

Western University
Faculty of Health Sciences

Calendar Description

Health care organizations, their management practices, and an introduction to management theories as applied to health care organizations.

Prerequisite: Enrollment in third or fourth year of a Bachelor of Health Sciences Program.

Note: Unless you have either the requisites for this course or written permission from your Dean to enroll in it, you will be removed from this course and it will be deleted from your record. This decision may not be appealed. You will receive no adjustment to your fees in the event that you are dropped from a course for failing to have the necessary prerequisites.

2.0 Course information

Professor	Shannon L. Sibbald, PhD
Lecture times & location	Monday 9:30-11:30 Thursday 10:30-11:30 Both lecture days are in NatSci
Office Hours	By appointment only, please use OWL to book.
Teaching Assistant	TBA

3.0 Course objectives

You can expect to learn the following in this course:

- x an overview of concepts and issues related to the organization, governing, funding and delivery of healthcare
- x an introduction into the types and styles of leadership in healthcare
- x an appreciation for the roles and challenges of health human resources
- x theoretical and practical aspects of management in health settings

Topics include healthcare leadership, organizational design in healthcare, business communication, principles of management, business ethics, strategic management, management of information and healthcare quality measures.

You will also be challenged to participate in class discussions on a regular basis.

4.0 Course Format

Classes will be a mixture of lecture, discussion, guest speakers and group work. Students are responsible for assigned reading and to be prepared to discuss them in class. This course will also make use of the 'case-based' format – which includes small and large group discussions.

The class is broken into 16 sessions, each containing two lectures each. Most often, material started on Monday will be completed on Thursday. Attendance and participation in class is expected.

4.1 OWL: All students in this course need to use OWL to access resources used in this course such as PowerPoint (lecture) handouts and additional handouts and/or readings. Students are responsible to check the OWL site regularly for course updates and announcements.

OWL is a fantastic tool to allow us to interact and learn beyond the classroom. This electronic shared space will be used frequently throughout the course for a variety of purposes. Please interact regularly on this shared space; take time to familiarize yourself with your student code of conduct:
<http://www.uwo.ca/univsec/pdf/board/code.pdf>

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5.1 Assignments

Team Based Assignment (45%): The major assignment for this class will be done in teams of 5-6 students (this number may vary depending on class enrollment). The purpose of the assignment is to complete a case study analysis on a management issue in a healthcare organization.

Teams and management challenges will be assigned by the professor. There will be approximately 6 teams (making up one network) working on the same management challenge. Your goal as a team is to come up with the 'best' solution to the challenge. Networks will be created based on healthcare sectors; for example, there will be a long-term care network, a Primary Care network and a hospital network.

Group work is challenging but hopefully you will be able to learn from your group and make the most of your learning experience. Research has shown that group work in higher education has numerous benefits including: higher grades (overall), learning at a deeper level, better retention of knowledge, better communication skills and better understanding of the real world environment. Each team member has something unique to bring to the group, whether it be a specific skill set or a diverse opinion. In order to reap the rewards, you have to put in some effort. We will spend time in class discussing effective teams but the responsibility largely remains with each individual student to ensure fair and productive (i.e.: effective!) teamwork.

As a team, you will come up with an agreed upon set of rules to guide team processes. An example contract will be provided to you to use as a template. The team contract is due in hard copy on Monday Sept 18 (start of class).

You will be given in-class time to work on your team assignments. These are designated as working class in the class schedule. The class room will be available for you – but there will not be a scheduled lecture.

There are several parts and related due dates for this team assignment:

Pre-Assignment: Team Contract Sept 18

Part 1: Define Challenge, Design Team October 12 (Optional for feedback)

Part 1 + 2: Final Report Nov 30, Dec 4 or Dec 7
(the class after your presentation)

Part 3: Pre (pt 1T 10n BT at 1 EMC 341.23cU 1T 10n BT at 1

Part 1 + Part 2 = 30%

PART 1:

Optional Due date Oct 12 for feedback

1) Design a team

Your team design should be 1 page and include a diagram of the org structure.
Team composition and design should be submitted (using OWL) for feedback by Oct 12. Only one student needs to submit

PART 3 = 5%: Presentation in Class (Nov 27, 30 or Dec 4)

1. Create a brief slide deck to present in class (3 slides); choose 2-3 group members to present the work of the entire group. Each group will have 10 minutes.

