



Certificate Description

This certificate provides professionals the opportunity to enhance understanding of healthcare management principles in today's business environment.

Survey of Healthcare Management—HLTH 310—This course explores management issues in healthcare such as the environment of care, performance improvement, risk assessment, and managing diverse workforces in healthcare.

Outcomes:

- Assess the areas to consider when managing to reduce and control hazards and risks: prevent accidents and injuries; and maintain safe workplace conditions.
- Critique the Patient Bill of Rights
- Analyze the types of information and information systems capabilities needed by healthcare organizations.
- Evaluate the process for ensuring the number, competency, and skill mix of staff as related to the provision of needed services.
- Critically appraise the impact of technology on business and effective communication techniques.
- Evaluate situations that present potential ethical and legal issues and develop solutions for those issues.

Ethical & Legal Issues in Healthcare—HLTH 320—This course provides a working knowledge of law and ethics in a wide variety of healthcare topics, enabling students to deal with common legal and practical problems facing patients, their families, practitioners, caregivers, and society within the healthcare industry. Students must possess a basic knowledge of ethics and the law as it applies to their areas of responsibility.

Outcomes:

- Assess the generic skills in ethical and legal reasoning.
- Critique the Patient Bill of Rights.
- Appraise the key principles of healthcare law.
- Analyze ethical and legal issues within the healthcare industry.
- Evaluate impact of technology on business.
- Use effective communication techniques.
- Evaluate situations that present potential ethical and legal issues and develop solutions for those issues.



EXPERIENCED PROFESSIONAL CERTIFICATE IN **Healthcare Management**

Healthcare Finance—HLTH 420—This course covers an analysis and evaluation of the economic, financial and payment environment of the health care consumer, provider, institution and the different organizations found in the health care industry. These areas will be integrated to provide a complete understanding of the managed care organization's economic, financial and payment objectives to provide health services to all healthcare clients.

Outcomes:

- Assess the major reimbursement sources, such as Medicare, Medicaid, and commercial insurance which affect all providers.
- Critique the various reimbursement methods including prospective payment systems, cost reimbursement systems, discounted charges systems, flat-rate reimbursement systems, and capitation contracts.
- Complete exercises such as income sensitivity and breakeven analyses for providers with diverse payer mixes.
- Appraise healthcare relationships expressed in financial and economic terms
- Analyze and compare capital investment opportunities based on an understanding of the basics of capital budgeting and capital structure decisions.

Healthcare Information Systems—HLTH 430—This course is designed to assist healthcare students in understanding principles of analysis, design, evaluation, selection, acquisition, and utilization of information systems in the healthcare organization. Sufficient technical detail on computer hardware, software, networks, and data management is included to enable the student to become conversant with modern information technology and its use in healthcare organizations.

Outcomes:

- Critically discuss the history of computers technology and its use in the delivery of healthcare services.
- Analyze the categories of information systems in healthcare: clinical, operational management, strategic decision support, and e-health applications.
- Evaluate the term system and identify the three general kinds of systems found in the healthcare organization
- Assess the relative advantage of using a pointing device to enter a patient's vital signs compared to simply typing in the values using a keyboard
- Choose and critique specific examples of an operating system
- Justify the function of a master patient index.
- Assess how the development of integrated healthcare systems has affected the installation of computer networks.



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Healthcare Resource Allocation and Policy Making—HLTH 440—This course focuses on the impact healthcare policy has on resource allocation. Students will achieve a better understanding of the public policy formulation and modification processes in addition to an awareness of critical issues in American health policy impacting healthcare managers to balance costs, quality, and access to care in various settings.

Outcomes:

- Conceptualize, analyze, and resolve problems related to healthcare services delivery and finance
- Identify and apply economic, financial, legal, organizational, political, and ethical theories and practices.
- Employ appropriate quantitative and qualitative techniques to manage and allocate human, fiscal, technological, information, and other important resources.
- Establish and manage systems and processes to assess organizational performance for continuous improvement of quality, safety, and effectiveness.
- Lead in all levels of private and public healthcare policies and resource allocation and priority setting

Personnel and Organization Policy—MGMT 335—In order to select and secure proper human resources for organizational needs, personnel policies must be in place to guide personnel selection, compensation planning and performance management. In addition, policies must be established for progressive disciplinary process and motivational alternatives. These policies must be linked with organizational strategy to develop human resources as a competitive advantage. They must also be linked with proper career management and employee retention activities. This course covers the basic aspects of policy writing for selection, performance management, disciplinary process, employee motivation, and career management.

Outcomes:

- Develop, analyze, and explain the requirements used in the personnel selection process for a specific position.
- Identify and determine the specific methods for which job analysis, design, description and specification are completed.
- Establish performance standards for a job and select methods of performance appraisal, and develop appropriate training for a given need.
- Explain and evaluate the relative worth of a set of jobs, and determine a compensation structure, to assist retention and career management of the company's human resources.
- Learn to identify the need and compose effective policies and procedures used in the guidance and performance management of the workforce.
- Determine and explain the appropriate disciplinary action for a given situation, and identify motivational alternatives in change mastery.



EXPERIENCED PROFESSIONAL CERTIFICATE IN **Healthcare Management**

Diversity in the Workforce—MGMT 345—This course addresses the experience of work as it varies with gender and ethnic background. Topics include work-related stereotypes and attitudes, discrimination and harassment, career choice, occupational segregation, employment patterns, group differences related to fair testing and employment practices, and the relationship of diversity to processes such as supervision, leadership, mentoring and power.

Outcomes:

- Discuss how changes in population affect the makeup of the workforce
- Discuss the effects of laws linked to discrimination by employers.
- Describe the historical issues of difference races in the workforce.
- Discuss the similarities and differences between employment experiences of men and women.
- Discuss the unique issues of multiracial group members.
- Describe the role of gender in occupational choices and opportunities
- Define practices required of employers in regard to religious practices of employees.
- Define ageism and discuss legislation related to work and family.

Risk Management—FINA 412—The course deals with uncertainties of outcome resulting from the financial market and the strategies that enable an organization to manage the risk associated with it. Topics include identifying major financial risks such as interest rate risk, foreign exchange risk, credit, commodity, and operational risks, how they are measured and global initiatives in financial risk management.

Outcomes:

- Identify the three main sources of financial risk.
- Determine an appropriate level of risk tolerance.
- Identify three broad alternatives for managing risk.
- Analyze the theories of interest rate determination.
- Analyze factors that affect foreign exchange risk.