HCMA 4340 – HEALTHCARE MANAGEMENT PRACTICUM
(CRN 18976)
MW, 12:00 – 1:20 PM
BUSN 330

Faculty
Rigoberto Delgado, PhD, MBA
Office: COBA 257
e-mail: rdelgado16@utep.edu
Phone: 915/747-7097
Office Hours: by appointment

T.A.
Olugbenga (Benga) Iyiola
e-mail: otiyiola@miners.utep.edu
Office Hours: by appointment

Course description

This course is designed to give students hands-on experience in healthcare management in a setting outside the classroom. Depending on a student’s selected path, they will complete a rotation through different functional areas with partnering healthcare operations, public health organizations, or health insurance institutions. Students will receive an initial in-class review of essential business technical skills such as project management, presentation skills, and use of popular industry software (i.e., Excel, PPT). During this session students will also receive an overview of the partnering institution’s background, organization, culture, and business protocols. Afterwards, students will be assigned to a preceptor from the partnering institution to work on selected initiatives. At the start of the practicum, students will work with their preceptors and faculty to define a core project to be completed during the semester. Students will also have regular sessions with the course faculty to review progress and receive complementary support. This approach will allow students to gain the most from the practicum rotation,
following a planned, yet adaptable path. The practicum culminates with the submission of a final written project report and oral project presentation. The goal of this course is to match a student’s interests with a preceptor’s needs in order to produce a mutually beneficial experience. By completing this course, students will be able to:

- Gain valuable work experience in healthcare operations, and practice-based understanding of the management issues involved along the continuum of care.
- Apply skills learned in the classroom towards the solution of real-world challenges in healthcare management.
- Enhance their professional network and career development opportunities by establishing important contacts with professionals and experts in healthcare.

**Pre-requisites**

ECON 4369- Introductory Health Economics
HCMA 4310- Introductory Healthcare Operations Management
HCMA 4320- Financial Performance Management in Healthcare

The course aims at fostering these *UTEPEdge* skills:

- **Leadership**: Step up, think, and act critically and creatively to bring others together to accomplish a common task.
- **Problem Solving**: Find solutions to difficult or complex issues.
- **Communication**: Reach mutual understanding through effective exchange of information, ideas, and feelings.
- **Critical Thinking**: Analyze and evaluate issues in order to solve problems and develop informed opinions.
- **Teamwork**: Participate as an effective, efficient member of a group in order to meet a common goal.
Course Expectations

Students are expected to complete a minimum of 100 hours of field experience during the semester. They will arrange a work schedule with their preceptors and will be required to submit to the course faculty a log, signed by the preceptor, of hours completed each week. The log will include a description of the student’s on-site activities, and a breakdown of cumulative hours of supervised and unsupervised activities. Students are expected to participate closely with their preceptor and follow the schedule of meetings with the course faculty. Timely completion of all assigned reports and presentations is required. At the end of the semester students will complete an evaluation of the practicum experience. While working with our partnering health institutions, students will be considered representing the UTEP and COBA community. Therefore, students are expected to demonstrate professionalism and the scholarship appropriate in university level.

Student Grading Criteria

Student performance will be evaluated based on:

1) Exam on material covered during the initial in-class review (worth 20% of grade);
2) Completion of regular activity reports (worth 10% of grade);
3) Preceptor and faculty evaluation (worth 20% of grade);
4) Written practicum project report (worth 30% of grade);
5) Oral practicum project presentation (worth 25% of grade).

- 90 or above = A
- 80 – 89 = B
- 70 – 79 = C
- 60 – 69 = D
- Below 60 = F
**Practicum project report**

This is the final report of the student’s core practicum project. The topic is selected by the student in coordination with the preceptor and course faculty. The final report should include a background description of the issues resolved during the project, a list of objectives, approaches followed to correct the issues, conclusions and lessons learned.

**Oral project presentation**

The project presentation will be open to the UTEP community and should include a background description of the issues resolved during the project, a list of objectives, approaches followed to correct the issues, conclusions and lessons learned. The presentation should include appropriate PPT slides and should last a minimum of 20 minutes followed by a Q&A session.

**Withdrawing from the course**

Students are asked to review the UTEP academic calendar for deadlines if considering withdrawing from class. Please contact the class TA to notify of your decision.

**Students with Disabilities**

The Center for Accommodations and Support Services (CASS) aspires to provide students with disabilities, accommodations and support services to help them pursue their academic, graduation, and career goals. If you have a disability and believe you may need services, you are encouraged to contact the center to discuss your needs with a counselor. All discussions and documentation are kept confidential. Contact: Monday thru Friday 8:00a.m.-5:00p.m. Phone: (915) 747-5148. Location: Union Building East Room 106. E-mail: cass@utep.edu
Course Resources

All presentations and assignments will be posted on Blackboard. We will use this tool to post announcements and respond to student questions.