

**Course Syllabus  
Fall 2020**

<b>Course Title:</b>	Health Care Risk Management
<b>Course Prefix/Number:</b>	HSA 4502
<b>Instructor:</b>	Dr. Rachel Ellison
<b>Email:</b>	ellison.rachel@spcollege.edu
<b>Phone:</b>	Off-Campus; Please email within MyCourses for phone appointment (I do not want to miss you)
<b>Office/Virtual Hours:</b>	Appointment only
<b>Instructor Web Page:</b>	<a href="https://web.spcollege.edu/instructors/id/ellison.rachel">https://web.spcollege.edu/instructors/id/ellison.rachel</a>

**Program Administration**

<b>Dean, College of Health Sciences:</b>	Deanna Stentiford, Ed.S., RDH
<b>Administrative Services Specialist:</b>	Sandy Malkin
<b>Administrative Services Specialist Phone:</b>	727-341-3771
<b>Office Location:</b>	HEC 179

**Important Course Dates:**

- Last day to drop with a full refund: August 21, 2020
- Last day to withdraw with a “W”: September 17, 2020

Students are responsible for all information in the course syllabus. This syllabus orients students to the specific tasks, expectations and due dates for this course. Print and save this syllabus for reference for this course and the final Capstone Experience. Note that although the program has a number of standard policies, each course is unique and policies may change over time. Thus, *students should review each syllabus thoroughly before beginning each course.* Note also that, when navigating through the course, it is important to begin by reviewing each module landing page through the **Course Content Tab** so as to not miss information that is not accessible through the **Submission Review Tab**.

**Required Textbooks:**

1. Kavalier, F, & Alexander, R. S. (2014). *Risk Management in Healthcare institutions, Limiting Liability and Enhancing Care.* 3<sup>rd</sup> Edition. Burlington, MA: Jones & Bartlett Learning. (ISBN: 978-1-4496-4565-6).

**Required Materials (Required for all Students in This Course)**

- Health Services Administration Style Guide 2020 – 2021. Available in MyCourses in the Course Resources module. It may be downloaded and saved for future reference.
- SPC Library Libguide for APA 7<sup>th</sup> Ed. (<https://spcollege.libguides.com/hecapa>)

**Contacting the Instructor:** The best way to contact me is via email within this course. If MyCourses is unavailable, please contact me using your @live.spcollege.edu. You may expect a response from me within 24-48 hours. Please do not send emails from your personal email accounts (Yahoo, Gmail, etc.) as they will be filtered to SPAM. In addition to email, meetings may be scheduled through web conferencing software such as Zoom, or via telephone. Contact me to schedule a day/time to talk.

**Attendance: Participation/attendance is determined by** actively participating in graded discussion forums *and* completing course assignments each week. Simply logging in does *not* constitute attendance. Attendance is recorded after Week 1 and Week 2; failure to actively participate and submit graded assignments for Module 1 and/or Module 2 may result in an administrative drop (“W”) for lack of attendance. Attendance is also recorded at the 60% mark (immediately after the last date to withdraw with a “W”); minimal or inconsistent participation and submission of assignments prior to 60% mark of any course may result in an administrative withdrawal (“WF”). Note that self-withdrawal *prior to* the 60% mark results in a “W”. Students should monitor their grades in the course weekly (please see important course dates above).

**Illness:** As in the professional workplace, it is important to promptly notify your instructors when outside events, such as a student illness, may interfere with submitting coursework on time. Exceptions *may* be made to deadlines for valid reasons. Students should be prepared to provide documentation regarding the need for such exceptions so they may be archived in the course to support the extension (i.e., hospital discharge paperwork with private information blacked out). To better help accommodate the student, a doctor’s note with limitations and the date range for when the exception should apply may also be needed.

**COVID 19:** In light of current restrictions regarding campus access, it is recommended that whenever possible, students use the SPC’s online resources. There will be some on-campus access to resources such as the library and writing tutors. Specific access (i.e. days, times, locations) may change over time due to current COVID 19 restrictions. Students should access the library web site or call to learn current hours and/or to schedule an appointment. See the SPC Updates Page for the current processes for safely interacting with the college resources: <https://www.spcollege.edu/spc-updates> .

**Holidays:** Holidays that occur during the course do not impact assignment due dates (See Course Snapshot); please plan ahead.

