Instructor Information

Instructor:  Dr. Kathy Trawick RHIA, FAHIMA
Office: AHEC 133
Mailbox: AHEC 133
Hours: Per request
Phone: No Office phone at this time, I will put it here as soon as I get one
Email: ktrawick@uaptc.edu

*All emails and telephone calls will receive a response within two business days.

Dean: Dr. Marico Bryant-Howe  501-812-2342  mbryanthowe@uaptc.edu

*If your emails and telephone calls do not receive a response within two business days, the appropriate chain of command is above.

Course Information

3 Credit Hours (3 hours lecture, exercise, assignment, quiz)
45 Lecture Contact Hours

Catalog Description

Supervisory principles of a health care information service. Review of specific human resource management functions including communication, motivation and supervision. Review of budgets, staffing schedules, policies, procedures, and productivity. Analysis of case study examples from health information departments in the inpatient, ambulatory and physician office environments.

Course Materials

Required textbooks:

*Professional Review Guide for the RHIA & RHIT Examinations, (current year) ed. Delmar Learning. For graduating seniors, order from them this publisher directly as part of your senior classes this is a required book. Around February of your senior spring semester only! Your instructor will make this information for ordering available to you. Do not order this any earlier as you will only get an older version! At their website, then go look under Health Information Management, then under Exam Review, you will then find the review book under the RHIA/RHIT review. The new edition changes with the calendar year annually, but sometimes it is as late as Mar before the new year edition is posted, so if it isn’t out until Apr, don’t panic, it will be coming soon. I know this as I write a chapter in this book each year! Thus, at the beginning of the spring semester, you may go online and if the newer edition is out like Feb, go ahead and purchase it.

Mission Statement

University of Arkansas – Pulaski Technical College provides access to high-quality education that promotes student learning and enables individuals to develop to their fullest potential.

Institutional Learning Outcomes and General Education

UA-PTC supports a college-wide institutional learning assessment program which concerns effective instructional methods and promotes student learning achievement by assessing:

1. Communication
2. Critical Thinking
3. Cultural Awareness
4. Information Literacy
5. Professionalism
6. Quantitative Literacy
7. Technology Literacy

For more information, please consult the following website: https://uaptc.edu/sla
*Department / Program Learning Outcomes*

The college’s mission is to provide access to high quality education that promotes student learning, to enable individuals to develop to their fullest potential, and to support the economic development of the state. The program’s mission, consistent with the college, is to encourage the success of its students in all technical areas and in theory of the Health Information Technology discipline by promoting:

1. Written Communications - Students will demonstrate written communication skills appropriate for healthcare situations.
2. Oral Communications - Students will create and effectively deliver oral presentations that are concise, informative and conduct research when appropriate to the task at hand.
3. Teamwork - Students will demonstrate effective interpersonal skills and the ability to work effectively in teams of diverse composition.
4. Quantitative Reasoning and Financial Analysis Skills - Students will demonstrate the ability to perform basic financial analysis.
5. Computer Skills - Students should demonstrate proficiency in the use of general productivity software in healthcare applications with an emphasis on Practice Management software (physician office & hospital), Microsoft Excel, Access, Word, and Powerpoint.
6. Competency in Discipline - Students will demonstrate the ability to apply theories and methods to the solution of common types of problems related to the HIT profession and related areas.
7. Global Perspectives - Students will demonstrate an understanding of global dimensions of Health Information Management including socio-cultural, political-legal, technological and economic environments, as well as the study of the International Federation of Health Records Organization (IFHRO).

**Student Learning / Course Outcomes**

Upon completion of this course, the student should be able to:

1. Apply aspects of supervisory management principles to case studies as assigned in the classroom.
2. Compare and contrast management issues in the settings of inpatient, ambulatory and long term care environments.
3. Comprehend the importance of communication in the workplace at all levels.
4. Understand the management and leadership theories and models as discussed in class and applied to example work situations.
5. Apply federal and state regulations affecting Human Resource issues.
6. Define the terms pertinent to management, financial management, quality management, and human resource management.
7. Apply an understanding of the Request for Proposal (RFP) in its use of justification of capital equipment and other major purchases for an HIM department.
8. Recognize the role of the agenda, minutes, committee structure, and role of each office of a formal committee.

