

**Idaho State University
Healthcare Administration
Course Learning Outcomes**

HCA 1110/DHS 1110, Allied Health Professions

- Describe the responsibilities and work of each profession reviewed.
- Identify any adjunct personnel who assist the professionals with their work.
- Classify the specialties in each profession.
- Discuss the environment in which the work takes place.
- Compare and contrast the following factors among the professions: educational requirements, employment trends etc...
- Explain the concept and functions of interdisciplinary teams in healthcare.

HCA 1115, US Health System

- Describe the private, governmental, professional and economic contributions to the development and operation of the health care system.
- Describe the types and interrelationships of health care facilities, services, and personnel.
- Understand important challenges of public sector health policy making.
- Understand the major ethical, economic, professional and legal issues confronting providers, insurers, and consumers.
- Describe the special problems of high-risk populations and health system responses.
- Identify and describe the quality control activities of the current health care system and relate service provider behaviors to legal, ethical, and financial considerations.
- Describe the values and assumptions that underlie the changing priorities in health planning resource allocation.

HCA 4410/5510, Management of Healthcare Provider Organizations

- Explain the history, evolution and current state of Healthcare in the United States. Include issues such as costs, access, and quality in the explanation.
- Explore how healthcare is delivered in different clinical settings. Detail the people involved. Also detail how healthcare is financed in these different settings.
- Assess different career opportunities in a variety of different healthcare setting.
- Assess the strengths and weaknesses of American Healthcare and what the future looks like and what should be done to improve the system.

HCA 4420/5520, Business of Healthcare

- Understand the fundamental concepts and dimensions of healthcare business and administration. Understand and apply the basic conceptual, technical, and human relations skills needed to lead and manage a healthcare organization.
- Understand key issues and trends in the healthcare management environment and population health.
- Apply the language of healthcare leadership and management in your discussions and writing.
- Identify and describe the interplay between the clinical and administrative functions of a healthcare organization.
- Apply the principles and practices of healthcare management to address many of the issues and challenges facing healthcare organizations.

- Assess healthcare organization performance and identify gaps for improvement using Baldrige Performance Excellence Program Health Care Criteria.
- Develop and apply appropriate measures for quality performance assessment.
- Identify the importance of evidence-based decision making in high performance healthcare delivery organizations.
- Develop critical thinking and communication/teamwork skills.

HCA 4460/5560, Healthcare Quality and Performance Improvement

- Explain the history, fundamental concepts, theories, and principles of Quality and Performance Improvement (PI).
- Summarize the most commonly used Quality and Performance Improvement models. Include their similarities, strengths, weaknesses, and complementary approaches.
- Demonstrate proficiency in using applicable PI tools including process mapping, flowcharting, a variety of charts and diagrams, statistical analysis, Plan Do Study Act (PDSA) model.
- Summarize the importance of profiling physicians and other providers and how these profiles can or should be used for credentialing of providers for initial appointment and reappointment.
- Summarize Physician Peer Review.
- Describe the significant role leadership and culture play in an organization pertaining to Quality, Performance Improvement, and Safety
- Describe the history of the patient safety movement and the increasingly important role of safety.
- Outline the importance of leadership and culture in Quality, PI, and safety, with a focus on senior leaders, governance, and mission-vision-value statements.
- Identify how technology can be used to advance the Quality and PI agenda.
- Illustrate the importance of “patient experience” and its role in healthcare.
- Assess how quality will be a differentiating factor as the industry moves from “fee-for-service” to “value-based” healthcare.
- Describe the role of regulation and accreditation as it pertains to advancing the Quality and Safety Agendas.

HCA 4475, Health Care Law & Bioethics

- List 3 general areas that are used to understand the development of law.
- Describe the difference between civil and criminal law.
- Describe the differences and use of credentialing, licensure, and certification in healthcare professions.
- Compare and contrast the concepts of respondeat superior and vicarious liability.
- Provide examples of how private information is disclosed under HIPAA.
- Identify two different classifications of torts.
- Define what Ethics is.
- List the nine ethical principles used in ethical decision-making.
- Describe the type of care a person entering hospice will receive.

