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2024

HCL 3000: Healthcare Leadership, Management, and Organization (Syllabus)

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**College of Health Sciences
The University of Memphis**

Course #: HCL 3000

Semester: Spring 2024

Course Title: Health Care Leadership, Management, and Organization

Instructional Mode: Online/Asynchronous

Hours: 3 credit hours

UM Drive: Canvas

Instructor Contact Information

Instructor: Gregory Hughes PhD

Office: 273 Fieldhouse

Main Office: 901-678-4316

Email: gshughes@memphis.edu

Office Hours: Tuesday-Thursday

9:00a.m.-12:00p.m.

Virtual Office Hours: Tues/Thur.

1:00pm-2:00pm

Face to face meetings by appointment only

College of Health Sciences Contact Information

Office: 106 Fieldhouse

Email: healthsciences@memphis.edu

Main Office Phone: 901-678-4316

HCL 3000 HEALTH CARE LEADERSHIP, MANAGEMENT, AND ORGANIZATION

COURSE DESCRIPTION:

This course emphasizes essential healthcare leadership and management principles in the healthcare environment. An overview of organization, leadership, management, and change theories are discussed to enhance the student's knowledge of the impact proficient leadership has within the healthcare landscape. Planning, decision-making, influencing, project management, and effects of environment, technology, and human behavior on an organization will also be addressed as it relates to healthcare leadership and management.

TEXT(S): Leblow, G. R. & Coppla, M. N. (2024). *Leadership for health professionals: Theory, skills, and applications*. 4th Edition. Sudbury, MA: Jones & Bartlett.

ISBN: 978-1-284-25478-5

ADDITIONAL MATERIALS: PowerPoint slides and handouts to accompany the textbook will be available online (UMDrive) or Canvas.

SUPPORT OF CONCEPTUAL FRAMEWORK: This course will provide students with knowledge of health care environment, interpersonal communication, and healthcare leadership concepts that leads to effective team management, collaboration, and organizational leadership acumen.

METHODS OF INSTRUCTION: Online courseware, videos, podcast, power point, and webinars are methods of instructions delivered in this course. Class participation is mandatory for online discussion boards, blogs, and online chats. Chapter(s) reading in the textbook must be completed before online discussions. As needed a power point presentation will be available online prior to class.

By the end of the semester with 70% competency

COURSE OUTCOMES:

1. Discuss historical development of leadership, management, and change theories for the delivery of cost-effective health care.
2. Identify issues impacting healthcare leaders and governance within a health care system.
3. Demonstrate an increased awareness of planning, project management, decision-making, communication, and appropriate delegation, as these concepts relate to the healthcare environment.
4. Explore the healthcare leader's role in the enhancement of organizational excellence and strengthening of team dynamics within healthcare systems.

ASSIGNMENTS, EXAMS, AND GRADING CRITERIA:

All papers and written assignments will be in the current edition of the APA format. Evaluation methods will be in the form of case studies, essays, and writing assignments. The following methods will assist with the determination of students' final grade:

1. Assignments-**6 assignments** (30 points each) Total 180 points
2. Discussions- **4 discussions** (30 points each) Total 120 points
3. Quizzes **3 Quizzes** (100 points each) Total 300 points

The total of **600 points** will be used to compute a percentage of 100. **There will be no extra credit opportunities** so it is very important that students make sure to complete all assignments and turn them in by the date due.

Grading will be as follows:

≥ 97 A+	≥ 93 A	≥ 90 A-
≥ 87 B+	≥ 83 B	≥ 80 B-
≥ 77 C+	≥ 73 C	≥ 70 C-
≥ 67 D+	≥ 60 D	< 60 = F

Communication Guidelines:

Please review The University of Memphis online

expectations: <http://www.memphis.edu/oso/learnonline/onlinecoursepreparation.php>

Communication in a respectful and courteous manner is required for this online course. Please be mindful of your tone and language when communicating via online forums or by email with faculty and students. For any questions or assistance regarding the course, please contact faculty: Dr. Gregory Hughes PhD by gshughes@memphis.edu phone 901-678-4316, face to face (273 Elma Roane Fieldhouse), or in an online meeting. Email is the preferred mode of contact for expedited assistance. Emails will be answered within 24-36 hours except on weekends, school holidays and extended breaks. Students will be notified of any change or adjustments to faculty office hours or availability. Graded assignments will be returned within 7-10 days. Students will be notified of any variations. Faculty CV's are located on the College of Health Sciences Department webpage (memphis.edu/hss/hss-faculty.htm)

Instructions for Assistance: Review Canvas tutorial at <https://www.memphis.edu/um3d/canvas/>.

For any course content questions, contact the instructor at gshughes@memphis.edu . Students have

an opportunity to share their voice and general questions in the course with the instructor throughout the semester in a general discussion online forum.

Technical Support: For technical support and requirements, please contact the help desk at 901-678-8888 or <http://www.memphis.edu/uofmonline/technical.php>

Browser Check: Our online courses are delivered via a learning management system called Canvas. Before you access the system, please run the system check on your computer to verify that your computer and browser meet the system's minimum requirements. The system check is designed to ensure your computer system is properly configured for our web courses. It verifies your browser version, browser settings, and the display settings on your computer.