9. Differentiate the types of formal letters, business letters, memos and other means of written communication within the workplace.

10. Obtain an understanding of benefits gained from ergonomics, department layout, and workflow design of a typical HIM department.

11. Develop policies and procedures to ensure compliance with accreditation, licensing, and federal/state regulations.

12. Create goals and objectives specific to the management and functioning of a typical HIM Department as assigned.

13. Develop a job description containing the required content as discussed in class and written for a position within a typical HIM Department position as assigned.

14. Prepare a budget given a case scenario for a typical HIM Department as assigned to include a Supply budget, Personnel budget and Capital Expenditures budget.

15. Apply an understanding of productivity results given case scenarios and using formulas as assigned.

16. Apply management principles and the roles of supervisor given case scenarios to include planning, organizing, directing, coordinating, and controlling functions.

17. Create an organizational chart using the principles of staff and line relationships as discussed in class.

18. Create the organizational chart using template wizard in Word software given a case scenario and application instructions.

19. Prepare an inservice presentation as would be done in a healthcare setting for fellow employees.

20. Understand negotiations, unionization, problem-solving, and basic human relations functions.

21. Prepare a Bulletin Board using a current theme in HIM as would be done in a healthcare setting for fellow employees.

22. Plan and develop a personal resume that will be used after graduation for a position in the HIM profession.

23. Outline the employee ‘life cycle’ from advertising/interviewing through firing and grievance procedures and describe each in detail.

24. Discuss and performance appraisal as to its appropriate content and the process of performing this evaluation with a subordinate.
25. Synthesize & apply basic principles of supervisory management to case studies and scenarios as assigned.

26. Analyze case studies using problem solving and critical thinking skills

27. Use problem solving skills in reports such as productivity analysis, budget variation, variation, standard deviation, case mix analysis, etc.

28. Calculate work productivity standards as assigned using example case studies and scenarios

29. Apply mathematical skills to solve rates and formulas as assigned

30. Calculate productivity by designing the formula and using a spreadsheet computer software to develop productivity statistics from data assigned.

31. Calculate data as given using general formulas typically used within the HIM manager’s domain to include: turnover rates, absenteeism rates, budget variance, return/payback rates, transcription error rates, etc as assigned.

32. Understand the application of computers for management of information systems, information systems development, and program development.

33. Use resource materials (software) in preparing accurate reports and choosing types of applications appropriate for various assignments.

34. Apply oral and/or written communication skills and develop the ability to locate, analyze, evaluate, and synthesize information by researching topics as assigned within this course using previous course materials, knowledge, and the Internet.

Policies

Report a Complaint or Concern

UA-PTC takes very seriously complaints and concerns regarding the institution. Most complaints or concerns of a specific nature should be initiated and resolved at the campus level through normal college processes whenever possible. UA - Pulaski Technical College receives and resolves complaints using a variety of methods. To report a complaint or concern, please follow the link below.

https://www.uaptc.edu/report-a-concern-complaint
UA-PTC Attendance Policy

Education at UA-PTC requires students’ active involvement in the learning process. Thus, students are expected to attend all classes and actively engage in all learning assignments and/or opportunities provided in their classes. Class attendance should be treated as mandatory by all students as attendance will be taken by all instructors during the first two weeks of class. Additionally, a written policy on student attendance that is tied to course objectives and included in a course syllabus will be provided for each course by instructors.

Departmental Attendance Policy

Agencies granting financial assistance may be notified of the violation of the attendance policy by students receiving financial aid.

