



Graduate Course Syllabus

MGT 700: Critical Issues in Management

Center: Online

Credits: 3

Course Prerequisites

Must have 30 credits

Course Description

The Capstone Project engages students on a project of significant importance that is a current problem or initiative for a healthcare organization. This capstone course serves as a vehicle for the student to demonstrate the knowledge, skills, attitudes, and behaviors consistent with the best practices in management of organizations. Working as part of a small team (similar to the executive teams that manage health care organizations), you are responsible for all aspects of the project, including: diagnosing the critical challenge, defining an appropriate scope of work, managing institutional expectations, producing an appropriate recommendation to meet the challenge, and presenting the project to the course room mentor. Completion of MSM core curriculum at GPA 3.0 or better.

Course Outcomes

- Demonstrate an understanding of the U.S. healthcare system including its organization, structure, delivery modalities, performance, and terminology
- Promote positive and effective change and transformation within healthcare organizations
- Promote innovation in strategic planning and healthcare administration strategies for optimal organizational performance
- Create an environment grounded in ethical decision-making related to current health policy at the local, national, and international level
- Promote a culture of lifelong learning across all levels of healthcare organizations
- Integrate the concepts of critical thinking, collaboration, and respect for diverse opinions into personal and organizational communication systems
- Incorporate effective evidence-based practices into efforts to improve administration and leadership within healthcare organizations

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: Author. ISBN: 978-1-4338-0561-5

Harvard Business Review Articles: Coursepack

<https://hbsp.harvard.edu/import/552622>

- Ron Ventura at Mitchell Memorial Hospital
- D2Hawkeye: Growing the Medical IT Enterprise
- The Strategy that Will Fix Healthcare

Review [these instructions](#) to purchase the Harvard Business Review coursepack and get started in your course.

Optional Resources

Healthcare Information and Management Systems Society. (2013). *HIMSS Dictionary of Healthcare Information Technology Terms, Acronyms and Organizations* (3rd ed.). Chicago, IL. ISBN: 978-1-938904-28-8

Instructor Availability and Response Time

Your class interaction with the instructor and your classmates will take place on a regular, ongoing basis. Your instructor will be actively engaged within the course throughout the week. You will normally communicate with your instructor in the weekly discussions or the General Questions discussion topic so that your questions and the instructor's answers benefit the entire class. You should feel free, however, to communicate with your instructor via SNHU email at any time, particularly when you want to discuss something of a personal or sensitive nature. 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	3	3
Case Studies	3	9	27
Reflection Journal	4	4	16
Capstone Project	1	54	54
Annotated Bibliography			
Annotated Outline			
Market Analysis			
Mission, Vision, Values, and Goals			
Paper			
Presentation			
Presentation Peer Review			
SWOT Analysis			
		Total Course Points:	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

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

* Please refer to the [policy page](#) for information on the incomplete grade process.

Grading Guides

Specific activity directions, grading guides, posting requirements, and additional deadlines can be found in the Assignment Guidelines and Rubrics section of the course.

Weekly Assignment Schedule

All reading and assignment information can be found within each module of the course. Assignments and discussion posts during the first week of each term are due by 11:59 p.m. Eastern Time. Assignments and discussion posts for the remainder of the term are due by 11:59 p.m. of the student's local time zone.

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

Module	Topics and Assignments
1	Mission Statements and Preparing for Your Capstone 1-1 Discussion: Getting Started 1-2 Review Your Harvard Business School Coursepack 1-3 Case Study: The Big Idea 1-4 Mission, Vision, Values, and Goals 1-5 Looking Ahead: Preview Your Capstone Project
2	Integrated Healthcare 2-1 Assignment: Capstone Annotative Bibliography and Reference list 2-2 Reflection Journal: Starting the Capstone Project
3	Market Analysis/Market Competition and Healthcare 3-1 Assignment: Capstone Market Analysis

	3-2 Case Study: D2Hawkeye
4	SWOT Analysis/Strategic Planning 4-1 Reflection Journal: Marketing Analysis and SWOT Analysis 4-2 Assignment: Capstone SWOT Analysis
5	Recruitment and Retention 5-1 Assignment: Capstone Annotated Outline 5-2 Assignment: Capstone: Strategies for Attracting Healthcare Employees
6	Social Intelligence and Collaborative Strategic Planning 6-1 Assignment: Capstone Social Intelligence and Collaboration Recommendations
7	The Role of Financial Management in the Health Service Organization 7-1 Case Study: Ron Ventura at Mitchell Memorial Hospital 7-2 Assignment: Capstone Strategic Initiatives
8	Providing Health Services in a Rural Community (Project Feasibility) 8-1 Reflection Journal 8-2 Capstone: Summarize Assessment 8-3 Capstone Presentation
9	Finishing Your Capstone: Professional Paper Writing and Presentation 9-1 Capstone Paper: Providing Health Services in a Rural Community: A Report on Project Feasibility 9-2 Capstone Project Presentation Peer Review
10	Final Reflection 10-1 Reflection Journal: Final Reflection

Attendance Policy

Online students are required to submit a graded assignment/discussion during the first week of class. If a student does not submit a posting to the graded assignment/discussion 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 Student Handbook

Review the [student handbook](#).

ADA/504 Compliance Statement

Southern New Hampshire University is dedicated to providing equal access to individuals with disabilities, including intellectual disabilities, in accordance with Section 504 of the Rehabilitation Act of 1973, Title III of the Americans with Disabilities Act (ADA) of 1990, and the ADA Amendments Act of 2008. The university prohibits unlawful discrimination on the basis of disability and takes action to prevent such discrimination by providing reasonable accommodations to eligible individuals with disabilities.

As soon as you become aware of a disability, we encourage you to contact the Online Accessibility Center (OAC) to discuss accommodations for which you may be qualified. Reasonable accommodations are established through an

interactive process between the student and the OAC. Note that accommodations are not retroactive and that disability accommodations are not provided until an accommodation letter has been processed.

Contact Information:

Online Accessibility Center

Phone: 866-305-9430

Email: oac@snhu.edu

For questions concerning support services, documentation guidelines, or general disability issues, visit the [Online Accessibility Center](#) website.

If you feel you have been denied appropriate disability-related accommodations, including appropriate auxiliary aids and services, you may file a grievance as described in the ADA/504 Grievance Policy found on the [Disability Services](#) webpage.

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](#).

Student Work Samples

For the purpose of continuous improvement of our educational training, Southern New Hampshire University's College of Online and Continuing Education may, on occasion, utilize anonymous student work samples for internal professional development and staff training. If you have any questions or concerns, contact your advisor. If you would like to withdraw permission for use of your work, please email assessmentcalibration@snhu.edu.