



COURSE OUTLINE: HCA117 - MANAGING HEALTHCARE

Prepared: Michelle Nogalo

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

Course Code: Title	HCA117: MANAGING IN A HEALTHCARE SETTING	
Program Number: Name	2185: HEALTH CARE ADMIN	
Department:	BUSINESS/ACCOUNTING PROGRAMS	
Semesters/Terms:	19W, 19S, 19F	
Course Description:	Students will acquire skills and knowledge to manage human resources in a healthcare setting and support a positive organizational culture. Students will learn relevant legislature governing employment standards and occupational health and safety and what the accountability of a leader is in the workplace. The organizational resources available to support managers in navigating human resource management will be highlighted. Students will apply their learning through case studies, group discussions, and role playing. Common human resource topics to be addressed will include staffing planning, recruitment and retention of staff, performance management, labour relations in union environment, and human resource legal and regulatory requirements.	
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:	2185 - 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 6 Utilize health care technology and informatics for the benefit of the patients and support of the institution.	
	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.	
	VLO 10 Apply accounting and financial principles to support the management and operations of an organization.	
	Essential Employability Skills (EES) addressed in	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.



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this course:

- 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.
- 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

Other Course Evaluation & Assessment Requirements:

Learning Activities: Lectures, required readings, seminars, case studies, papers, class discussion and problem-solving, podcasts, videos, content expert presentations

Assignments: All assignments are due on the applicable date at the beginning of class. Assignments are to be submitted via the Learning Management System (LMS).

Late Assignments: Late assignments will not be accepted. There are no make-up (additional) assignments and submission deadlines are adhered to in this course. If you have extenuating circumstances, please advise the Professor.

Missed Tests / Exams: There are no make-up (additional) opportunities for exams or missed tests / quizzes. If you have extenuating circumstances, please advise the Professor.

Books and Required Resources:

Healthcare Human Resource Management by Flynn, W., Matthis, R., Jackson & Ventine, S. Publisher: Cengage Learning Edition: 2014

Course Outcomes and Learning Objectives:

Course Outcome 1	Learning Objectives for Course Outcome 1
Explain the role of human resource management in health care setting.	1.1 Understanding the importance of human resource management to achieve organizational outcomes.
Course Outcome 2	Learning Objectives for Course Outcome 2
Understand legal and regulatory influences on human resource management.	2.1 Awareness of provincial and federal labour laws. 2.2 Introduce collective bargaining and labour relation strategies. 2.3 Understand the importance of occupational safety and a well workplace.
Course Outcome 3	Learning Objectives for Course Outcome 3
Apply principles of workforce planning.	3.1 Perform job needs analysis and staffing optimization. 3.2 Create appropriate job description. 3.3 Knowledge of recruitment, talent selection, and retention strategies.
Course Outcome 4	Learning Objectives for Course Outcome 4
Leading others	4.1 Introduce employee engagement principles and develop an employee engagement action plan 4.2 Understand the importance of staff training and development to improve outcomes and increase employee engagement.



4.3 Apply principles of performance assessment and management and connecting staff gaps in performance to targeted training and development

Evaluation Process and Grading System:

Evaluation Type	Evaluation Weight	Course Outcome Assessed
Case Study	20%	1-4
Class attendance, discussion, homework/quiz	20%	1-4
Final Assessment	30%	1-4
Midterm Assessment	30%	1 & 3

Date:

December 19, 2018

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