Attendance is taken starting the first day of the semester, with the exception of students who enroll after classes have started. Teachers have the right to count students as absent if they arrive late to class, leave class early, or go in and out of the classroom during class time. Teachers have the right to lower a student’s grade based on excessive absences.

Any student who misses two consecutive weeks of class may be administratively withdrawn from the class.

Any student who does not class within the first two weeks of class will be considered a “no show” according to the campus attendance policy and will be reported as such and dropped from the class.

Teachers have the right to enforce PTC’s administrative drop policy for days of consecutive nonattendance. Such particulars as determined by the instructor are detailed in the paragraph below.

Instructor note regarding attendance: Students must demonstrate active engagement and participation in online course activity every seven days or they may be dropped from the course. Simply logging in to the course is not sufficient by itself to demonstrate active course engagement and/or academic attendance. Individual instructors determine activities that require student engagement and participation. Examples of engagement and participation include, but are not limited to: posting to a discussion board, contributing to collaborative activities, submitting assignments, or taking tests, quizzes, or assessments.

Course Policies

The UA-PTC Catalog rules and regulations will be enforced in this course at all times.

Please consult the following website for more information:

Professional behavior is required. Punctual attendance and intelligent participation are expected. Particulars as determined by the instructor are detailed in the paragraph below.
Appropriate behavior is expected for all communications, including any notes, email messages, or telephone conversations. Some guidelines for communication are included in this syllabus to help you.

The PTC Catalogue rules and regulations will be enforced in this class at all times. Please consult the following website for more information:
http://www.pulaskitech.edu/admission/web_catalog/

Professional behavior is required. Punctual attendance and intelligent participation are expected. Particulars as determined by the instructor are detailed in the paragraph below.
1. Treat others with respect.
2. Any behavior that disrupts the class may result in that student being asked to leave the class for the day.
3. Be prepared for class.
4. Keep your work area/desk clean.

CELL PHONES: In consideration of others, cell phones and other personal communication devices must be turned off during class. If you have an EMERGENCY situation and must be available by phone, please set your phone to a mode that will not disturb others (e.g., silent or vibrate). Under no circumstances may students use communication devices in the classroom. If you must use your phone to talk to or text someone, please leave the classroom. If you have to leave multiple times during class for communication, you may be asked to leave for the remainder of the class period if this becomes disruptive.

CHILDREN IN THE CLASSROOM/ON CAMPUS: Students may not bring children to class, and may not leave children unattended anywhere on campus. You will receive a schedule of homework and test dates at the beginning of the semester. Please make arrangements for child care on days that you will be attending this class. This policy WILL be enforced and you will be asked to leave the class if you arrive with your child. This will not be a valid excuse for missing an extra test or homework assignment other than those permitted to be made up as stated above.

Computer Labs: (in addition to Classroom Policies above)
1. With all the electric equipment in the lab classroom, remember NO FOOD OR DRINKS NEAR any equipment in the room. Check with your instructor to see if there is a place where drinks may be left and retrieved after class.

2. Lab computers are to facilitate student learning, not for “surfing the net” or playing games unrelated to the course. Students will not use the Internet and its technologies (e.g. check e-mail, participate in “chat sessions,” browse the web, etc.) during class unless the instructor requests that you activate these technologies for class lecture demonstrations or class work.

3. All equipment items (and supplies for them) are property of the state of Arkansas and are to be treated with care. Equipment and supplies are not to be removed from the lab.

4. Use of computer equipment is for the class meeting in the lab at that scheduled time. Any student who needs to use equipment (creating, editing, or printing) while a class is meeting,
must obtain permission from the instructor in advance; such permission must be obtained without interruption of the lecture/demonstration. Appropriate behavior is expected for all communications, including any notes, email messages, or telephone conversations. Some guidelines for communication are included in this syllabus to help you.

