

**Mel and Enid Zuckerman College of Public Health
University of Arizona**

**HEALTH SERVICES ADMINISTRATION
Syllabus (CPH 562)
Fall 2012**

Time: Mondays 4:00 - 5:15 p.m.
 Wednesdays 4:00 - 5:15 p.m.

Location: Roy P. Drachman Hall, Room A-116

Instructor:

Howard J. Eng, M.S., Dr.P.H.

Assistant Professor of Public Health

Rural Health Office

Phone number: 626-5840

E-mail address: hjeng@email.arizona.edu

Room number: A241

Office hours: Mondays and Wednesday, 1:00 – 1:50 p.m. and after class until 6:00 p.m. Also available by appointment.

D2L Course Website: <http://d2l.arizona.edu>.

Course Description:

This course provides a foundation in Health Services Administration. The course introduces the student to the structure and functions of the U.S. Health Care System. The health care system in the community and its environment are examined to determine how they impact Health Services Administration. Topics to be covered include: overview of the U.S. Health Care System (private and public sectors), interface between Public Health and U.S. Health Care System, various health care delivery structures, health care workforce, health care resources, types of health services, financing of health services and health care coverage, meeting the health care needs of special populations, and critical issues in health services. The student will conduct a community health system analysis.

Course Prerequisites:

Enrolled in the MPH program or by special permission from the instructor.

Course Learning Objectives:

At the completion of the course, the student will be able to:

1. Define community, health, and health services administration.
2. Describe the historical development of the U.S. Health Care System.

3. Identify the major components of the U.S. Health Care System and discuss the way they interrelate to each other.
4. Examine and analyze the interface between Public Health and U.S. Health Care System.
5. Describe how socioeconomic, political, community health, and geographical location (i.e., rural) can affect the health care system.
6. Define and differentiate concepts of health, disease and illness, and analyze the morbidity and mortality risks for the U.S. population, and their impact on the U.S. Health Care System and Public Health.
7. Assess the health status at the national, state, county, and community levels using appropriate health indicators and data sources.
8. Examine the organization and systems framework of health services in the United States.
9. Explore cultural/geographical competencies and cultural/geographical relevant approaches in the delivery of health services to communities as related to African American, Asian American, Hispanic/Latino, and Native American Indian populations and to communities located in rural, tribal, and border areas.
10. Analyze problems and current issues related to health and health care in the United States, Arizona, and rural areas and derive potential solutions.
11. Describe and use methods to analyze the health care system in a community.

Master of Public Health (MPH) Core Competencies:

These are the MPH core competencies that are addressed in the course:

Analytical Skills: Defines a problem; determine appropriate uses and limitation of data; selects and defines variables relevant to defined public health problems; evaluates the integrity and comparability of data and identifies gaps in data sources; and makes relevant inferences from data.

Communication Skills: Communicates effectively both in writing and orally; interpreting and presenting accurately and effectively demographic, statistical, and scientific information for professional and lay audiences adapting and translating public health concepts to individuals and communities; and leading and participating in groups to address specific issues, including ability to work in teams, span organizational boundaries, and cross systems.

Policy Development/Program Planning Skills: Assess and interpret information to develop relevant policy options; deciding on the appropriate course of action and writing clear and concise policy statement and implementation plan; and developing

mechanisms to monitor and evaluate programs for their effectiveness and quality.

Cultural Skills: Interacting competently, respectfully, and professionally with persons with diverse backgrounds; identifying and examining the role of cultural, social, ethic, religious, spiritual, and behavioral factors in determining disease prevention health promoting behavior, and health service organizational and delivery; and developing and adapting approaches to public health problems that take into account cultural differences.

Basic Public Health Science Skills: Defining, assessing, and understanding the health status of population, determinants of health and illness, factors contributing to health promotion and disease prevention, and factors influencing the use of health services; and applying the basic public health sciences including behavioral and social sciences, biostatistics, epidemiology, environmental public health, prevention of chronic and infectious diseases and injuries.

Financial Planning and Management Skills: Developing strategies for determining priorities; monitoring program; and conduct cost-effectiveness, cost benefit, and cost utility analyses.