**Course Time Commitment:** This course is organized into 8 weekly Modules. Expect to spend **8-12 hours** of time per week for **each** course. This course is not self-paced, the course snapshot details important dates for each module/week, including the shortened Module 8 time frame.

**Assignments/Discussion Postings:** A variety of assignments, activities and/or discussion postings are due each week. Students will need to have access to appropriate technology to actively participate in course activities such as MS Office (Word, PowerPoint, Excel), YouTube, email, etc. Instructors may also utilize other software applications such as Zoom, Teams, or other webinar tools.

All first original discussion postings are due before 11:59 p.m. Thursday, EST. All discussion replies and assignments are due before 11:59 p.m. Sunday, EST (unless otherwise specified on the course snapshot). Starting your discussion replies on Sunday is not sufficient engagement in class discussions and will be graded accordingly. **Note:** Most discussion forums are set to require students to post their thoughts/ideas first, before reading the thoughts/ideas of other students. Bypassing this feature by posting something irrelevant in order to gain access to peer posts and then editing your initial post, will result in no points being awarded for the initial post. The point of the post-first requirement is to provide students the ability to practice articulating original thoughts and insights as is often required in the professional workplace.

**Course Description:** This course focuses on the theories, concepts and principles of health care risk management and development of an integration of concepts relevant to health care risk management. Current trends and issues in using, designing, and managing health care risk management systems will be examined. Students, applying evidence-based knowledge, will analyze the design and implementation of health care risk management systems.

### **Major Learning Outcomes:**

- 1. The student will examine the key trends and issues in health care risk management by:**
  - a. discussing the purpose and process of risk management.
  - b. analyzing the historical influence on the development of risk management programs.
  - c. analyzing the key elements of a risk management program.
  - d. differentiating different organizational structures of risk management programs.
- 2. The student will explain the theories, concepts and principles of risk management as they pertain to a health care system by:**
  - a. discussing the significance of early risk identification.
  - b. discussing the concepts of quality management.
  - c. comparing and contrasting risk management and quality assurance.
  - d. differentiating leading theories of accident causation.
- 3. The student will explain the importance of documentation and information processing in health care risk management by:**
  - a. discussing the role of information processing in risk management.

- b. discussing the importance of the health care record to the risk management system.
  - c. discussing documented medical errors.
  - d. detecting techniques for preventing and correcting medical errors.
- 4. The student will describe the processes used in the development, implementation, and management of a health care risk management program by:**
- a. defining the scope of risk prevention activities.
  - b. discussing the integration of various stakeholders and resources to develop and implement a comprehensive risk management program.
  - c. explaining the role of a risk manager in the risk management program.
  - d. projecting what health care risk management will be like in the future.

**Criteria Performance Standard:**

Upon successful completion of this course the student will, with a minimum of 70% accuracy, demonstrate mastery of each of the above stated objectives through classroom measures developed by individual course instructors.

**Academic Integrity:** All course work is expected to be the student's OWN work. Cheating and plagiarism will not be tolerated. Please remember that plagiarism also includes paraphrasing another's work without proper credit (citations). This includes "cutting and pasting" from Internet sources and the use of photos, figures, tables or clip art not classified as free ware. Please see SPC's Academic Honesty page, to learn more about how to avoid plagiarism: <http://www.spcollege.edu/academichonesty>

**Resubmission of Work:** Previously submitted course work may not be resubmitted for another class (self-plagiarism). Turning in any work previously created and submitted (graded or not) in any course is self-plagiarism which is a violation of the SPC Academic Honesty Policy. All plagiarism is reported to the Associate Provost and may result in academic discipline.

**HSA Policy Regarding Quoted Material:** No quoted material may be used. Students are expected to paraphrase information in their own words to communicate facts as well as knowledge, thoughts, reactions, and reflections. Students will not receive a grade for quoted and/or cut and pasted material.

**HSA Late Policy:**

- **Late Assignments** (Modules 1-6) (i.e.: Papers, PowerPoints, Projects, Worksheets, etc.). Assignments submitted within 24 hours of due date - worth 50% of their graded value (grade achieved, minus 50%). No credit is given beyond 24 hours of due date.

**Late policy for Quizzes and Discussion Forums:** Quizzes may not be made up. Initial discussion postings made after the stated deadline will not receive full credit; peer posts made after the 11:59 p.m. EST Sunday deadline will not receive credit.

