HCMA 4340 – HEALTHCARE MANAGEMENT PRACTICUM

This is an entirely online course, with synchronous sessions

Wednesdays, 12:00-1:00PM

Faculty
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Course description

This course is designed to give students hands-on experience in healthcare management in a setting outside the classroom. Students will receive an initial review of essential business technical skills such as project management, presentation skills, and use of popular industry software (i.e., Excel, PPT). As a response to the emerging issues with COVID-19, students are given several options to complete the requirements of this course: a) students can participate in practicum institution as long as it is provides opportunities for remote involvement; b) participate with Dr. Delgado on an ongoing research project; c) complete a case study. In each case students will need to complete a report (due dates are shown in the calendar below) which should include the following sections:

a) Introduction.
b) Statement of the problem.
c) Solutions proposed by different stakeholders to solve the problem (this will require your understanding healthcare policies implemented).
d) Recommendations on how to proceed in case of a similar issue.
e) The minimum number of pages per case studies will be 15. Also, you are required to provide appropriate references.

Note: the syllabus and calendar are subject to change; any updates will be posted accordingly
Examples of Case Studies.
The following are general ideas as to what students can include as case studies.

CASE STUDY 1: Dealing with the Threat of Pandemics
The threat of COVID-19, just like many other pandemics, has been dealt by countries in contrasting different ways. Complete an analysis of literature (e.g., newspapers, online sources, etc.) and compare health policies implemented by England with respect to the United States and South Korea.

CASE STUDY 2: Healthcare Policies Matter in the US
Assuming that former Vice President J. Biden is selected as the Democrat’s candidate for the US Presidency, review his proposed healthcare policies in relation to health insurance access. Compare the Biden proposal to that of President Trump’s and candidate Bernie Sanders. Make sure to include in your case study a clear conclusion as to why to see one policy better than the others.

CASE STUDY 3: Healthcare South of the Border
In class we have discussed healthcare issues in Mexico. However, we have not studied in depth the Mexican healthcare sector. Review current Mexico’s healthcare policies, including data on investments and outcomes, and provide a detailed description of President Lopez Obrador’s plans to improve the health Mexicans.

Students will also have regular sessions with the course faculty to review progress and receive complementary support.

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

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LEARNING OUTCOMES

Related to UTEP/EDGE skills:

- **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.

Regarding AACSB-type learning goals and sub-goals:

Goal 1: Appropriate application models for financial analysis and planning healthcare.
   1. Apply diverse financial tools to critically analyze allocation of resources in healthcare.
   2. Analyze data and possess proficiency in the use of data.

Goal 2: Understand multiple functional areas in healthcare operations
   1. Understand the policy environment under which healthcare organizations operate.

Regarding competencies as outlined by the Commission on Accreditation of Healthcare Management Education:

Goal 1. Analytic and Technical Skills
   1. Quantitative methods use to assess, and inform health care decision making.

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Course Calendar

Below is the tentative calendar of topics and activities included in this course.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Target Dates (week of )</th>
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<tbody>
<tr>
<td>Course Introduction</td>
<td>8/26/2020</td>
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<tr>
<td>Review of Essential Topics (LinkedIn, social media)</td>
<td>9/2/2020</td>
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<tr>
<td>Review of Essential Topics (the CV)</td>
<td>9/9/2020</td>
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<tr>
<td>Review of Essential Topics (Excel_ Essential functions)</td>
<td>9/16/2020</td>
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<tr>
<td>Start of Project and Ongoing Weekly BlackBoard Collaborate Sessions</td>
<td>9/23/2020</td>
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<td>9/30/2020</td>
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<td>10/7/2020</td>
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<td>10/14/2020</td>
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<td>10/21/2020</td>
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<td>10/28/2020</td>
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<td>11/4/2020</td>
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<td>11/11/2020</td>
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<tr>
<td>Written Practicum Project Report Due</td>
<td>11/18/2020</td>
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<tr>
<td>Review Project Report with Faculty</td>
<td>11/25/2020</td>
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<tr>
<td>Oral Project Report</td>
<td>12/2/2020</td>
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<tr>
<td>Faculty Evaluation</td>
<td>12/9/2020</td>
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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) Written practicum activity report (worth 30% of grade);
4) Oral practicum project presentation (worth 25% of grade).

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

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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.