On the day of your presentation, submit the presentation, hard copy with the marking scheme attached to the front of the presentation. 36 slides per page, double sided, black and white is acceptable.

* On the day of your presentation, students must arrive to class early to ensure their presentation is loaded and ready to go. Presentation order will be determined in class. Failure to have slides 'pre-loaded' on class desktop or having appropriate set up on own computer will result in a deduction of marks.

Presentations will be done in Network groups. One member from the network will present the challenge to the class. This will be followed by each Team presenting the solution. Afterwards, the class will be able to ask questions and then make a final decision on which solution is the 'best'. There are no bonus marks for the 'best' presentation.

Teams have 'creative freedom' for the presentation. Students are encouraged to not simply present their report, but instead create an engaging presentation. Presentation classes will be formal and organized. Attendance is required by all students, even if not presenting.

Evaluation forms will be submitted online using OWL. Evaluation forms must be submitted to OWL within 30min of the end of class.

PART 4: Individual and Peer Assessment = 10% (5% each)

Individual and Peer assessment is a key part of team-based learning and working.

PEER EVALUATION: Part of the presentation classes will be to evaluate peer's presentations. Students will submit evaluations using the OWL platform. Students will be assigned (by the professor) which group(s) they will be providing feedback for. Feedback should be professional and constructive. Time will be spent in class on how to give (and receive) feedback. As part of your role as peer evaluator, you should be prepared to ask questions in class during presentations.

INDIVIDUAL ASSESSMENT: Each student is required to submit a brief self-assessment of his/her own work and contribution to the project overall. In this assessment, the student should indicate what exactly his/her role was and how he/she contributed to the project overall. Students may also choose to include information on group dynamics and overall working relationships. Individual assessments will be submitted separately as individual assignments.

The written assignment will be subject to submission for textual similarity review to the commercial plagiarism detection software under license to the UWO for the detection of plagiarism (Turnitin). All written work submitted for such checking will be included as source documents in the reference database for the purpose of detecting plagiarism of papers subsequently submitted to the system. Use of the service is to the licensing agreement, currently between the UWO and Turnitin.com (<http://www.turnitin.com>).

FILE NAMING:

An important part of any project is ensuring proper and consistent file naming. All documents submitted should include your team # as the first part of the file name

Failure to follow any of the above instructions will result in a deduction of marks.

Students are not permitted to retain a copy of the mid-term or final exam questions. Computer marked multiple choice test and/or exams will be subject to submission for similarity review by software that will check for unusual coincidences in answer patterns that may indicate cheating.

The consequences of cheating or plagiarism will be in alignment with the Preamble on Scholastic Discipline for Undergraduate Students at the University of Western Ontario as found at http://www.uwo.ca/univsec/handbook/appeals/scholastic_discipline_undergrad.pdf.

6.0 Course Material

A course reading pack will be available at the Bookstore
There is no required text book

Recommended text

The following text book has been used for the past few years in this course; this text will help you with this course, but is not required. There are three chapters from this book that will be in the course pack.

Lawton Burns, Elizabeth Bradley, Bryan Weiner, Shortell and Kaluzny's Healthcare Management: Organization Design and Behavior, 6th Edition.

*this book was used in previous years, and copies may be available through used books.

*copies of the text are available in Taylor Library (the book will not be on special

ADDITIONAL STATEMENTS

Student Code of Conduct

The purpose of the Code of Student Conduct is to define the general standard of conduct expected of students registered at The University of Western Ontario, provide examples of behaviour that constitutes a breach of this standard of conduct, provide examples of sanctions that may be imposed, and set out the disciplinary procedures that the University will follow. For more information, visit <http://www.uwo.ca/univsec/board/code.pdf>

