Course Title: Health Care Risk Management
Course Prefix/Number: HSA 4502
Instructor: Rachel Ellison, PhD
Email: ellison.rachel@spcollege.edu
Phone: Off-Campus; Please email within MyCourses for phone appointment
(If I do not want to miss you)
Office/Virtual Hours: You can expect a response from me within 24-48 hours of an
inquiry via e-mail.
Instructor Web Page: https://web.spcollege.edu/instructors/id/ellison.rachel

Program Administration
Dean, College of Health Sciences: Deanna Stentiford, Ed.S., RDH
Administrative Services Specialist: Sandy Malkin
Administrative Services Specialist Phone: 727-341-3771
Office Location: HEC OP 218

Important Course Dates:
- Last day to drop with a full refund: March 22, 2019
- Last day to withdraw with a “W”: April 18, 2019

Students are responsible for all information in the course syllabus. Please print and save this syllabus for
reference for this course and the final Capstone Experience.

Required Textbooks:
   Limiting Liability and Enhancing Care. Burlington, MA: Jones & Bartlett

Required Materials (Required for all Students in This Course)
Health Services Administration Style Guide 2018 – 2019. Available in MyCourses in the Course Resources
module. It may be downloaded and saved for future reference.

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).
**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. 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.

**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.

**Course Description:** Prerequisite: (HSA 3104 with a minimum grade of C and admission to the Health Services Administration BAS Program) or (DEH 3813 with a minimum grade of C and admission to the Dental Hygiene BAS Program). 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. 47 contact hours or equivalent.

**Major Learning Outcomes:**
1. The student will examine the foundational components of risk management programs in health care by:
   a. describing 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 describe the process used in the development of a health care risk management program by:
   a. defining the scope of risk prevention activities.
   b. identifying the role of the risk manager in development of the risk management program.
   c. creating a comprehensive risk management plan by plan integrating various stakeholders.
   d. explaining the importance of including various stakeholders in the design of the plan.

3. The student will explain the theories, concepts and principles of risk management as they pertain to a health care system by:
a. analyzing the significance of early risk identification.

b. describing the concepts of quality management.

c. analyzing the relationship between risk management and quality assurance.

d. evaluating leading theories of accident causation.

4. The student will explain the importance of documentation and information processing in health care risk management by:

   a. identifying the role of information processing in risk management.

   b. identifying the significance of the health care record to the risk management system.

   c. discussing documented medical errors.

   d. analyzing techniques for preventing and correcting medical errors.

5. The student will describe the management of a health care risk management program by:

   a. defining the responsibilities associated with managing the program.

   b. identifying the role of a risk manager in the ongoing management of the program.

   c. predicting what health care risk management will be like in the future.

6. The student will describe how a health care organization finances risk by:

   a. identifying the financial costs of adverse risk.

   b. analyzing the components of predictive analytics in risk management.

   c. analyzing the balance of retained risk versus insured risk.

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. We expect students to demonstrate the ability to integrate critical thought with a synthesis of the required readings for the weekly assignments. Use your own words to communicate facts as well as your knowledge, thoughts, reactions, and reflections. Students are expected to demonstrate appropriate paraphrasing, in-text citations, and references. Use of quoted material, or work that has not been properly paraphrased, cited, or referenced is not permitted in the program. 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 - Simply adding a citation to cut and pasted or copied work does not suffice. This also includes 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 that has been 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: Rather than using quoted material, 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. Discussion postings may not be made up; 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:
- Instructors make every effort to post assignment grades within 72 hours after the assignment closing date

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Points Range</th>
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</thead>
<tbody>
<tr>
<td>A</td>
<td>235 - 261</td>
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<tr>
<td>B</td>
<td>209 - 234</td>
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<tr>
<td>C</td>
<td>183 - 208</td>
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<tr>
<td>D</td>
<td>157 - 182</td>
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<tr>
<td>F</td>
<td>&lt; 156</td>
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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 in person or online, at no additional cost (http://www.spcollege.edu/current-students/learning-resources). When reaching out to the people providing learning resources, please provide the name of your instructor, the course and specific assignment instructions. Also, note that it is NOT the responsibility of the learning resource specialists to correct the
student’s work or to help write the student’s paper/discussion line by line, but rather, to help improve the students’ writing skills, critical thinking abilities, and proofreading/editing skills. Instructors may refer students to Learning Resources by providing the HEC Library/Writing Help Referral Form to the student. The student needs to provide the written assignment, assignment instructions and the Library/Writing Help Referral Form to Learning Resources. Once the student has received assistance, the student should have the tutor email the instructor.