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 student questions.
TECHNOLOGY REQUIREMENTS

Course content is delivered via the Internet through the Blackboard learning management system. Ensure your UTEP e-mail account is working and that you have access to the Web and a stable web browser. Google Chrome and Mozilla Firefox are the best browsers for Blackboard; other browsers may cause complications. When having technical difficulties, update your browser, clear your cache, or try switching to another browser.

You will need to have access to a computer/laptop, scanner, a webcam, and a microphone. You will need to download or update the following software: Microsoft Office, Adobe Acrobat Reader, Windows Media Player, QuickTime, and Java. Check that your computer hardware and software are up-to-date and able to access all parts of the course.

If you do not have a word-processing software, you can download Word and other Microsoft Office programs (including Excel, PowerPoint, Outlook and more) for free via UTEP’s Microsoft Office Portal. Click the following link for more information about Microsoft Office 365 and follow the instructions.

IMPORTANT: If you encounter technical difficulties beyond your scope of troubleshooting, please contact the UTEP Help Desk as they are trained specifically in assisting with technological needs of students. Please do not contact me for this type of assistance. The Help Desk is much better equipped than I am to assist you!

Course Communication: How we will stay in contact with each other

Because this is an online class, we won’t see each other in the ways you may be accustomed to: during class time, small group meetings, and office hours. However, there are a number of ways we can keep the communication channels open:

- **Office Hours:** by appointment using Blackboard collaborate or Zoom. Feel free to send me an email (rdelgado16@utep.edu) to setup an appointment. My wife complaints that I am a workaholic, so I am available weekends if needed.
- **Email:** UTEP e-mail is the best way to contact me. I will make every attempt to respond to your e-mail within 24-48 hours of receipt. When e-mailing me, be sure to email from your UTEP student account and please put the course number in the subject line. In the body of your e-mail, clearly state your question. At the end of your e-mail, be sure to put your first and last name, and your university identification number.
- **Discussion Board:** If you have a question that you believe other students may also have, please post it in the Help Board of the discussion boards inside of Blackboard. Please respond to other students’ questions if you have a helpful response.
• **Announcements:** Check the Blackboard announcements frequently for any updates, deadlines, or other important messages.

**NETIQUETTE**

As we know, sometimes communication online can be challenging. It’s possible to miscommunicate what we mean or to misunderstand what our classmates mean given the lack of body language and immediate feedback. Therefore, please keep these netiquette (network etiquette) guidelines in mind. Failure to observe them may result in disciplinary action.

• Always consider audience. This is a college-level course; therefore, all communication should reflect polite consideration of other’s ideas.
• Respect and courtesy must be provided to classmates and to the instructor at all times. No harassment or inappropriate postings will be tolerated.
• When reacting to someone else’s message, address the ideas, not the person. Post only what anyone would comfortably state in a face-to-face situation.
• Blackboard is not a public internet venue; all postings to it should be considered private and confidential. Whatever is posted on in these online spaces is intended for classmates and professor only. Please do not copy documents and paste them to a publicly accessible website, blog, or other space.

**Course Policies: What do you need to do to be successful in the course?**

**ATTENDANCE AND PARTICIPATION**

Attendance in the course is determined by participation in the learning activities of the course. Your participation in the course is important not only for your learning and success but also to create a community of learners. Participation is determined by completion of the following activities:

• Reading/Viewing all course materials to ensure understanding of assignment requirements
• Participating in engaging discussion with your peers on the discussion boards (grading rubric provided in the “grading information” area of each forum)
• Participating in scheduled Blackboard Collaborate sessions
• Other activities as indicated in the weekly modules

Because these activities are designed to contribute to your learning each week, they cannot be made up after their due date has passed.
EXCUSED ABSENCES AND/OR COURSE DROP POLICY

According to UTEP Curriculum and Classroom Policies, “When, in the judgment of the instructor, a student has been absent to such a degree as to impair his or her status relative to credit for the course, the instructor may drop the student from the class with a grade of “W” before the course drop deadline and with a grade of “F” after the course drop deadline.” See academic regulations in the UTEP Undergraduate Catalog for a list of excuse absences. Therefore, if I find that, due to non-performance in the course, you are at risk of failing, I will drop you from the course. I will provide 24 hours advance notice via email.

OR

I will not drop you from the course. However, if you feel that you are unable to complete the course successfully, please let me know and then contact the Registrar’s Office to initiate the drop process. If you do not, you are at risk of receiving an “F” for the course.

