



Syllabus for PADM 600: Introduction to Health Policy and Management Fall 2017

Instructor: Kate Cartwright, PhD, MPH

Email: kcartwright@unm.edu

Office Location: SSCO 3040

Office Phone: 505-552-2130

Office Hours: Wednesdays, 3-5pm, and by appt.

Course Credits: 3.0

Class Meeting Day: Tuesday

Class Time: 4:00-6:30pm

Class Location/Room: Dane Smith Hall 132

Course Description: This course covers the principles and methods of public management and policy analysis, including policy formulation and implementation, organizational relations, institutional development, administrative processes and public sector ethics. This particular section of the course addresses these topics from the perspective of health care administration.

This course provides an overview of the evolving structure of the US public health and health care delivery systems. It is designed for graduate students in health policy and management who plan to work in, manage, and lead hospitals, clinics or other health service organizations or in other administrative or policy positions. This course supports effectiveness of health services managers, administrators and other professionals by providing knowledge of a wide range of health organizations and services and associated management and policy issues.

The course introduces the student to the major areas in health management such as planning, operations, human resources, leadership, finance, information systems & technology and quality. In addition, the course emphasizes a number of policy topics associated with, for example, population health, recruitment of physicians and other allied health personnel, coordination across health and human services organizations, Medicare funding, and managed care.

Course Objectives and Student Learning Outcomes: The following MHA core learning outcomes will be addressed in this course. Students will:

- Demonstrate knowledge of the political and legal institutions of governance that influence health care administration
- Identify the main components and issues of the organization, financing and delivery of health services and public health systems in the US
- Demonstrate the ability to identify policy problems related to health care administration
- Describe the underlying assumptions and relationships that characterize the historical evolution and current state of public health services delivery
- Identify and describe the basic economic concepts involved in health services delivery to include payor sources, revenue generation and financial control functions
- Analyze health administration related policies and problems by applying appropriate professional and ethical standards
- Demonstrate a nuanced understanding of public service values salient to health administration such as accountability, equity, responsibility, and diversity

Textbooks and Supplies:

- Safian, Shelley C. (2014). *Fundamentals of Health Care Administration*. Upper Saddle River, NJ: Prentice Hall/Pearson Education. (Required)
- Gawande, Atul. (2007). *Better: A Surgeon's Notes on Performance*. New York, NY: Picador. (Required)
- Additional readings will be posted on our course's UNM Learn site.

Course Requirements:

Assessment	Due Date	% of Grade
Discussion Question Posts	Weekly	8% (10 opportunities, only have to do 8)
Quizzes	Weekly	20%
Plagiarism Certification	9/12	2%
Film Responses	9/12 & 11/21	5%
Policy Brief	10/3	5%
Midterm	10/10	20%
Article Extract	10/31	10%
<i>Better</i> Response	11/21	5%
Final Exam	12/7	25%
Total		100%

Grading Scale:

A: 93 – 100%	C+: 77 – 79%
A-: 90 – 92%	C: 73 – 76%
B+: 87 – 89%	C-: 70 – 72%
B: 83 – 86%	D: 60-69%
B-: 80 – 82%	F: Below 60%

Attendance Policy: Regular and punctual attendance is essential to both doing well and to fostering a space for learning. UNM *Pathfinder* policies apply, which in part means instructor drops based on nonattendance are possible. This class is an interactive learning class, which means that student engagement is vital to maximizing the learning experience for everyone. One great benefit of our program is that you have a chance to work with other excellent students who are doing impressive work. However, in order to benefit from this network, you have to get to know your fellow students. If you don't show up, you won't. If you show up and don't engage, you won't. Also, there are many parts of the classroom experience that are difficult to capture through watching the videos. You will not get as much from the experience if you do not attend promptly and regularly. Finally, we will have a series of

guest lecturers for the “Meet a Manager” spots. If you aren’t in class, there is no point in inviting guest lecturers.

That said, every single one of you in this class is an adult, and I understand you have work, family and life commitments which at times conflict with our class schedule. If you need to miss class, please let me know. One benefit of having this class as an ITV class is that both distance and ABQ campus students are able to access the recording of the classes throughout the semester. Distance students: if there are technical difficulties for any reason, the recording of the class will be made available to you as soon as possible.

Accommodation Statement: Accessibility Services (Mesa Vista Hall 2021, 505-277-3506) provides academic support to students who have disabilities. If you think you need alternative accessible formats for undertaking and completing coursework, you should contact this service right away to assure your needs are met in a timely manner. If you need local assistance in contacting Accessibility Services, see the Bachelor and Graduate Programs office.

Academic Integrity: The University of New Mexico believes that academic honesty is a foundation principle for personal and academic development. All University policies regarding academic honesty apply to this course. Academic dishonesty includes, but is not limited to, cheating or copying, plagiarism (claiming credit for the words or works of another from any type of source such as print, Internet or electronic database, or failing to cite the source), fabricating information or citations, facilitating acts of academic dishonesty by others, having unauthorized possession of examinations, submitting work of another person or work previously used without informing the instructor, or tampering with the academic work of other students. The University's full statement on academic honesty and the consequences for failure to comply is available in the college catalog and in the Pathfinder.