- **Late course work from Module 7 and Module 8 will NOT be accepted.**

**Course Grading:**

Letter Grade	Points Range
A	235 - 261
B	209 - 234
C	183 - 208
D	157 - 182
F	< 157

**Expectations of Professionalism:** In order to prepare you for a leadership role in a professional environment we maintain high expectations on all student work *and* course interactions. Faculty and students are responsible for maintaining a positive learning environment. Students are expected to conduct themselves in a professional manner at all times. Professional expectations include: following all assignment instructions and writing guidelines, submitting completed assignments in a timely manner, respectful communication with instructor and peers, maintaining Academic Integrity and Honesty, taking responsibility for your learning, and applying instructor feedback.

**Student Survey of Instruction (SSI):** The survey is administered each semester, and is designed to improve the quality of instruction. All student responses are confidential and anonymous.

**Internet Caution:** HSA courses require use of the Internet. Please note that other Internet users may be able to access students' works whether the access is secured or unsecured. The College cannot protect against this or assure privacy.

**Learning Resources:** Learning Resources are available to all students either online or in person (schedule an appointment first), at no cost. At the HSA Program home campus, the Health Education Center (HEC), students may contact the NIP Center at 727-341-3724. Please provide the name of your instructor, the course and specific assignment instructions. Have your assignment completed and ready for the learning resource specialist by **Thursday at 5PM** of the week in which the assignment is due. It is not the responsibility of the learning resource specialists to correct the students' work, but rather, to help improve the students' writing skills and critical thinking abilities. Instructors may refer students to Learning Resources by providing the HEC Library/Writing Help Referral Form to the student. The student will need to bring the assignment, assignment instructions and the Library/Writing Help Referral Form. Once you have received assistance please have the tutor email the instructor.

**Computer Issues:** If you experience problems accessing the course or course materials online, posting assignments or any other hardware or software issues, please contact the Technical Support Desk at 727-341-4357 or email [onlinehelp@spcollege.edu](mailto:onlinehelp@spcollege.edu) available daily from 7:00

a.m. to midnight. It is your responsibility to contact your instructor *immediately* should a problem arise. Computer issues will not extend the due date for course work.

**Online Library:** To logon to the Online Library through the SPC homepage (<https://go.spcollege.edu/Libraries/>), use your Student ID number and the last 4 numbers of your Social Security Number.

- For library help you may contact the Health Education Center library for assistance.
  - Joshua Brown, [brown.josh@spcollege.edu](mailto:brown.josh@spcollege.edu). (727) 341-3657
  - Shilo Smith, [Smith.Shilo@spcollege.edu](mailto:Smith.Shilo@spcollege.edu). (727) 341-3673

**Accommodations:** This course is designed to be accessible and usable by everyone. Be sure to let the instructor know *immediately* if you encounter a required element or resource in the course that is not accessible to you.

**Accessibility Services:** St. Petersburg College recognizes the importance of equal access for all students. Accessibility Services is the campus office that works with students who have disabilities to provide and/or arrange reasonable accommodations. Instructors may not grant accommodations without proper notification from this Office. Due to the nature of all health programs, including the Veterinary Technology Program, accommodations requested for labs and/or a clinical will be determined by a committee that includes the HEC Accessibility Coordinator, Academic Chair, Dean, and other professionals deemed appropriate and on a case-by-case bases. These requests must be made prior to the semester starting or the in the first few weeks. Students registered with Accessibility Services are encouraged to contact their instructors early in the semester. Students who have, or think they may have, a disability (e.g. learning disability, ADD/ADHD, psychiatric, medical/orthopedic, vision, and/or hearing), are invited to contact Accessibility Services for a confidential discussion at 727-341-3721 (V/TTY) or at [silvers.stefanie@spcollege.edu](mailto:silvers.stefanie@spcollege.edu). Additional information is available at the college-wide Accessibility Services website: <http://www.spcollege.edu/accessibility/>

**Please note:** Materials provided via MyCourses are copyrighted and for personal and educational use only during the course.

**Instructional Continuity Plan:** In the event of a natural disaster that affects the function of the college, this online course will continue as normal.