Public Health Policy and Management (PHPM) Competencies:

These are the PHPM competencies that are addressed in the course:

- D1. Identify the main components and issues of the organization, financing and delivery of health services and public health systems in the US.
- D3. Explain methods of ensuring community health safety and preparedness.
- D7. Apply quality and performance improvement concepts to address organizational performance issues.
- D8. Apply "systems thinking" for resolving organizational problems.
- D10. Demonstrate leadership skills for building partnerships.

Course Textbooks:

The required textbooks used in the class are:

Delivering Health Care in America: A Systems Approach, Fifth Edition. Leiyu Shi and Douglas A. Singh (2012). Sudbury, Massachusetts: Jones and Bartlett Publishers.

Public Health: What It Is and How It Works, Fifth Edition. Bernard J. Turnock (2012). Sudbury, Massachusetts: Jones and Bartlett Publishers.

These may be purchased at the Arizona Health Sciences Center bookstore.

Course Requirements:

All assignments must be turned in on the due date. Extensions will not be granted except in case of an emergency. Late assignments will be assessed one letter grade penalty for each day of tardiness. Assignment details will be outlined in the class as the course unfolds. All assignments must be typewritten or word processed.

- a. Examinations: There will be two examinations in the course. These exams will cover both lecture and assigned readings materials. They will consist of essay and short-answer questions. (450 pts)
- b. Written Assignments:
 - Health Service Assessments Assignment: Students will become familiar with various health services related problems and how these problems were addressed. Good practice models will also be identified. (50 pts)
 - Nogales Health System Analysis Written Assignment: Student teams will conduct a community health system analysis of Nogales, Arizona (100 pts). This case study will provide students the opportunity to gain some experience in conducting a community health system analysis before conducting a health system analysis of their rural communities. Ten percent of the grade will be determined by peer team evaluation of student's participation in the assignment.
 - Community Health System Analysis Assignment: Students are expected to demonstrate that they have mastered the materials presented in class by conducting a rural community health system analysis (300 pts). Ten percent of the grade will be determined by peer team evaluation of student's participation on the report team, and another 10 percent will be determined by class evaluation of report presentation.
- c. Team Assignments:

There are three team assignments. The student will be assigned to three different teams during the semester. Grades will be given after the completion of each team assignment. It is expected that each group member will actively participate in the team assignment. Each member of the team will be peer evaluated.

1. Health Subsystem Assignment: the student will be assigned to one of five health subsystems. Each team member will have an opportunity to lead one of the group discussion assignments: (a) Life Cycle of Health (b) Subsystem Descriptions, (c) Health Provider Distributions, and (d) Workforce Trends.
2. Nogales Health System Analysis Assignment

3. Community Health System Analysis Assignment
- d. Presentations: There are four class presentation assignments.
 1. Health Service Assessments
 2. Nogales, Arizona Health Systems Analysis
 3. Community Profile and Health Care Resources
 4. Community Health System Analysis

Grading and Student Evaluation:

Grades will be assigned based on the following four criteria:

1.	Written Class Assignments	15%	150 pts
2.	Examinations	45%	450 pts
3.	Community Health System Analysis Report	30%	300 pts
4.	Professionalism / Class Participation	10%	100 pts
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		100%	1,000 pts

Grades will be assigned A-E, corresponding to the following percentage scale:

A =	100 – 90
B =	89 – 80
C =	79 – 70
D =	69 – 60
E =	59 or less

There is no final examination.

Class Attendance and Participation:

Students are expected to attend class and to take an active role in the class discussions. Readings will be assigned for each class, and these readings must be completed before each class meeting. Periodic peer evaluations will be conducted to determine the level of student participation. The student may have two unexcused absences (e.g., work-related class absences are considered unexcused) during the semester. For each additional missed class, five points will be taken off from a total of 100 points (Professionalism / Class Participation).

All holidays or special events observed by organized religions will be honor for those students who show affiliation with that particular religion. Absences pre-approved by the University of Arizona Dean of Students or Dean's designee will be honored.

Class Schedule (Topics and Assignments):

Readings have been assigned for each class. These readings must be completed before each class meeting in preparation for class discussion. Assigned and suggested readings are located at the class D2L website, Arizona Health Sciences Center (AHSC) Library's loan desk, and Internet websites. Instructor's Power Point presentations will be posted on the class D2L website after the lecture topic has been completed.

