**Reinhardt University**

**Bachelor of Healthcare Administration (BHA) Program**

**HCA 303: Organizational Behavior in**

**The Healthcare Sector**

**Instructor:**

**Instructor Contact Information:**

**Office: Home: E-mail:**

**Course Description**: This course applies theory and concepts from the field of Organizational Behavior to the function of various organizations found commonly in the US healthcare delivery system. The student will develop a basis for understanding and analyzing issues, problems, and patterns of behavior that frequently develop within such organizations, as well as become familiar with systems for improving organizational performance. The course will emphasize the practical application of various theories of human behavior at work. Specific topics include healthcare organization leadership, motivation, teamwork, career issues, work roles, job enrichment, employee, participation, and the integration of work and non-work lives.

**Reinhardt University BHA Program Student Learning Outcomes:**

1. Graduates will identify and describe the structure and components of the US healthcare system.
2. Graduates will be able to identify the key economic, regulatory, legal, and ethical issues currently affecting the US healthcare system.
3. Graduates will master key clinical and managerial terminology and demonstrate the ability to communicate effectively about healthcare administrative issues in discussions with healthcare administration professionals, faculty, and other students.
4. Graduates will demonstrate their ability to apply management principles to theoretical and real scenarios in healthcare administration.
5. Graduates will demonstrate the ability to recognize and analyze issues and problems associated with changes in the healthcare administration field and to subsequently propose and/or enact constructive responses.

**Student Learning Outcomes for this course in the Program:**

As the result of completing this course, students will:

1. Understand the definition of “organizational theory” and its related concepts and theories;
2. Be able to apply these to the functions of the organizations that make up the US healthcare system;
3. Understand the symbiotic relationship between organizations, groups, and individuals;
4. Develop tools to use in the management of individuals and groups so they willingly put forth there best efforts to accomplish organizational goals.

**Required Textbook:**

The textbook for this course is **Organizational Behavior in Health Care** 3rd Edition, by Nancy Borkowski, (ISBN 978-0-7637-6383-1)

**Attendance, Participation, and Conduct and Work Policy:** Your course grade depends on your active and timely participation in on-line exchanges of ideas, personal observations, and questions regarding the course material with your fellow students and the instructor. As seen on the weekly schedule of course events, there are regular activities requiring all students to post to the discussion forum, take quizzes, and complete writing assignments. Please be attentive to these assignments and plan on meeting the following expectations:

1. Online courses are delivered over a period of eight weeks with activities and assignments specified for each week. An online week is defined as being Monday 12:00 AM (EST) through Sunday at 11:59 PM (EST). Deadlines for attendance are based on Eastern Standard Time. (Courses during the Summer Term follow a seven week schedule.)

2. A student will be recorded as “Present” for a given week of online instruction if he or she participates in the course. Participation is defined as posting on the discussion forum **AND** submitting a completed course room activity/assignment during the online week prior to Sunday at 11:59 PM (EST).

**3. A student who fails to participate during the first 8 calendar days of a course shall be administratively withdrawn from the course.**

4. Students are expected to visit the course site several times (5-7 times) a week to read material found there, participate in the forum, take quizzes or exams, and compose and submit written assignments. Students are responsible for completing all Forum work within the assigned week. There is no make-up work to replace incomplete or missed Forums.

5. Each student must post an **INITIAL** comment to the weekly Discussion by Tuesday evening at 10:00 PM. This will give everyone time to read and respond to posted comments by the weekly deadline of Sunday night. Reading the on-line lecture and most of the other reading assignments over the prior weekend may be necessary in order to be well-informed for Discussion participation. Discussion participation requires a student to respond meaningfully to at least two other students and to address any feedback the instructor provides.

6. Weekly quizzes and other assignments must be submitted by the Sunday midnight deadline of the week they are due. No assignments more than a week late will be accepted unless the instructor agrees in advance. A grading penalty will be applied to late assignments.

**Life happens, however, and I understand that. However, the student must take the responsibility to communicate with me if circumstances related to work, personal health, or family are going to interfere with timely completion of assignments. Given advanced notice, we can work things out in a reasonable and responsible manner.**

7. **Withdrawal Policy:** After the first week, students who do not participate (See above definition of “participation”) in a course during a week are not satisfying ongoing course participation requirements and will be recorded as “absent” for that lesson. Students will be notified by e-mail of such recorded absences. Participation in the course must resume within 3 calendar days following this notification. Students who do not resume participation in the course will be administratively withdrawn from the course and issued a grade of “W” or “F”. A grade of “W” will be issued only if the administrative withdrawal occurs **before** 11:59 PM on Monday of the fifth week of the course. After that time, any student withdrawn from the course for non-participation will receive a grade of “F.” Students may be impacted academically and/or financially in the case of such withdrawals.