HCA 4480, Long Term Care Management

- Describe the differences between the departments within long term care facilities.
- Identify how an organization’s finances are projected and the process of budgeting for departments.
- Identify the Administrator Licensure process in Idaho.
- Identify the requirements of Licensure and Operating in Idaho and the regulatory bodies that oversee long term care facilities.

- Identify examples of the payer sources used within long term care.
- Identify methods for the development of resident care skills.
- Describe how the long-term care system is developed on a facility level.
- Examine the regulatory survey process and assess the post survey results.
- Develop a Plan of Correction based on a sample regulatory survey.

HCA 5540, Healthcare Economics Policy

- Discuss the economic issues that affect medical care delivery and finance.
- Apply the basic economic model of supply and demand to medical markets.
- Explain the market and government failures that exist in medical care markets.
- Explain how health is determined by a multitude of factors including institutions, culture, and one's overall living environment.
- Apply the technique of economic evaluation to simple resource allocation decisions.
- Analyze the demand side factors impacting the health care market.
- Explain the information problems that lead to market failure in the health insurance markets.
- Analyze the supply side factors impacting the health care market.
- Explain how the structure of the physicians, hospital services, and pharmaceutical industries impact their performance in the health care sector.
- Explain the impact society has on the provision and effectiveness of the health care sector.
- Analyze health policy and its economic implications.
- Explain how health care access is determined and distributed among different population segments in the United States.
- Evaluate the economic impact of policies designed to contain costs.
- Evaluate the effectiveness of health care reforms and health care delivery systems

HCA 6615, Health Services Management

- Understand the rapidly changing healthcare environment and the challenges in health care organizations.
- Identify major theories of management.
- Apply the principles of evidence-based management to decision-making in healthcare management.
- Understand legal issues affecting the healthcare environment and organizations.
- Distinguish between strategy and planning and describe the various planning steps.
- Examine the staffing function needed to achieve organizational/departmental objectives.
- Explain how delegating authority is key to creating a healthcare organization.
- Discuss the various process and quality improvement approaches to enhance the reorganizing effort.
- Define leadership, and discuss the various leadership theories.
- Evaluate the managerial functions and design a healthcare organization using ACO and PCMH models to lead and manage changes in current healthcare environment.
- Describe the major theories of motivation, and explain how managers motivate employees in organizations.
- Examine the relationships among morale, retention, and productivity.
- Describe the managerial function of controlling and the types of control systems.
- Develop critical thinking, teamwork, and communication skills.

HCA 6650, Health Care Leadership and Governance

- Understand basic principles and practices of leadership in the healthcare environment.

- Understand the basic purposes of healthcare governance, and important distinctions between governance and management.
- Describe the 5 major domains of our class leadership model, including: self-awareness/mastery, compelling vision, challenge the process, way with people, and masterful execution.
- Identify your personal approach to addressing common leadership issues and challenges.
- Understand the strengths and weaknesses of different leadership styles. Identify your personal leadership style.
- Develop critical thinking and writing/communication skills.

HCA 6682, US Health System and Policy

- Understand the general characteristics that differentiate the US healthcare system from other developed countries.
- Examine the impact of the COVID-19 pandemic on the operations of the US healthcare system.
- Understand the importance of social determinants and behaviors on health outcomes and causes of health disparities.
- Analyze the challenges and distinctive characteristic associated with the various components of the US healthcare system.
- Understand the formulation, implementation, and modification cycle of the US health policymaking.
- Understand the differences between fee-for-service and valued-based service
- Examine the roles of healthcare professions in the US healthcare system.
- Examine the issues in managing quality improvement and safety.
- Evaluate the impact of e-therapy, telemedicine/telehealth, and e-health on the US healthcare system.
- Understand the role of the FDA and pharmaceutical cost in the US healthcare system and pharmaceutical.
- Apply a systems approach to address the issues and challenges facing in the US healthcare system.
- Analyze how expectations for the healthcare system influence cost, quality, and access.
- Understand the rapidly changing nature of the US healthcare system and future trends.
- Develop critical thinking and communication/teamwork skills.