The current learning resource specialist for the HSA program is:

- Lindsay Curry: Curryy.Lindsay@spcollege.edu

**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 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 login 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, (727) 341-3657
  - Shilo Smith, 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. 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:** Please see your MyCourses homepage (http://mycourses.spcollege.edu) to access important college resources/links.
# Health Care Risk Management

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<thead>
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<th>Module Topic</th>
<th>Discussion Posting Forums (points)</th>
<th>Assignments (points)/Readings</th>
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<tbody>
<tr>
<td><strong>Module 1</strong></td>
<td>The Purpose of Risk Management Programs (5)</td>
<td>1. Review syllabus, snapshot, and course materials.</td>
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<tr>
<td>Introduction to Risk Management</td>
<td></td>
<td>2. See Assignment Readings in MyCourses (Course Content Link).</td>
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<tr>
<td>March 18, 2019 – March 24, 2019</td>
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<td>3. Begin Here Quiz (10)</td>
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<td>4. Turn It In Quiz (1)</td>
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<td>5. Module 1 Quiz (10)</td>
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<td>6. Key Elements of a Risk Management Program Paper (20)</td>
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<tr>
<td><strong>Module 2</strong></td>
<td>Significance of the Health Care Record (5)</td>
<td>1. See Assignment Readings in MyCourses (Course Content Link).</td>
</tr>
<tr>
<td>Risk Management and Communication</td>
<td>An Area of Risk Related to Employment (5)</td>
<td>2. Announcement of Group Project Due Module 7</td>
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<tr>
<td>March 25, 2019 – March 31, 2019</td>
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<td>3. Communication Related to Risk Management Program paper (20)</td>
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<tr>
<td><strong>Module 3</strong></td>
<td>Managing Risk (5)</td>
<td>1. See Assignment Readings in MyCourses (Course Content Link).</td>
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<tr>
<td>Financing Risk</td>
<td>Predicting the Cost of Risk (5)</td>
<td>2. Cost of Risk Paper (20)</td>
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<tr>
<td>April 1, 2019 – April 7, 2019</td>
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<td>3. End of Life Choices in Health Care (5)</td>
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<tr>
<td><strong>Module 4</strong></td>
<td>End of Life Choices in Health Care (5)</td>
<td>1. See Assignment Readings in MyCourses (Course Content Link).</td>
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<tr>
<td>Ethical Considerations</td>
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<td>2. Ethical Issues in Health Care Paper (20)</td>
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<tr>
<td>April 8, 2019 – April 14, 2019</td>
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<td>3. Failure Mode and Effects vs. Root-Cause Analysis (5)</td>
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<td>4. Security Risk (5)</td>
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<tr>
<td><strong>Module 5</strong></td>
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<td>1. See Assignment Readings in MyCourses (Course Content Link).</td>
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<tr>
<td>Safety and Security</td>
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<td>2. Risk Management Issues and Quality Assurance (20)</td>
</tr>
<tr>
<td>April 15, 2019 – April 21, 2019</td>
<td></td>
<td>3. End of Life Choices in Health Care (5)</td>
</tr>
</tbody>
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Module 6
Patient Safety
April 22, 2019 – April 28, 2019
Risk Management and Quality (5)
Documentation and Incident Reporting (5)
1. See Assignment Readings in MyCourses (Course Content Link).
2. Preventing Medical Errors paper (20)

Module 7
Strategies to Decrease Liability
April 29, 2019 – May 5, 2019
National Patient Safety Goals (5)
Litigation and the Impact on Medical Errors (5)
1. See Assignment Readings in MyCourses (Course Content Link).
2. Group Project Due (30)
3. Peer Review Form Due (20)

* Check Module 8 Closing Date—Last Week is Short *

Module 8
Future Considerations for Risk Management
May 1, 2019 – May 8, 2019
Telehealth Risks (5)
The Future of Risk Management (5)
1. See Assignment Readings in MyCourses (Course Content Link).

* Short Week—Check Closing Date *

Total Points 261

Important Course Dates:
- Last day to drop with a full refund: March 22, 2019
- Last day to withdraw with a “W”: April 18, 2019

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.