8. How much time you spend on this course depends largely on your reading and writing skills. Since this course is the equivalent of a traditional class that would actually meet five hours each week for half a semester, you should anticipate spending eight to twelve hours each week engaging with the on-line course materials, reading assignments, completing learning exercises, writing papers, and studying for tests.

**Discussions:** The Discussions are the on-line equivalents of traditional classroom exchanges between students and the instructor. They are set up to allow the exchange of observations, questions, and ideas whenever a student can log on to participate. As such, you are required to revisit the Discussion through the week, commenting/responding to at least two other students , replying to feedback from the instructor, and especially addressing follow-up topics or questions raised b y the instructor.

Your instructor will be monitoring your discussions and will be noting the number of responses and the quality of the responses to each discussion. All postings should utilize formal writing and should follow the rules of good grammar and spelling. As mentioned above, an initial comment to the Discussion should be posted no later than 10:00 PM Tuesday evening, **unless the instructor indicates otherwise**.

As a class, we agree to the following guidelines for our Discussions:

1. To post in the form of short essays (i.e. in paragraph form, as short as a single paragraph of several sentences) reflecting well articulated critical thinking;
2. To proof-read and spell check our posts;
3. To stay on track with the topic as presented by the course instructor;
4. To politely challenge the ideas of others without becoming personal, since it is only by engaging differences of opinions that we develop our ideas;
5. To respect one another’s ideas;
6. To avoid slang and non-academic styles of expression;
7. To build on our interpretation of evidence, meaning that we must be knowledgeable of that evidence and be able to support our opinions with facts, as well as recognize assumptions.
8. To remember that all comments posted to the forum by your instructor are designed to encourage postings that earn the best possible grade.

**The Need for Academic Honesty:** Education thrives in an atmosphere of honesty and trust. Students who do not do their own work degrade education, demonstrate a lack of respect for themselves and the university, and rob themselves of the opportunity to improve their own thinking and writing. In this course, all work must be your own. Cheating will not be tolerated. Plagiarism, the use of someone else’s ideas or words without acknowledging them as such, is a serious academic offense. Any suspected cases of academic misconduct will be dealt with strictly, normally resulting in a failing grade in the course. The Academic Catalog of Reinhardt University details what constitutes academic dishonesty, as well as the alternative consequences for such behavior. If you are ever uncertain about whether or not your actions are academically honest, please consult your instructor, who will be glad to advise you.

**Disability Statement:** The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you believe you have a disability requiring an accommodation, please contact Prof. Tunji Adesesan, Director of the Academic Support Office (ASO) at Reinhardt University, by e-mail at AAA@reinhardt.edu or by phone at 770-720-5567. The ASO staff will work with the on-line program faculty to arrange testing and other accommodations that are found to be appropriate.

**Non-discrimination Statement:** Reinhardt University does not discriminate in any of its policies, programs, or activities on the basis of race, color, age, culture, national origin, socioeconomic status, gender, religious belief, sexual orientation, physical (dis)ability or genetic information.

**Protection of Student Identity, Confidentiality and Privacy:** In keeping withReinhardt University’s commitment to the protection of students’ on-line identity, confidentiality, and privacy, students are required to never reveal their course site log-in names and passwords to anyone.  In all University–related business and class interactions conducted via e-mail, students and instructors are required to use their Reinhardt University e-mail accounts.

**Evaluation of Learning Outcomes and Grade Computation:**

Course work will have the following values in determining the student’s course grade:

A=90-100; B=80-89; C=70-79; D=60-69; F=0-59

**Grades and Instructor Evaluation and Feedback to Students:**

Assignments will be graded and returned in a timely manner. You should read instructor feedback carefully and incorporate suggestions into future assignments. If you do not understand the instructor's comments or the grade for an assignment, please ask for clarification.

## SCHEDULE OF TOPICS AND TEXTBOOK READINGS

Week One: Diversity, Attitudes, Perceptions

 Chapters 1-3

*Week Two:*  Communication and Content Theories of Motivation

 Chapters 4-5

Week Three: Process and Attribution Theories of Motivation

Chapters 6-7

Week Four: Power, Influence, Trait and Behavioral Theories

 Chapters 8-9

Week Five: Leadership

 Chapters 10-11

Week Six: Intrapersonal and Interpersonal Issues

 Chapters 12-14

Week Seven**:**  Groups and Teams

 Chapters 15-17

*Week Eight:* Managing Organizational Change

 Chapters 18-19