BLACKBOARD COLLABORATE SESSIONS

This class requires that you participate in scheduled Blackboard Collaborate sessions. The purpose of these sessions are for you to view live demonstrations of the course material and/or to participate in small discussion groups with your classmates. These sessions will be held every Wednesday from 12:00-1:00pm (MST). If necessary, we will have two sessions per week as we move along the semester so we can have time to review problem assignments.

Students are expected to, at least occasionally, participate in these sessions with a webcam and microphone. The sessions will be recorded and provided so that they can be reviewed by classmates at a later time. Students should not record the sessions and post them to any sites outside of Blackboard.

If you are unable to attend a Collaborate session, please let me know as soon as possible so that accommodations can be made when appropriate.

MAKE-UP WORK

Make-up work will be given only in the case of a documented emergency. Note that make-up work may be in a different format than the original work, may require more intensive preparation, and may be graded with penalty points. If you miss an assignment and the reason is not considered excusable, you will receive a zero. It is therefore important to reach out to me—in advance if at all possible—and explain with proper documentation why you missed a given course requirement. Once a deadline has been established for make-up work, no further extensions or exceptions will be granted.

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ALTERNATIVE MEANS OF SUBMITTING WORK IN CASE OF TECHNICAL ISSUES

I strongly suggest that you submit your work with plenty of time to spare in the event that you have a technical issue with the course website, network, and/or your computer. I also suggest you save all your work (answers to discussion points, quizzes, exams, and essays) in a separate Word document as a back-up. This way, you will have evidence that you completed the work and will not lose credit. If you are experiencing difficulties submitting your work through the course website, please contact the UTEP Help Desk. You can email me your back-up document as a last resort.

INCOMPLETE GRADE POLICY

Incomplete grades may be requested only in exceptional circumstances after you have completed at least half of the course requirements. Talk to me immediately if you believe an incomplete is warranted. If granted, we will establish a contract of work to be completed with deadlines.

ACCOMMODATIONS POLICY

The University is committed to providing reasonable accommodations and auxiliary services to students, staff, faculty, job applicants, applicants for admissions, and other beneficiaries of University programs, services and activities with documented disabilities in order to provide them with equal opportunities to participate in programs, services, and activities in compliance with sections 503 and 504 of the Rehabilitation Act of 1973, as amended, and the Americans with Disabilities Act (ADA) of 1990 and the Americans with Disabilities Act Amendments Act (ADAAA) of 2008. Reasonable accommodations will be made unless it is determined that doing so would cause undue hardship on the University. Students requesting an accommodation based on a disability must register with the UTEP Center for Accommodations and Support Services (CASS). Contact the Center for Accommodations and Support Services at 915-747-5148, or email them at cass@utep.edu, or apply for accommodations online via the CASS portal.

COVID-19 Accommodations

Students are not permitted on campus when they have a positive COVID-19 test, exposure or symptoms. If you are not permitted on campus, you should contact me as soon as possible so we can arrange necessary and appropriate accommodations.

(classes with on-campus meetings) Students who are considered high risk according to CDC guidelines and/or those who live with individuals who are considered high risk may contact Center for Accommodations and Support Services (CASS) to discuss temporary accommodations for on-campus courses and activities.

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SCHOLASTIC INTEGRITY

Academic dishonesty is prohibited and is considered a violation of the UTEP Handbook of Operating Procedures. It includes, but is not limited to, cheating, plagiarism, and collusion. Cheating may involve copying from or providing information to another student, possessing unauthorized materials during a test, or falsifying research data on laboratory reports. Plagiarism occurs when someone intentionally or knowingly represents the words or ideas of another as one's own. Collusion involves collaborating with another person to commit any academically dishonest act. Any act of academic dishonesty attempted by a UTEP student is unacceptable and will not be tolerated. All suspected violations of academic integrity at The University of Texas at El Paso must be reported to the Office of Student Conduct and Conflict Resolution (OSCCR) for possible disciplinary action. To learn more, please visit HOOP: Student Conduct and Discipline.

CLASS RECORDINGS

The use of recordings will enable you to have access to class lectures, group discussions, and so on in the event you miss a synchronous or in-person class meeting due to illness or other extenuating circumstance. Our use of such technology is governed by the Federal Educational Rights and Privacy Act (FERPA) and UTEP’s acceptable-use policy. A recording of class sessions will be kept and stored by UTEP, in accordance with FERPA and UTEP policies. Your instructor will not share the recordings of your class activities outside of course participants, which include your fellow students, teaching assistants, or graduate assistants, and any guest faculty or community-based learning partners with whom we may engage during a class session. You may not share recordings outside of this course. Doing so may result in disciplinary action.