Date Topics and Assignments

August

Introduction and Background

- 20 MON **Introduction and Course Overview**
Definition of Community, Health, and Health Services Administration
(Dr. Howard J. Eng)
- 22 WED **Definition of Community, Health, and Health Services Administration**
Determinants of Health and Illness
(Dr. Howard J. Eng)
- 27 MON **Life Cycle of Health and Health Services Needs[@]**

U.S. Health Care System

- 29 WED **Overview of the U.S. Health Care System (Private and Public Sectors)**
(Dr. Howard J. Eng)

September

- 03 MON **Labor Day – No Class**
- 05 WED **Interface between Public Health and U.S. Health Care System**
(Dr. Howard J. Eng)
- 10 MON **Organization and Systems Framework of Health Services in United States[@]**
(Dr. Howard J. Eng)
- 12 WED **Types and Providers of Health Services, and Technology Resources (Part I)[@]**
(Dr. Howard J. Eng)
- 17 MON **Types and Providers of Health Services, and Technology Resources (Part II)[@]**
(Dr. Howard J. Eng)
- 19 WED **Health Services Workforce[@]**

24 MON (Dr. Howard J. Eng)
Student Presentations on their Health Service Assessments@
(Dr. Howard J. Eng)

26 WED **Student Presentations on their Health Service Assessments@**
Health Service Assessments Written Assignment Due

October

01 MON **Financing of Health Services and Health Care Coverage**
(Dr. Howard J. Eng)

03 WED **Examination #1**

Community Health System Analysis

08 MON **Community Health System Analysis: Overview and Community Profile**
(Dr. Howard J. Eng)

10 WED **Community Health System Analysis: Services, Resources, Assets,
Service Needs, Leadership and Readiness**
(Dr. Howard J. Eng)

15 MON **Use of Data in Community Health System Analysis**
(Dr. Howard J. Eng)

17 WED **Student Team Nogales Health System Analysis@**

Critical Issues in Health Services

22 MON **Student Team Community Profile / Health Care Resources
Presentations@**
Access to Health Services
(Dr. Howard J. Eng)

24 WED **Student Team Community Profile / Health Care Resources
Presentations@**
Assessing and Improving Quality of Care
(Dr. Howard J. Eng)

29 MON **American Public Health Association Meeting - No Class**

Special Population Health Services Needs

31 WED **Student Team Community Profile / Health Care Resources
Presentations@**
**Cultural/Geographical Competencies and Provision of Health Services
to Special Populations**
(Dr. Howard J. Eng)

November

05 MON **Border Health**
(Dr. Howard J. Eng)

07 WED **Tribal Health**
(Dr. Howard J. Eng)

12 MON **Veteran Day - No Class**

14 WED **Special Population Case Studies Discussion**
(Dr. Howard J. Eng)

19 MON **Examination #2**

Future of Health Services Delivery

21 WED **Health Reform Impact on Health Services Discussion**
Discussion of Other Health Services Administration Issues
(Dr. Howard J. Eng)

- **Future of Health Services Delivery**
- **Facility Economic Feasibility Analysis**
- **Competition versus Collaboration**
- **Health Literacy Issues**
- **Other Topics**

26 MON **International Rural Health Comparisons**
(Dr. Neil MacKinnon)

Community Health System Analysis Report Presentations

28 WED **Community Health System Analysis Report Presentations@**

December

03 MON **Community Health System Analysis Report Presentations@**

05 WED **Community Health System Analysis Report Presentations@**
Class Summary
Class Evaluation
Community Health System Analysis Reports Due

@ = Class Assignment

Class Policies:

Communications: You are responsible for reading emails sent to your UA account from your professor and the announcements that are placed on the course web site. Information about readings, news events, your grades, assignments and other course related topics will be communicated to you with these electronic methods. The official policy can be found at: <http://registrar.arizona.edu/emailpolicy.htm>.

