate them on the Midland College Website.

Evaluation of Students

Students must pass all HITT courses with a grade of “C” (70%) or better to meet program requirements.

A letter grade will be established as:

A – 90%-100%

B – 80%-89%

C – 70%-79%

D – 60%-69%

F - >59%

There will be an accumulation of points which equate to a letter grade for this course. The gradable items include assignments, exams/quizzes/tests, discussion boards, semester project (which may include a paper using Turn It In) and final exam. Students must abide by all instructions for all gradable items or be subject to a zero as a grade for not following instructions. Course is subject to updates by the instructor which will be communicated through an announcement in the course.

Course Schedule

The course schedule is available in the Canvas Course under the Syllabus link and contains due dates that each student is expected to submit assignments, discussion board assignments, quizzes, papers, projects, and/or exams on or before midnight Central Standard Time of that due date. There is no formal provision for make-up work or extra credit in this course. Work submitted after the deadline will only be accepted at the discretion of the instructor and may result in a penalty including a zero for the gradable item.

Please do not wait until the last minute to attempt assignments. Computers and computer networks have a bad habit of crashing at the very time you need them the most.

Non-Discrimination Statement

Midland College does not discriminate on the basis of race, color, national origin, sex, disability or age in its programs and activities. The following individual(s) have been designated to handle inquiries regarding the nondiscrimination policies: Nicole Cooper, Title IX Coordinator, 3600 N. Garfield, SSC 129, Midland, Texas 79705, (432) 685-4781, title9@midland.edu, or see [Midland College's Nondiscrimination Policies](#). For further information on notice of non-discrimination, visit the [ED.gov Office of Civil Rights website](#), or call 1 (800) 421-3481.

Americans with Disabilities Act (ADA) Statement:

Midland College provides services for students with disabilities through Student Services. In order to receive accommodations, students must visit <https://www.midland.edu/services-resources/accommodation-services.php> and complete the [Application for Accommodation Services](#) located under the Apply for Accommodations tab. **Services or accommodations are not automatic, each student must apply each semester and be approved to receive them.** All documentation submitted will be reviewed and a “Notice of Accommodations” letter will be sent to instructors outlining any reasonable accommodations. For more information or questions, please

contact Bradley Gwatney, Director of Residence Life and Accommodations, at bgwatney@midland.edu or 432-685-6467.

Grievances and Complaints

Concerns should be expressed as soon as possible to allow for early resolution. Midland College encourages students to discuss their concerns with their instructor first. If you feel uncomfortable discussing your situation with your instructor, students can discuss their concerns with the Department Chair first, then the Dean of Allied Health. If a resolution is still not possible, students may proceed with the [formal complaint process](#).

Licensure Eligibility Notification

Completion of Midland College degrees and/or certificates does not guarantee eligibility to take a certification/registry/licensure examination. The eligibility of each person is determined on an individual basis by the regulatory body of the specific discipline. If you have a conviction of a crime other than a minor traffic violation, physical or mental disability/illness, hospitalization/treatment for chemical dependency within the past five years, current intemperate use of drugs or alcohol or a previous denial of a licensure or action by a licensing authority, you will need to contact the specific regulatory body for an individual ruling. Some programs require a criminal background check and urine drug screen.

Division Information:

Allied Health: Aaron Medical Science (AMS) Bldg.

Dean:	Brandi Havner, MS, RDMS	AMS Bldg. RM A43	432-685-6440
Division Secretary:	Kimberly Montalvo	AMS Bldg. RM A45	432-686-4863
HIM/HSM Program Chairperson:	Leonora Lambert, EdD, RHIA, CHTS-Tr.	AMS Bldg. RM A34	432-685-6891