



COURSE OUTLINE: HCA117 - MANAGING HEALTHCARE

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Approved: Sherri Smith, Chair, Natural Environment, Business, Design and Culinary

Course Code: Title	HCA117: MANAGING IN A HEALTHCARE SETTING
Program Number: Name	2186: HEALTH CARE ADMIN
Department:	BUSINESS/ACCOUNTING PROGRAMS
Semesters/Terms:	21F, 22W, 22S
Course Description:	This course will allow students to explore health care trends impacting the management of human resources in a health care setting. Students will acquire skills and knowledge to effectively manage staff and support a positive organizational culture. Students will learn relevant legislation and regulation governing employment standards and occupational health and safety, and leader accountability in the workplace. Common human resource topics to be explored include staffing planning, recruitment and retention, performance management, and labour relations in a unionized environment.
Total Credits:	3
Hours/Week:	3
Total Hours:	45
Prerequisites:	There are no pre-requisites for this course.
Corequisites:	There are no co-requisites for this course.
Vocational Learning Outcomes (VLO's) addressed in this course:	2186 - HEALTH CARE ADMIN
Please refer to program web page for a complete listing of program outcomes where applicable.	VLO 1 Address the needs of a diverse patient population using best practices to ensure progressive and positive processes within a health care facility.
	VLO 2 Achieve positive outcomes using core concepts of quality, patient safety, patient & Family centred care.
	VLO 3 utilize progressive, professional leadership concepts while working within an interprofessional health care team.
	VLO 4 Communicate effectively and appropriately with patients, families, and members both in the health care and administrative teams to maintain a wholly interactive environment.
	VLO 7 Support evidence informed decision making, using critical thinking skills and best practices in the administration of a healthcare facility.
	VLO 9 Maintain ongoing personal and professional development to improve work performance in health care administration.
Essential Employability Skills (EES) addressed in this course:	EES 1 Communicate clearly, concisely and correctly in the written, spoken, and visual form that fulfills the purpose and meets the needs of the audience.
	EES 2 Respond to written, spoken, or visual messages in a manner that ensures effective communication.
	EES 4 Apply a systematic approach to solve problems.

In response to public health requirements pertaining to the COVID19 pandemic, course delivery and assessment traditionally delivered in-class, may occur remotely either in whole or in part in the 2021-2022 academic year.



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- EES 5 Use a variety of thinking skills to anticipate and solve problems.
- EES 7 Analyze, evaluate, and apply relevant information from a variety of sources.
- EES 8 Show respect for the diverse opinions, values, belief systems, and contributions of others.
- EES 10 Manage the use of time and other resources to complete projects.
- EES 11 Take responsibility for ones own actions, decisions, and consequences.

Course Evaluation:

Passing Grade: 50%, D

A minimum program GPA of 2.0 or higher where program specific standards exist is required for graduation.

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
Define key concepts and explain the role of human resource management in a health care setting.	1.1. Define and identify `human resources`, `labour relations`, `recruitment and retention`, `union and collective bargaining` and `performance management`. 1.2. Examine human resource challenges unique to a health care environment. 1.3. Explain the importance of human resource management to achieve organizational outcomes. 1.4 Compare and contrast unionized and non-unionized workplaces.
Course Outcome 2	Learning Objectives for Course Outcome 2
Reflect on legal and regulatory influences on human resource management.	2.1. Identify and explain key provincial and federal legislation pertaining to employment standards, occupational health and safety, workplace violence and harassment, and human rights. 2.2 Explain collective bargaining and explore labour relation strategies. 2.3 Explore the role of the `supervisor` in a safe and well workplace in general and specifically in health care. 2.4. Plan and conduct a workplace investigation by assessing evidence, presenting findings, and writing reports.
Course Outcome 3	Learning Objectives for Course Outcome 3
Apply principles of workforce planning in a health care environment.	3.1 Define and explain how health human resource planning contributes to the achievement of organizational and systems objectives. 3.2. Understand and perform job needs analysis and staffing optimization. 3.3 Define key elements of job descriptions and create an appropriate job description that meets legislative and organizational requirements. 3.4. Analyze recruitment, talent selection, and retention strategies.
Course Outcome 4	Learning Objectives for Course Outcome 4
Analyze manager accountabilities pertaining to engagement and	4.1 Explain and demonstrate strategies that foster employee and physician engagement including training and development. 4.2. Explain the factors contributing to absenteeism and

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	performance management in a health care environment.	turnover, and discuss strategies health care sector leaders can use to address and correct. 4.3. Apply principles of performance assessment, management and discipline, and explore strategies to manage gaps. 4.4. Explore the role of the health care sector manager and the related competencies necessary in the collective bargaining process, dispute resolution, and in the overall administration of collective agreements.
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Evaluation Process and Grading System:	Evaluation Type		Evaluation Weight
	Assignments (includes written assignments & presentations)		50%
	Professional Skills Development		20%
	Tests / Exams		30%

Date: July 28, 2021

Addendum: Please refer to the course outline addendum on the Learning Management System for further information.

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