Disability Accommodation: If you anticipate issues related to the format or requirements of this course, please meet with me. I would like us to discuss ways to ensure your full participation in the course. If you determine that formal, disability-related accommodations are necessary, it is very important that you be registered with Disability Resources (621-3268; drc.arizona.edu) and notify me of your eligibility for reasonable accommodations. We can then plan how best to coordinate your accommodations. The official policy can be found at: <http://catalog.arizona.edu/2012-13/policies/disability.htm>

Academic Integrity: All UA students are responsible for upholding the University of Arizona Code of Academic Integrity, available through the office of the Dean of Students and online: The official policy found at: <http://deanofstudents.arizona.edu/codeofacademicintegrity>. Students are advised to read and understand the section concerning academic dishonesty (e.g., plagiarism /cheating). The minimum punishment in this course for cases of academic dishonesty will be zero points for an assignment or examination.

Classroom Behavior: Students are expected to behave in a professional manner in the classroom and to be respectful to one another. The Dean of Students has set up expected standards for student behaviors and has defined and identified what is disruptive and threatening behavior. This information is available at:

<http://deanofstudents.arizona.edu/disruptiveandthreateningstudentguidelines>. Students are expected to be familiar with the UA Policy on Disruptive and Threatening Student Behavior in an Instructional Setting found at:

<http://policy.arizona.edu/disruptive-behavior-instructional> and the Policy on Threatening Behavior by Students found at:

http://deanofstudents.arizona.edu/sites/deanofstudents.arizona.edu/files/Disruptive_threat_bklt_2012.pdf

Cellular Telephone Class Policy: It is “OK” to have your wireless telephone on in class, if you *practice telephone courtesy* in the classroom (e.g., no cellular telephone answering, conversations, or texting while the class is in session). If you are going to have your cellular telephone on during class, please have it on non-ringing option (e.g., vibrating mode). You may leave the class if it is an emergency call; otherwise, please wait until the after class is completed to return the call.

Laptop Computer Class Policy: It is “OK” to use your laptop computer to take notes in class, if you *practice laptop computer courtesy* in the classroom (e.g., no surfing on the Internet or answering or sending email messages).

Grievance Policy: Should a student feel he or she has been treated unfairly, there are a number of resources available. With few exceptions, students should first attempt to resolve difficulties informally by bringing those concerns directly to the person responsible for the action, or with the student's graduate advisor, Assistant Dean for Student and

Alumni Affairs, department head, or the immediate supervisor of the person responsible for the action. If the problem cannot be resolved informally, the student may file a formal grievance using the Graduate College Grievance Policy found at:
<http://grad.arizona.edu/academics/policies/academic-policies/grievance-policy>.

Grade Appeal Policy: <http://catalog.arizona.edu/2012-13/policies/gradappeal.htm>.

Syllabus Changes: Information contained in the course syllabus, other than the grade and absence policies, may be subject to change with reasonable advance notice, as deemed appropriate.

08-20-12 hje

**Health Services Administration Course
Reading Assignments
Fall 2012**

Date Topics and Assignments

August

Introduction and Background

- 20 MON **Introduction and Course Overview**
Definition of Community, Health, and Health Services Administration
(Dr. Howard J. Eng)
Health Promotion at the Community Level
Chapter 1 - Contemporary Developments in Health Promotion: Definitions
and Challenges (pp. 29-43)^{D2L}
Chapter 2 - Social Change Theory: Applications to Community Health (pp.
45-50)^{D2L}
Managing Health Services Organizations and Systems
Chapter 5 – The Practice of Management in Health Services Organizations
and Health Systems (pp. 231-258)^{D2L}
Epidemiology and the Delivery of Health Care Services
Chapter 1 - An Epidemiological Framework for the Delivery of Health
Services (pp. 3-22)^{D2L}
- 22 WED **Definition of Community, Health, and Health Services Administration**
Determinants of Health and Illness
(Dr. Howard J. Eng)
Public Health: What It Is and How It Works
Chapter 2 - Health from an Ecological Perspective (pp. 47-84 and 88-97)
Delivering Health Care in America: A Systems Approach
Chapter 2 - Beliefs, Values, and Health (pp. 39-76)
Community Health Analysis: Global Awareness at the Local Level
Chapter 1 - Health and Our Belief System (pp. 19-23)^{D2L}
- 27 MON **Life Cycle of Health and Health Services Needs[@]**
An Introduction to Community Health
Chapter 7 - Maternal, Infant, and Child Health (pp. 167-203)^{D2L}
Chapter 8 - Adolescents, Young Adults, and Adults (pp. 206-230)^{D2L}
Chapter 9 - Elders (pp. 233-259)^{D2L}
American's Children in Brief Key National Indicators of Well-Being, 2012.
Website: http://www.childstats.gov/pdf/ac2012/ac_12.pdf.
Mulye TP, Park MJ, Nelson CD, et al. Trends in adolescent and young adult
health in the United States. J Adolesc Health. 2009;45(1):8-24.
Website:
<http://www.jahonline.org/article/PIIS1054139X09001244/fulltext>
Older American: Key Indicators of Well-Being, 2012 Website:
http://www.agingstats.gov/agingstatsdotnet/Main_Site/Data/2012_Documents/docs/EntireChartbook.pdf.
U.S. Health Care System

