



## Graduate Course Syllabus

### **HCM 600: Social and Organizational Issues in Healthcare**

Center: Online

Credits: 3

#### **Course Prerequisites**

None

#### **Course Description**

Students will learn the social, ethical, and organizational challenges health care workers at all levels face with the incorporation of technology into the health care setting. Students will study change management strategies that are current in the health care industry, including the impact of introducing or enhancing clinical information systems while providing quality care, and the effect of these systems on patients and on interdisciplinary teams within the health care setting.

#### **Course Outcomes**

- Explore the impact of health care information technology on health care delivery systems
- Explore the barriers and challenges of the introduction of clinical information systems in change and organizational development
- Examine the role of information technology systems in ethical decision making
- Analyze the benefits and challenges of information technology in inter-professional collaborative practice and patient-centered care
- Evaluate the role of health care information technology in patient safety and quality

#### **Required Materials**

Using your learning resources is critical to your success in this course. Please purchase directly through SNHU's online bookstore, [MBS Direct](#), rather than any other vendor. Purchasing directly from the bookstore ensures that you will obtain the correct materials and that the Help Desk, your advisor, and the instructor can provide you with support if you have problems.

American Psychological Association. (2009). *Publication manual of the American Psychological Association* (6th ed.). Washington, DC. ISBN: 9781433805615

Shi, L. & Singh, D. A. (2013). *Essentials of the U.S. Health Care System* (3rd ed.). Jones & Bartlett Learning. Burlington, MA. ISBN: 9781284035421

Please click this [link](#) to purchase a Harvard Business Case.

### Instructor Availability and Response Time

Your class interaction with your instructor and your classmates will take place in Blackboard on a regular, ongoing basis. Your instructor will be active in Blackboard at least five days a week, and you will normally communicate with your instructor in the open Blackboard discussion forum so that your questions and the instructor's answers benefit the entire class. You should send emails directly to your instructor only when you need to discuss something of a personal or sensitive nature, and in those cases your instructor will generally provide a response within 24 hours.

### Grade Distribution

Assignment Category	Number of Graded Items	Point Value per Item	Total Points
Getting Started	1	5	5
Discussion	5	3	15
Case Studies	2	10	20
Paper	1	10	10
Quiz	1	10	10
Journal	5	4	20
Final Exam	1	15	15
Presentation	1	5	5
		<b>Total Course Points:</b>	100

This course may also contain practice activities. The purpose of these non-graded activities is to assist you in mastering the learning outcomes in the graded activity items listed above.

### University Grading System: Graduate

<i>Total Points: 100</i>				
Grade	Numerical Equivalent	Points	Points Equivalent	
			<i>Lower</i>	<i>Upper</i>
A	93-100	4.00	93	100
A-	90-92	3.67	90	92
B+	87-89	3.33	87	89
B	83-86	3.00	83	86
B-	80-82	2.67	80	82
C+	77-79	2.33	77	79
C	73-76	2.00	73	76
F	0-72	0.00	0	72
I	Incomplete			
IF	Incomplete/Failure			
W	Withdrawn			

\*Incomplete and Incomplete/Failure: Any student requesting an “I” grade must complete a Student Petition and Contract for a Grade of Incomplete and submit it to the proper offices prior to the final day of the term/semester. The petition will specify a deadline by which the coursework must be completed. The incomplete automatically becomes an “IF” if work has not been completed and a grade has not been submitted by the specific deadline.

### Grading Guides

Specific activity directions, grading guides, posting requirements, and additional deadlines can be found in the Course Information area in the Assignment Guidelines and Rubrics folder.

### Weekly Assignment Schedule

The Learning Modules area in Blackboard contains one module folder for each week of the course. All reading and assignment information can be found in the folders. All assignments are due by 11:59 p.m. Eastern Time on the last day of the module week.

In addition to the textbook readings that are listed, there may be additional required resources within each module in Blackboard.

Module	Topics and Assignments
1	Characteristics of the U.S. Health Care System Shi & Singh, (2013), Chapter 1-4 1-1 Getting Started 1-2 Practice: Self-Assessment 1-3 PowerPoint Presentation: Narrative Presentation to the Board of Trustees
2	Major Forces That Bring About Changes in Health Care Delivery Shi & Singh, (2013), Chapter 7, 8, 10 and 11 2-2 Practice: Self-Assessment 2-3 Reflection Journal
3	Technology and Its Effects Shi & Singh, (2013), Chapter 5 3-1 Practice: Self-Assessment 3-2 Case Study: Approaches to Healthcare Delivery
4	Role of the Government in Technology Diffusion Shi & Singh, (2013), Chapter 13 4-2 Practice: Self-Assessment
5	Impact of Medical Technology Shi & Singh, (2013), Chapter 12 5-2 Practice: Self-Assessment 5-3 Case Study: Kleiner and Genentech (2012): When Venture Capital Met Science

6	Assessment of Medical Technology Shi & Singh, (2013), Chapter 5 6-1 Quiz
7	Benefits of Technology Assessment Shi & Singh, (2013), Chapter 6 and 9 7-2 Practice: Self-Assessment 7-3 Paper: Summary of FDA Legislation or Safety Considerations 7-4 Reflection Journal
8	Technology and Patient Privacy 8-1 Reflection Journal
9	Technology and Ethics 9-1 Reflection Journal
10	New Frontiers in Clinical Technology Shi & Singh, (2013), Chapter 14 10-2 Practice: Self-Assessment 10-3 Reflection Journal 10-4 Final Exam

### **Attendance Policy**

Online students are required to post to the Blackboard discussion board during the first week of class. If a student does not submit a posting to the discussion board during the first week of class, the student is automatically withdrawn from the course for non-participation. Review the [full attendance policy](#).

### **Late Assignments Policy**

Meeting assigned due dates is critical for demonstrating progress and ensuring appropriate time for instructor feedback on assignments. Students are expected to submit their assignments on or before the due date. Review the [full late assignment policy](#).

### **SNHU College of Online and Continuing Education Guide to Student Success**

Review the [guide to student success](#).

### **Diversity and Disability Statement**

The College of Online and Continuing Education (COCE) at SNHU values diversity and inclusion. SNHU strives to create inclusive and welcoming academic environments. If there are aspects of the instruction or design of this course that present barriers to your inclusion, please notify the Disability Resource Center (DRC) as soon as possible. We will work with you and your instructor to address needs and concerns.

We encourage all students with known or suspected physical, medical, sensory, psychiatric, and/or learning disabilities to register with the Disability Resource Center (DRC) in order to assess learning needs and take advantage of available academic accommodations and support services. We look forward to hearing from you. Our contact information is below.

Disability Resource Center (DRC)  
(877) 591-4723 (select option 4)  
(877) 520-8916 (fax)  
[drc@snhu.edu](mailto:drc@snhu.edu)

We welcome COCE students, faculty, and staff to consult with the Disability Resource Center (DRC) on disability-related questions or concerns.

### **Academic Honesty Policy**

Southern New Hampshire University requires all students to adhere to high standards of integrity in their academic work. Activities such as plagiarism and cheating are not condoned by the university. Review the [full academic honesty policy](#).

### **Copyright Policy**

Southern New Hampshire University abides by the provisions of United States Copyright Act (Title 17 of the United States Code). Any person who infringes the copyright law is liable. Review the [full copyright policy](#).

### **SNHU College of Online and Continuing Education Withdrawal Policy**

Review the [full withdrawal policy](#).

### **Southern New Hampshire University Policies**

More information about SNHU policies can be found on the [policy page](#).