**Grading Policy**

Letter grades will be based on the following scale:

<table>
<thead>
<tr>
<th>Percentage Range</th>
<th>Grade</th>
</tr>
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<tbody>
<tr>
<td>90 to 100%</td>
<td>A</td>
</tr>
<tr>
<td>80 to 89%</td>
<td>B</td>
</tr>
<tr>
<td>70 to 79%</td>
<td>C</td>
</tr>
<tr>
<td>60 to 69%</td>
<td>D</td>
</tr>
<tr>
<td>0 to 59%</td>
<td>F</td>
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</table>

**Weight**

- **Assignments**: 35% of grade
  - All assignments are due on the assigned date & must be submitted on that date to receive full credit.
- **Exams**: 45%
- **Final Exam**: 20%

**Final Exam**: The final examination will be administered online and is mandatory. As with all online tests, it is best to access the Final Exam early during the availability period rather than waiting until the last minute.

**Chapter Quizzes**: The tentative course schedule lists all tests to be given during the semester. There are 6 quizzes and one final comprehensive examination.

Each test is worth 100 points. You will be allowed 60 minutes to complete the examinations. ALL tests/exams will be administered online and may be accessed remotely. Chapter tests are available for several days, so please do not ask for a makeup test if you miss one!

*Important*: Once you have accessed a chapter test online you must take it then. Chapter tests that are opened and not completed at that time will NOT be reset. No books or notes are to be used for the chapter tests. Be sure you have a good internet connection and a reliable computer before you start. Online tests will NOT be reset because of computer or internet connection problems.
* Instructors have one week to provide feedback and post grades for all assignments unless otherwise noted by a departmental policy that has been approved by the Dean of the School.

In an online class, eligibility for Financial Aid is based on student participation. Logging into the course does not constitute participation. For purposes of roster certification, students must complete a gradable attendance artifact.

INSTRUCTOR FEEDBACK POLICY:

Classwork: Powerpoints and lectures will be provided during class. Powerpoints will be maintained in Blackboard.

Online Work: Grades for online work will be available to students in the Blackboard grade book once the work is submitted. Questions about grades can be discussed via email or at the next scheduled class meeting.

Final Exam: A final exam grade will be posted in the Blackboard. Students should contact their instructor via email with any questions regarding missed answers on the final exam. Final grades will be mailed to the students.

Emails: Student emails will be answered within 24 hours Monday-Friday. If the email was sent on the weekend or over a holiday weekend it will be answered on the next regular PTC work day, if not sooner.

Academic Integrity

It is expected that all students who attend UA-PTC conduct themselves in a manner appropriate for the college experience. Academic integrity is a vital component of collegiate behavior. The UA-PTC catalogue states, “The gaining of knowledge and the practice of honesty go hand-in-hand.”

The catalogue also states, “The responsibility and authority of initiating discipline arising from violations of the rules against dishonesty during the process of the course are vested in the instructor of that course.”

The complete Academic Integrity Policy is in the UA-PTC code of conduct.

Accommodation Policy

Services for Students with Disabilities: UA-PTC is committed to fulfilling all federal requirements as stated in the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and the American with Disabilities Amendments Act (ADAAA) of 2008. Accommodations are available to students who have documented disabilities. Students who request accommodations must register with the Disability Services Office (Main Campus: 501-812-2738 or South Campus: 501-812-2862) and must provide current and relevant documentation. Students requesting accommodations should inform the instructor at the beginning of the course or as soon as accommodations are approved. It is the student’s responsibility to provide their Accommodation Letter to the instructor. Accommodations are not retroactive and will only be provided once your instructor receives the Accommodation Letter.
Student Code of Conduct

All students are expected to abide by the UA-PTC Student Code of Conduct. For the full Student Code of Conduct, access the most current version of the UA-PTC Academic Catalog. http://uaptc.azurewebsites.net/docs/default-source/course-catalog/2017-18-academic-catalog.pdf?sfvrsn=a08a3038_2