As this is the first class in the MHA sequence, I am requiring that you take the Indiana University self-led module on Plagiarism. You will need to complete the text for advanced (Master’s & Doctoral level students) and email me your certificate. This will be worth 2% of the class grade, but will benefit you throughout your entire graduate career. If you have completed this module in the past 2 years, you may email me the certificate for credit. This is NOT easy. I recently completed the module myself, and it took me a few hours.

Cell Phones and Technology: As a matter of courtesy, please turn off cell phones, pagers, and other communication and entertainment devices prior to the beginning of class. Notify me in advance if you are monitoring an emergency, for which cell phone ringers should be switched to vibrate. With the exception of Zoom for distance students, you technically do not need any technology during class. Sometimes you may want to pull up websites we are talking about or the PowerPoint to be able to see it more clearly, but don’t forget that ALL of the studies show taking notes by hand is the most effective.

Email policy: UNM policy 2540: Student Email notes that email policies may be determined by individual faculty for instructional purposes, which will be specified in the course syllabus, and must be followed by the students. For this class, all communications must be conducted either within the UNM Learn system or students’ and instructor’s UNM email. This is both to promote efficiency and to implement best

practices in regard to digital communication, which as future health administrators will be of the utmost importance.

Library and Tutorial Services: UNM-Main campus provides many library services and tutorial services, including a range of services for distance students. For library services, go to <http://www.unm.edu/libraries/> to link to a specific library or to contact a librarian. For tutorial services, go to <http://caps.unm.edu/online> to explore UNM's online services.

Office Hours: I have office hours set aside on Thursdays from 3-5pm, but I prefer to do all office hours by appointment. Send me an email to set up a meeting (time, day, what the meeting is about), and we'll get something scheduled preferably for Thursdays if possible, but if that conflicts with your schedule, then we can pick another day and time that works!

Weather: During the semester, contact the UNM hotline at 505-277-7669 to determine if classes have been cancelled. Appropriate adjustments will be made to the schedule as needed in the event of weather-related class cancellations.

Important UNM dates: <http://registrar.unm.edu/semester-deadline-dates/fall-2016.html>

SCHEDULE OF ACTIVITIES

The Schedule of Activities is subject to change. Minor changes will be announced in class, major ones provided in writing. Discussion board posts will often (but not always!) require a separate short reading which will be posted in the instructions.

Wk	Date: Topic	Readings	Assessments*
1	8/22: Introduction to Course	--	--
2	8/29: Role of management & policy in health administration	Safian, Ch. 1 Glass 2009 Berwick 2008 Bylander 2017 <i>Better</i> pp. 1-28	Quiz 1 Discussion Question 1
3	9/5: Types of facilities & services	Safian, Ch. 2 Gaynor 2012 Goldsmith, 2011 Friedberg 2017 <i>Better</i> pp. 29-50	Quiz 2 Discussion Question 2
4	9/12: <i>US Health Care: The Good News</i>	Watch Film	Film Discussion Board Plagiarism Certification Both Due 9/12 by 11:59pm
5	9/19: Overview of financing	Safian, Ch. 3 OECD 2015 Blumenthal & Collins 2014 Pear 2015 Mehrotra 2017 <i>Better</i> pp. 51-70	Quiz 3 Discussion Question 3
6	9/26: Quality of care	Safian, Ch. 4 Pollack 2014 McCullough 2010 Health Affairs Podcast <i>Better</i> pp. 71-83	Quiz 4 Discussion Question 4
7	10/3: Workplace safety; Institutional food services	Safian, Ch. 5 & 7 Buchbinder & Shanks, 2012 <i>Better</i> pp. 84-111	Quiz 5 Discussion Question 5 Policy Brief
8	10/10: Mid-term Exam	--	Midterm Exam: Due 10/10 by 11:59pm
9	10/17: Health Care Technology; Compliance plans	Safian, Ch. 6 & 8 Buntin 2010 Wager et al., 2013 Heisey-Grove, 2016 <i>Better</i> pp. 112-129	Quiz 6 Discussion Question 6

10	10/24: Strategic planning	Safian, Ch. 9 Gawande 2012 Hwang & Christensen 2008 <i>Better</i> pp. 154-166	Quiz 7 Discussion Question 7
11	10/31: Prof @ Conference, No Class,	Article for Article Extract	Article Extract: Due 10/31 by 11:59pm
12	11/7: Risk Management; Crisis management	Safian, Ch. 10 & 11 Fink 2013 <i>Better</i> pp. 167-200	Quiz 8 Discussion Question 8
13	11/14: Performance evaluation, audits, & inspections	Safian, Ch. 12 & 13 Sullivan 2016 <i>Better</i> 201-248	Quiz 9 Discussion Question 9
14	11/21: Thanksgiving Week, <i>The Waiting Room</i>	View Film	Film Discussion Board & <i>Better</i> Response Due 11/21 by 11:59pm
15	11/28: Legal & ethical Issues; Health Care Marketing	Safian, Ch. 14 & 15 Lagisetty 2017 <i>Better</i> 130-153, 249-257	Quiz 10 Discussion Board 10
16	12/7: Final Exam		Final Exam: Due 12/7 by 11:59pm

*Unless otherwise posted, assessments are due BEFORE class on the given day.