ACADEMIC INTEGRITY

Plagiarism, cheating and other forms of academic dishonesty are prohibited. Students guilty of academic misconduct, either directly or indirectly, through participation or assistance, are immediately responsible to the instructor of the class in addition to other possible disciplinary sanctions which may be imposed through the regular institutional disciplinary procedures.

(<https://www.memphis.edu/osa/students/academic-misconduct.php>)

PLAGIARISM: Plagiarism includes, but is not limited to, the use, by paraphrase or direct quotation, of the published or unpublished work of another person without full or clear acknowledgment. It also includes the unacknowledged use of materials prepared by another person or agency in the selling of term papers or other academic materials. **Once your submission is submitted through drop box, a similarity score is generated through the Turnitin database for an evaluation of the originality of your ideas and proper use and attribution of sources. Any submitted items with more than 30% similarity score will not be accepted and will be reviewed for possible plagiarism. If it is determined after investigation that plagiarism occurred the student will receive a 0 in addition to other possible disciplinary sanctions which may be imposed through the regular institutional disciplinary procedures.** By taking this course, you agree that all assignments may undergo this review process and that the assignment may be included as a source document in Turnitin restricted access database solely for detecting plagiarism in such documents. Any assignment not submitted according to the procedures given by the instructor may be penalized or may not be accepted at all. Please refer to the University's "Code of Student Conduct" for actions that may result from student academic misconduct.

AWARDING AN INCOMPLETE GRADE: A grade of "I" (Incomplete) may be assigned by the Instructor of any course in which the student is unable to complete the work due to EXTRAORDINARY events beyond the individual's control. The "I" may not be used to extend the term for students who complete the course with an unsatisfactory grade. Unless the student completes the requirements for removal of the "I" within 45 days (for undergraduate courses, or 90 days for graduate courses) from the end of the semester or Summer term in which it was received, the "I" will be changed to an "F," regardless of whether or not the student is enrolled.

PROMOTING A POSITIVE LEARNING ENVIRONMENT: The College of Health Sciences recognizes its responsibility to promote a safe and diversity-sensitive learning environment that respects the rights, dignity, and well-being of students, faculty, and staff. Diversity means the fair representation of all groups of individuals, the inclusion of contrasting perspectives and voices, together with the appreciation and valuing of different cultural and socioeconomic group practices. Moreover, we aspire to foster a climate of mutual respect and empathy, among and between students, faculty, and staff, by nurturing an atmosphere that is free from discrimination, harassment, exploitation, or intimidation. Departmental courses will strive to provide an opportunity for all students to openly discuss issues of diversity including, but not limited to, age, disability, ethnicity, gender, race, religious beliefs, and sexual orientation.

STUDENT ACCOMMODATIONS

Students with accessibility issues or learning accommodation issues due to a disability should contact Disability Resources for Students (DRS) to submit an official request for course accommodations. Contact DRS at 901.678.2880 or at drs@memphis.edu. (<https://www.memphis.edu/drs/index.php>)

SPECIAL NEEDS: Any student who has special needs for assistance and/or accommodation, and who is registered with the Office of Student Disability Services should meet with the instructor during the first week of classes.

AMERICANS WITH DISABILITIES ACT: The University of Memphis does not discriminate on the basis of disability in the recruitment and admission of students, the recruitment and employment of faculty and staff, and the operation of any of its programs and activities, as specified by federal laws and regulations. *The student has the responsibility of informing the course instructor (at the beginning of the course) of any disabling condition, which will require modification to avoid discrimination.* Faculty is required by law to provide "reasonable accommodation" to students with disabilities, so as not to discriminate on the basis of that disability. Student responsibility primarily rests with informing faculty at the beginning of the semester and in providing authorized documentation through designated administrative channels.

DEALING WITH HARASSMENT: The College of Health Sciences believes it is important to respond to insensitive and inappropriate behavior in a spirit of collegiality, mutual respect, and professionalism. If you believe that you have been the target of discrimination by another student, faculty member, or staff member, due to age, disability, ethnicity, gender, race, religious beliefs, sexual orientation, or cultural group membership, you can choose to pursue one or more of the following avenues:
The most direct approach, if you feel comfortable doing so, is to speak directly to the person whose behavior you consider to be inappropriate. You may speak to the instructor, and HSS faculty member, the Dean Richard Bloomer rbloomer@memphis.edu (678-4165), or the University's Affirmative Action Officer (678-2713). You may contact the Assistant Dean of Students (678-2298), in the Office of Student Judicial Affairs. It is important that you speak immediately to someone, with whom you feel comfortable, in order that your concerns can be handled promptly and fairly. In all complaints of discrimination, including sexual harassment, the Office of Affirmative Action will be notified.

STUDENT HEALTH

Students who have a positive COVID-19 test should contact the Dean of Students at deanofstudents@memphis.edu.

STUDENT RESOURCES

Students who need additional resources can visit the Dean of Students Office website at <https://www.memphis.edu/deanofstudents/crisis/index.php>.

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