Sexual Misconduct

No person at Pulaski Technical College will, on the basis of gender, be excluded from participation in, be denied benefits of, or be subjected to sex discrimination, sexual harassment or sexual misconduct under any education program or activity. All college administrative policies and procedures regarding sex discrimination, sexual harassment, and sexual misconduct are in compliance with Title IX. Students who feel they are victims of sexual misconduct should contact the UA-PTC Title IX Deputy Coordinator for Students:

Michelle Anderson, Director of Student Life and Leadership
Campus Center Building Room 216
501-812-2756
manderson@uaptc.edu

Course Evaluations

Students may be asked to evaluate their instructor and course near the end of the semester. These student evaluations are very important to the improvement in the quality of instruction and course materials. All results are anonymous and shared with the faculty only after the semester is over and grades have been posted.

Information Literacy

UA-PTC is committed to the Information Literacy Competency Standards for Higher Education as established by the Association of College and Research Libraries and endorsed by the National Forum on Information Literacy. Therefore, all courses will incorporate an information literacy component so that, by graduation, all students will be able to recognize the need for information, then locate, evaluate, synthesize, and communicate information in an ethical manner. Information literacy encompasses critical thinking, research, media, technology, health, business, and visual literacy skills to produce lifelong learners who can make informed decisions in the workplace and in their personal lives.

Tentative Course Schedule

<table>
<thead>
<tr>
<th>Course Schedule/Course Content</th>
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<tbody>
<tr>
<td>Class 1: Overview of Management Principles: Leadership Models; Case Scenarios</td>
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<tr>
<td>Group 1: Problem Solving, Supervision, Authority, &amp; Empowerment</td>
</tr>
</tbody>
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Class 2: History of Management; Leadership & Management Philosophies

Class 3: Missions; & Strategic Planning; Financial Management; Assn #1 Budget

Class 4: Functions of Management; Productivity & Work Simplification; Decision-Making Process; Assn 2-P&P/G&O; Case Scenarios Group 2: Change, Leadership, Time Management & Methods Improvement

Class 5: **Exam 1.** After exam, Begin **Unit 2:** Human Relations; Assn 3-Inservices

Class 6: Introduction to Communication; Conflict Resolution

Class 7: Human Resource Management: Regulatory Requirements & Laws

Class 8: Continue Laws. Case Scenarios Group 3: Criticism, General Management

Class 9: Performance Appraisals; Assn 4-Interviews

Class 10: **Exam 2.** After exam, Begin **Unit 3:** Management Processes: Recruitment & Selection; Case Scenarios Group 4: Motivation, Group Processes, People Problems

Class 11: Orientation, Training, Inservices, Disciplinary Process, Grievance & Termination; Negotiations & Unionization

Class 12: Statistical Analysis for Management; Probability Sampling, Variation, Standard Deviation, Decision Trees, Payback & Return Rates, Problem Calculations; Case Scenarios Group 5: Meetings, Rules & Policies, Labor Relations

**Class 13-14 Professional Practice Preceptorship Rotations**

8:00 am - 5:00 pm Daily internship at practice site(s)

Class 15: **Debriefing:** Present Bulletin Boards; Assn #3 due!; Assn #4 due!

Class 16: **Final Exam**

**Final Exam Schedule: Mon May 6th and Tues May 7th**

Disclaimer: This schedule is a guide for the semester. The instructor reserves the right to amend the schedule as necessary.
Course Agreement Form

Read, complete, and return to instructor:

I have read the course syllabus for Dr. Trawick’s HIMT2304 Supervisory Management course at Pulaski Technical College, and I understand its content. I also understand the rules for the class, and I will follow and abide by these rules, including those relating to attendance, assignments, grading criteria, plagiarism, and behavior.

________________________________________
Semester

________________________________________
Date

________________________________________
Print name

________________________________________
Signature

________________________________________
UA-PTC Email address

________________________________________
Telephone where I can best reached