### **Important Links:**

- As a SPC student, it's vital that you know Titans Care. You can access resources through SPC's Student Assistance Program (SAP) (<https://mycoursesupport.spcollege.edu/student-assistance-program>), a collaborative resource for students with mental health or general life issues. SAP provides help and education in suicide prevention, mental health, substance abuse awareness and more. It is SPC's belief that supporting mental wellness is everyone's charge, and that one loss as a result of substance abuse, mental illness, or suicide is one too many. If you or a loved one are considering suicide, please call the National Suicide Prevention Lifeline at 1-800-273-8255.

- Please see your MyCourses homepage (<http://mycourses.spcollege.edu>) to access important college resources/links.
- For tips on how to be a successful student visit: <https://www.spcollege.edu/current-students/student-affairs/student-right-to-know/student-responsibilities>

<b>HSA 4502</b>		
<b>Health Care Risk Management</b>		
<b>Module Topic Open/Close Dates</b>	<b>Discussion Posting Forums (points)</b>	<b>Assignments (points)/Readings</b>
Module 1  Introduction to Risk Management  August 17, 2020 – August 23, 2020	The Purpose of Risk Management Programs (5)	<ol style="list-style-type: none"> <li>1. Review syllabus, snapshot, and course materials.</li> <li>2. See Assignment Readings in MyCourses (Course Content Link).</li> <li>3. Begin Here Quiz (10)</li> <li>4. Turn It In Quiz (1)</li> <li>5. Module 1 Quiz (10)</li> <li>6. Key Elements of a Risk Management Program Paper (20)</li> </ol>
Module 2  Risk Management and Communication  August 24, 2020 – August 30, 2020	Significance of the Health Care Record (5)  An Area of Risk Related to Employment (5)	<ol style="list-style-type: none"> <li>1. See Assignment Readings in MyCourses (Course Content Link).</li> <li>2. Announcement of Group Project Due Module 7</li> <li>3. Communication Related to Risk Management Program paper (20)</li> </ol>
Module 3  Financing Risk  August 31, 2020 – September 6, 2020	Managing Risk (5)  Predicting the Cost of Risk (5)	<ol style="list-style-type: none"> <li>1. See Assignment Readings in MyCourses (Course Content Link).</li> <li>2. Cost of Risk Paper (20)</li> </ol>
Module 4  Ethical Considerations  September 7, 2020 – September 13, 2020	End of Life Choices in Health Care (5)	<ol style="list-style-type: none"> <li>1. See Assignment Readings in MyCourses (Course Content Link).</li> <li>2. Ethical Issues in Health Care Paper (20)</li> </ol>
Module 5  Safety and Security  September 14, 2020 – September 20, 2020	Failure Mode and Effects vs. Root-Cause Analysis (5)  Security Risk (5)	<ol style="list-style-type: none"> <li>1. See Assignment Readings in MyCourses (Course Content Link).</li> <li>2. Risk Management Issues and Quality Assurance (20)</li> </ol>



<p>Module 6</p> <p>Patient Safety</p> <p>September 21, 2020 – September 27, 2020</p>	<p>Risk Management and Quality (5)</p> <p>Documentation and Incident Reporting (5)</p>	<p>1. See Assignment Readings in MyCourses (Course Content Link).</p> <p>2. Preventing Medical Errors paper (20)</p>
<p>Module 7</p> <p>Strategies to Decrease Liability</p> <p>September 28, 2020 – October 4, 2020</p> <p>* Check Module 8 Closing Date—Last Week is Short *</p>	<p>National Patient Safety Goals (5)</p> <p>Litigation and the Impact on Medical Errors (5)</p>	<p>1. See Assignment Readings in MyCourses (Course Content Link).</p> <p>2. Group Project Due (30)</p> <p>3. Peer Review Form Due (20)</p>
<p>Module 8</p> <p>Future Considerations for Risk Management</p> <p>October 5, 2020 – October 7, 2020</p> <p>* Short Week— Check Closing Date *</p>	<p>Telehealth Risks (5)</p> <p>The Future of Risk Management (5)</p>	<p>1. See Assignment Readings in MyCourses (Course Content Link).</p>
Total Points 261	70	191

**Important Course Dates:**

- Last day to drop with a full refund: August 21, 2020
- Last day to withdraw with a “W”: September 17, 2020

**Important Course Information:**

- Assignments and discussion replies are due before 11:59 p.m. Sunday, EST (or as stated on Snapshot).
- All first original discussion postings are due before 11:59 p.m. Thursday, EST.