- 29 WED **Overview of the U.S. Health Care System (Private and Public Sectors)**
(Dr. Howard J. Eng)
Delivering Health Care in America: A Systems Approach
Chapter 3 - The Evolution of Health Services in the United States (pp. 81-114)
Pharmacy and the U.S. Health Care System
Chapter 2 - The U.S. Health Care System (pp. 8-29) ^{D2L}
Public Health: What It Is and How It Works
Chapter 3 - Public Health and the Health System (pp. 121-140)
Additional reading on HSA Class D2L website will be assigned.

September

- 03 MON **Labor Day – No Class**

- 05 WED **Interface between Public Health and U.S. Health Care System**
(Dr. Howard J. Eng)
Public Health: What It Is and How It Works
Chapter 1 - What is Public Health? (pp. 1-25)
Chapter 3 - Public Health and the Health System (pp. 107-120)
Chapter 4 – Law, Government, and Public Health (pp. 171-188)
Chapter 8 – Public Health Emergency Preparedness and Response (pp. 423-475) – Optional Reading
Medicine and Public Health: The Power of Collaboration
The Historical Relationship Between Medicine and Public Health (pp. 11-22) ^{D2L}
Introduction to Health Services
Chapter 8 -The Evolution of Public Health: A Joint Public-Private Responsibility (pp. 162-176) ^{D2L}
- 10 MON **Organization and Systems Framework of Health Services in United States[@]**
(Dr. Howard J. Eng)
Delivering Health Care in America: A Systems Approach
Chapter 1 - A Distinctive System of Health Care Delivery (pp. 1-32)
Arizona Town Hall 2007: Arizona Health Care in Arizona: Accessibility, Affordability and Accountability
Chapter 5 - Who Pays For Health Care and Why Does It Cost So Much? (pp. 107-135) ^{D2L}
- 12 WED **Types and Providers of Health Services, and Technology Resources (Part I)[@]**
(Dr. Howard J. Eng)
Public Health: What It Is and How It Works
Chapter 4 - Law, Government, and Public Health (pp. 188-195)

Delivering Health Care in America: A Systems Approach

Chapter 7 - Outpatient and Primary Care Services (pp. 247-284)
 Chapter 8 - Inpatient Facilities and Services (pp. 289-328)
 Chapter 10 - Long-Term Care (pp. 377-414)
Arizona Town Hall 2007: Arizona Health Care in Arizona: Accessibility, Affordability and Accountability
 Chapter 3 - Who Provides Health Care And Where Do They Deliver It? (pp. 57-66) ^{D2L}
 Additional reading on HSA Class D2L website will be assigned

17 MON **Types and Providers of Health Services, and Technology Resources (Part II)**[@]

(Dr. Howard J. Eng)
Introduction to Health Services
 Chapter 12 - Mental Health Services (pp. 280-305) ^{D2L}
Delivering Health Care in America: A Systems Approach
 Chapter 9 - Managed Care and Integrated Organizations (pp. 333-371)
 Chapter 5 - Medical Technology (pp. 159-191)
 Electronic Medical Record/Electronic Health Record Systems of Office-based Physicians: United States, 2009 and Preliminary 2010 State Estimates.
http://www.cdc.gov/nchs/data/hestat/emr_ehr_09/emr_ehr_09.pdf.