TEST PROCTORING SOFTWARE

Two course assessments (the midterm and final exams) will make use of Respondus Lock Down Browser and Respondus Monitor inside of Blackboard to promote academic integrity. You are encouraged to learn more about how to use these programs prior to the first test.

Please review the following guidelines:

- The assessments will only be available at the times identified on the course calendar.
- You may take the test at any time during the 24-hour window.
- A reliable Internet connection is essential to completing the exam. If you must go to a location to take the exam (such as the library), be sure to follow their health and safety requirements.
- You have 2 attempts to take the test. Once the window closes, your answers will be saved, and no changes can be made. The higher score will be recorded.
- Respondus Lockdown Browser will require that all internet tabs are closed prior to the start of the test.

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• Respondus Monitor requires a webcam and microphone.
• You will be required to show the webcam your student ID prior to the start of the test.
• Your face should be completely visible during the test. Blocking the camera will disable the test.
• No notes or textbook materials are permitted during the test. Respondus Monitor requires you to take a video of your surrounding area (desk, chair, walls, etc.)
• You should not have conversations with other people and/or leave and return to the area during the test.

PLAGIARISM DETECTING SOFTWARE
Some of your course work and assessments may submitted to SafeAssign, a plagiarism detecting software. SafeAssign is used review assignment submissions for originality and will help you learn how to properly attribute sources rather than paraphrase.

COPYRIGHT STATEMENT FOR COURSE MATERIALS
All materials used in this course are protected by copyright law. The course materials are only for the use of students currently enrolled in this course and only for the purpose of this course. They may not be further disseminated.

COVID-19 PRECAUTIONS
You must STAY AT HOME and REPORT if you (1) have been diagnosed with COVID-19, (2) are experiencing COVID-19 symptoms, or (3) have had recent contact with a person who has received a positive coronavirus test. Reports should be made at screening.utep.edu. If you know of anyone who should report any of these three criteria, you should encourage them to report. If the individual cannot report, you can report on their behalf by sending an email to COVIDaction@utep.edu.

For each day that you attend campus—for any reason—you must complete the questions on the UTEP screening website (screening.utep.edu) prior to arriving on campus. The website will verify if you are permitted to come to campus. Under no circumstances should anyone come to class when feeling ill or exhibiting any of the known COVID-19 symptoms. If you are feeling unwell, please let me know as soon as possible, and alternative instruction will be provided. Students are advised to minimize the number of encounters with others to avoid infection.

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Wear face coverings when in common areas of campus or when others are present. You must wear a face covering over your nose and mouth at all times in this class. If you choose not to wear a face covering, you may not enter the classroom. If you remove your face covering, you will be asked to put it on or leave the classroom. Students who refuse to wear a face covering and follow preventive COVID-19 guidelines will be dismissed from the class and will be subject to disciplinary action according to Section 1.2.3 Health and Safety and Section 1.2.2.5 Disruptions in the UTEP Handbook of Operating Procedures.

(classes with on-campus meetings) Please note that if COVID-19 conditions deteriorate in the City of El Paso, all course and lab activities may be transitioned to remote delivery.

Course Resources: Where you can go for assistance

UTEP provides a variety of student services and support:

Technology Resources

- Help Desk: Students experiencing technological challenges (email, Blackboard, software, etc.) can submit a ticket to the UTEP Helpdesk for assistance. Contact the Helpdesk via phone, email, chat, website, or in person if on campus.

Academic Resources

5) UTEP Library: Access a wide range of resources including online, full-text access to thousands of journals and eBooks plus reference service and librarian assistance for enrolled students.

6) University Writing Center (UWC): Submit papers here for assistance with writing style and formatting, ask a tutor for help and explore other writing resources.

7) Math Tutoring Center (MaRCS): Ask a tutor for help and explore other available math resources.

8) RefWorks: A bibliographic citation tool; check out the RefWorks tutorial and Fact Sheet and Quick-Start Guide.

Individual Resources

- Military Student Success Center: Assists personnel in any branch of service to reach their educational goals.
- Center for Accommodations and Support Services: Assists students with ADA-related accommodations for coursework, housing, and internships.
- Counseling and Psychological Services: Provides a variety of counseling services including individual, couples, and group sessions as well as career and disability assessments.

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