



# Health Services Management

## *Bachelor of Science Degree*

2011-2012

The baccalaureate degree in Health Services Management is designed to prepare students for a successful career in entry-level management or supervisory positions in healthcare. Students with associate's degrees from a variety of backgrounds such as dental hygiene, nursing, medical assisting, health information, respiratory technology, occupational therapy, and activity therapy will be served with the opportunity to obtain an advanced degree. Specialized skills in problem solving, communication, finance, law, business and management will prepare these students to make sound leadership decisions in the evolving healthcare arena. Students from a business or accounting background will gain insight into the unique aspects of providing healthcare services to society and the effect of the disease process and illness on the individual healthcare consumer.

The Health Services Management Degree pairs the health curriculum with a focus on business administration.

The Health Services Manager works in clinics, hospitals, health departments, insurance companies, managed care companies, mental health and rehabilitation facilities, and long-term care facilities. A combination of management skills and clinical knowledge enables the graduate to move into a leadership role as a department manager, trainer, or supervisor. This program will not qualify graduates for RHIA candidacy.

### **Admission Requirements:**

Each candidate for admission is considered individually on merit and potential. In addition to the admission requirements stated in the College Catalog, it is recommended that candidates for the Health Services Management program have a Wonderlic Scholastic Level score of 25 or an associate's degree with at least one year of experience in the healthcare field. Completion of a program to be a Certified Nurse's Aide and experience does not adequately prepare a student for coursework.

### **Program Objectives:**

Upon completion of the program, the student will be able to:

1. perform the basics of coding and financial reimbursement.
2. analyze the variety of service needs generated by diversity in age, culture, religion, race, gender and illness.
3. generate a list of obstacles that may impede a person's access to healthcare.
4. formulate responses to problems in management of a healthcare organization or delivery of patient care using legal and ethical principles.
5. compare a variety of complementary and alternative healthcare options for viability of incorporating them into a traditional healthcare organization.
6. create or analyze a marketing plan for a healthcare organization.
7. demonstrate competence in the basic skills needed for managing a healthcare department including:
  - a. hiring staff
  - b. conducting performance evaluations for staff
  - c. firing of staff
  - d. facilitating a meeting
  - e. communicating with staff
  - f. implementing new policies
  - g. creating a budget
  - h. creating a work schedule
  - i. managing interpersonal conflicts
  - j. creating a disaster plan
8. justify the use of "six sigma" and "quality improvement" goals and techniques in healthcare.

### **Graduation Requirements:**

A grade of "C" or better in all courses must be achieved to be eligible to graduate. The department assessment process must also be satisfactorily completed.

#### **Major:**

AH	110	Medical Terminology
AH	120	Human Anatomy and Disease
AH	200	Medical Office Procedures III
AH	220	Medical Office Procedures IV
BUS	204	Principles of Management
BUS	300	Advanced Business Communications

#### **Quarter Hours:**

4
4
4
4
4
4

BUS	340	Organizational Theory	4
ENG	310	Technical Writing	4
HSM	300	Human Disease	4
HSM	310	Principles of Community Health	4
HSM	320	Healthcare of Aging	4
HSM	340	Management of Health Services I	4
HSM	341	Management of Health Services II	4
HSM	375	Healthcare Sociology	4
HSM	400	Healthcare Law and Ethics	4
HSM	410	Principles and Practices of Alternative and Complementary Healthcare	4
HSM	420	Healthcare Marketing	4
HSM	440	Current Issues & Healthcare Capstone	4
MGT	308	Principles of Healthcare Management	4
MGT	350	Human Resource Management	4
MGT	375	Leadership and Motivation	4
MGT	388	Healthcare Policies	4
<b>Total Hours</b>			<b>88</b>

**General Education:**

**Quarter Hours:**

ACC	100	Modern Office Accounting	4
BUS	106	Introduction to Business	4
BUS	350	Professional Advancement	4
ECO	144	Introduction to Macroeconomics	4
ENG	109	Principles of Speech	4
		- or -	4
ENG	120	Interpersonal Communications	4
ENG	116	Composition	4
ENG	117	Advanced Composition	4
HUM	110	Human Potential	4
MAT	130	Introduction to Algebra	4
PSY	140	Introduction to Psychology	4
<b>Total Hours</b>			<b>40</b>

**General Education Electives:**

**Quarter Hours:**

Choose 3 classes from the following disciplines: ENG, HUM, FA, HIS, SOC			12
<b>Total Hours</b>			<b>52</b>

**HSM Electives:**

**Quarter Hours:**

Electives:	Select an additional 48 hours in courses that support knowledge of health, health services, business and leadership. Suggested coursework includes: AH140, AH160, AH185, CIS114, CIS115, CIS116, FIN200, FIN300, PSC110, SOC100, SOC300, MGT370.		
<b>Total Hours</b>			<b>48</b>

**Total Hours Required for Degree**

**188**



**Health Services Management, Bachelor of Science Degree**

Award Year:	2009-2010
OPEID #:	004568
CIP Code:	51.0701
Credential Level:	03 Bachelor Degree

**Occupations Related to this program**

<b>Job Title:</b>	<b>SOC Code:</b>
<a href="#">Medical and Health Services Managers</a>	<a href="#">11-9111.00</a>

**Estimated Program Costs**

Tuition & fees:	\$64,255.00
Books & supplies:	\$5,600.00
Room & board:	not applicable
Other:	\$0.00

Percent of graduates who completed program on time\*: not reported

Job placement rate: 100%

**Median Loan Debt\***

Title IV loan debt:	not reported
Private Educational loan debt:	not reported
Institutional Financed debt:	not reported

\* Due to privacy reasons, median loan debt and on-time completion rate will not be reported for programs with fewer than 10 graduates during the award year.