19 WED **Health Services Workforce**[@]

(Dr. Howard J. Eng)
Delivering Health Care in America: A Systems Approach
 Chapter 4 - Health Services Professionals (pp. 121-152)
Public Health: What It Is and How It Works
 Chapter 4 -The Infrastructure of Public Health (pp. 286-312)
Arizona Town Hall 2007: Arizona Health Care in Arizona: Accessibility, Affordability and Accountability (Class D2L Website)
 Chapter 3 - Who Provides Health Care And Where Do They Deliver It? (pp. 38-57) ^{D2L}
Arizona Rural Health Plan: Primary Rural Health Areas – Availability Focus Areas, Objectives, and Strategies
http://crh.arizona.edu/sites/crh.arizona.edu/files/pdf/publications/AZ_RHP20050419.pdf (pp. 46-51)
 Additional reading on HSA Class D2L website will be assigned.

24 MON **Student Presentations on their Health Service Assessments**[@]

26 WED **Student Presentations on their Health Service Assessments**[@]
Health Services Issue Articles Written Assignment Due

October

- 01 MON **Financing of Health Services and Health Care Coverage**
 (Dr. Howard J. Eng)
Delivering Health Care in America: A Systems Approach
 Chapter 6 - Health Services Financing (pp. 199-241)
 Chapter 12 - Cost, Access, and Quality (pp. 471-492)
 Understanding U.S. Health Care Spending: NIHCM Foundation Data Brief
 July 2011
<http://nihcm.org/images/stories/NIHCM-CostBrief-Email.pdf>
 National Health Expenditure Projections: 2011-2021.
<http://www.cms.gov/Research-Statistics-Data-and-Systems/Statistics-Trends-and-Reports/NationalHealthExpendData/Downloads/Proj2011PDF.pdf>
 Kaiser Family Foundation. Trends in Health Care Costs and Spending,
 March 2009. ^{D2L}
http://www.kff.org/insurance/upload/7692_02.pdf
- 03 WED **Examination #1**
- Community Health System Analysis**
- 08 MON **Community Health System Analysis: Overview and Community Profile**
 (Dr. Howard J. Eng)
Community Health: Education and Promotion
 Chapter 3 - Community Assessment and Mobilization (pp. 84-104) ^{D2L}
Need Analysis: Tools for the Human Services and Education
 Chapter 1 - Identifying Needs (pp. 7-17) ^{D2L}
 Chapter 3 - Resource Inventory (pp. 32-41) ^{D2L}
 Chapter 5 - Analyzing Use of Services (pp. 58-68) ^{D2L}
- 10 WED **Community Health System Analysis: Services, Resources, Assets, Service Needs, Leadership and Readiness**
 (Dr. Howard J. Eng)
Health Promotion at the Community
 Chapter 4 - Assessing the Community: Its Services, Needs, Leadership, and Readiness (pp. 91-106) ^{D2L}
- 15 MON **Use of Data in Community Health System Analysis**
 (Dr. Howard J. Eng)
Community Health Analysis: Global Awareness at the Local Level
 Chapter 7 - Health Status Indicators and Indexes (pp. 202-207) ^{D2L}
Delivering Health Care in America: A Systems Approach
 Chapter 2 - Beliefs, Values, and Health (pp. 67-74)
Community Health Education and Promotion
 Chapter 1 - Development of Health Education and Promotion – Healthy People 2010 Overview: Goals, Objectives, and Leading Health Indicators (pp. 39-41) ^{D2L}

- 17 WED **Student Team Nogales Health System Analysis[@]**
 Critical Issues in Health Services
- 22 MON **Student Team Community Profile / Health Care Resources Presentations[@]**
 Access to Health Services
 (Dr. Howard J. Eng)
 Delivering Health Care in America: A Systems Approach
 Chapter 12 - Cost, Access, and Quality (pp. 493-499)
 Access to Health Care in America
 Chapter 2 - A Model for Monitoring Access (pp. 31-44) ^{D2L}
 Arizona Rural Health Plan: Primary Rural Health Areas – Accessibility Focus
 Areas, Objectives, and Strategies
 http://crh.arizona.edu/sites/crh.arizona.edu/files/pdf/publications/AZ_RHP20050419.pdf (40-45)
- 24 WED **Student Team Community Profile / Health Care Resources Presentations[@]**
 Assessing and Improving Quality of Care
 (Dr. Howard J. Eng)
 Introduction to Health Services
 Chapter 16 - Assessing and Improving Quality of Care (pp. 373-390) ^{D2L}
 Delivering Health Care in America: A Systems Approach
 Chapter 12 - Cost, Access, and Quality (pp. 499-513)
 An Introduction to Quality Assurance in Health Care
 Chapter 1 -The Components of Quality in Health Care (pp. 4-27) ^{D2L}
- 29 MON **American Public Health Association Meeting - No Class**
 Population, Health Status, and Health Services Needs
- 31 WED **Student Team Community Profile / Health Care Resources Presentations[@]**
 Cultural/Geographical Competencies and Provision of Health Services to Special Populations
 (Dr. Howard J. Eng)
 Delivering Health Care in America: A Systems Approach
 Chapter 11 - Health Services for Special Populations (pp. 419-461)
 Office of Minority Health. "Office of Minority Health Published Final Standards for Cultural and Linguistic Competence." Closing the Gap, February/March 2001, (pp. 1, 2, and 10). ^{D2L}
 Community Health: Education and Promotion
 Chapter 4 - Culturally Competent Health Promotion (pp. 195-280) ^{D2L}
 Women and Health

Chapter 5 - Gender Issues in Women's Health Care (pp. 50-54)^{D2L}
HHS Office of Women Health Website: <http://womenshealth.gov/>
Women's Health U.S.A. 2011: <http://www.mchb.hrsa.gov/whusa11/>

November

- 05 MON **Border Health**
(Dr. Howard J. Eng)
U.S.-Mexico Border Health Commission: Border Region
www.borderhealth.org/border_region.php
Rural Assistance Center: U.S.-Mexico Border Health
<http://borderhealth.raonline.org/>
Health Resources and Services Administration, Bureau of Health Professions: Arizona Border County Health Workforce Profiles
<http://bhpr.hrsa.gov/healthworkforce/bordercounty/bcarizona.pdf>
- 07 WED **Tribal Health**
(Dr. Howard J. Eng)
Primary Care of Native American Patients
Chapter 2 - Epidemiologic Patterns of Morbidity and Mortality (pp. 7-14)^{D2L}
Office of Minority Health: American Indian/Alaska Native Profile
<http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&lvlID=52>
- 12 MON **Veterans Day – No Class**
- 14 WED **Special Population Case Studies Discussion**
(Dr. Howard J. Eng)
- 19 MON **Examination #2**
- Future of Health Services Delivery**
- 21 WED **Health Reform Impact on Health Services Discussion**
Delivering Health Care in America: A Systems Approach
Chapter 13 – Health Policy (pp. 519-539)
(Dr. Howard J. Eng)
Future of Health Services Delivery
Discussion of Other Health Services Administration Issues
(Dr. Howard J. Eng)
- **Future of Health Services Delivery**
Delivering Health Care in America: A Systems Approach
Chapter 14 -The Future of Health Services Delivery (pp. 543-566)
 - **Health Facility Economic Feasibility Analysis**
 - **Competition versus Collaboration**
 - **Health Literacy Issues**

- **Other Topics**

- 26 MON **International Rural Health Comparisons**
 (Dr. Neil MacKinnon)
 National Rural Health Association: What's Different about Rural Health Care?
<http://www.ruralhealthweb.org/go/left/about-rural-health/what-s-different-about-rural-health-care>
 Additional reading on HSA Class D2L website will be assigned.

Community Health System Analysis Report Presentations

- 28 WED **Community Health System Analysis Report Presentations@**

December

- 03 MON **Community Health System Analysis Report Presentations@**
- 05 WED **Community Health System Analysis Report Presentations@**
Class Summary
Class Evaluation
Community Health System Analysis Reports Due

Key: @ = Student assignments

08-20-12 hje