Course Title: Health Care Risk Management
Course Prefix/Number: HSA 4502
Credit Hours: 3
Instructor: Margaret Wan, Ph.D.
E-mail: wan.margaret@spcollege.edu
Phone: Off-campus, please e-mail within MyCourses for phone appointment.
Office/Virtual Hours: As arranged by appointment
Instructor Web Page: http://www.spcollege.edu/instructors/id/2034

Program Administration
Dean, College of Health Sciences: Rebecca Ludwig, PhD
Administrative Services Specialist: Sandy Malkin
Administrative Services Specialist Phone: 727-341-3771
Office Location: HEC 179
Course Mentor: Wendy Shellhorn, PhD, MPH, MEd
Course Mentor E-mail: shellhorn.wendy@spcollege.edu

Important Course Dates:
• Last date to drop with a full refund: January 16, 2015
• Last date to withdraw with a “W”: February 12, 2015

Please save this Course Syllabus for future reference. You will be required to reference this syllabus during your final Capstone Experience.

Course Time Commitment: This BASHSA online course is organized into 8 weekly modules and requires your active participation. Expect to spend about 8-12 hours of time per week for each course.

Course Meeting Times: This is an online, eight (8) week course. This course is not self-paced. Module/weekly pages will generally open at least by Monday morning at 8 a.m. Please check the course snapshot for complete details on beginning and ending dates of modules/weeks. Due to its shortened timeframe Module/Week 8 may have different open and close dates. As such, all dates are posted in the course snapshot and are non-negotiable.

Required Textbook:
Attendance: For this class, **active participation/attendance is defined** as logging into the course **throughout** the week, participating in online discussion forums, and completing and submitting required assignments, quizzes, and posting forums by the posted due dates each week of the course. Thus, simply logging in does **not** constitute attendance. Please see the link to the college syllabus addendum below for additional details.

Holidays: Because of the shortened nature of this course, holidays that occur during this course are not considered days off. All due dates are posted in the course snapshot. Please plan ahead for all religious and personal holidays so that your work is not considered late.

Assignments/Discussion Postings: Each week you will be required to complete assignments and/or discussion postings. The assignments may consist of a variety of activities as assigned in the course and snapshot. All weekly assignments are due by Sunday night at midnight Eastern Time or as stated in the course snapshot. Discussion posts should be made throughout the week. All first original discussion postings are due by Thursday night at midnight, Eastern Time. All discussion replies are due by Sunday night at midnight, Eastern Time. Please note that submitting all discussion post replies late on Sunday night is not sufficient engagement in class discussions and will be graded accordingly. All assignments must be submitted to the drop box as an attachment.

Contacting the Instructor: The best way to contact me is via the learning management system e-mail within this course. If the learning management system is unavailable please contact me using your @live.spcollege.edu at the address above. You may expect a response from me within 24-48 hours. Your Live@edu student e-mail is the college’s official way to communicate with you outside of your courses in the learning management system.

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 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. discussing 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 academic work submitted to satisfy course requirements is expected to be the student’s OWN work. Cheating and plagiarism will not be tolerated. Please remember that plagiarism is not restricted to copying someone else’s work, but also includes paraphrasing another’s work without proper attribution. This includes “cutting and pasting” from Internet sources and the use of photos, figures, tables, or clip art that is not classified as free...
ware. Academic dishonesty and plagiarism are serious matters in academia. Please see SPC’s Academic Honesty page to learn more about how to avoid them: http://www.spcollege.edu/academichonesty.

The College of Health Sciences follows a progressive discipline procedure with regard to academic honesty violations. Sanctions may range from a point deduction on an assignment to expulsion from St. Petersburg College, and are determined based on the severity of the offense. All instances of plagiarism, whether suspected intentional or unintentional, will be forwarded to the Dean’s Office for the College of Health Sciences.

Resubmission of Work: All work that is submitted for grading in an HSA course must be original to that course attempt. When a student attempts an HSA course for a second or third time no previously submitted assignments, discussion forums, or quizzes may be submitted for grading. If work is resubmitted in a subsequent attempt at a course, this is considered self-plagiarism and is as serious as other forms of plagiarism. All forms of plagiarism will be reported to the Dean’s Office.

Health Services Administration Program/Course
Updated Policy Regarding Quoted Material

In this course and the HSA program we expect students to demonstrate the ability to integrate critical thought with a synthesis of the reading they do for assignments. This means that we want you to use your own words to communicate facts as well as your knowledge, thoughts, reactions, and reflections. We do NOT want students to simply cut and paste quoted material into their work, even with proper citation. Any text taken directly from another source is not considered the student’s work; it is a compilation of the words of others, and students will not receive a grade for the quoted material.

- Students are expected to understand and demonstrate appropriate paraphrasing, citations and references.

- Quoted material should not be used. Use of quoted material, or work that has not been properly paraphrased, cited, or referenced, will result in point loss.

Health Services Administration Department Late Policy – Please Read Carefully – Updated Fall 2014!

A. Late Assignments (Examples: Papers, PowerPoints, Projects, Worksheets, etc.):

- Assignments submitted within 24 hours of due date – worth 50% of their graded value (grade achieved, minus 50%).
- Failure to submit any assignment within 24 hours of the due date will result in a zero for the assignment. All due dates are listed in the course snapshot. No assignments will be accepted 24 hours beyond the due date.
- Assignments and Discussions from Module 7 and Module 8 will not be accepted past their stated due dates in the course snapshot.
B. Late policy for Quizzes and Discussion Forums:
- Quizzes may not be made up; the due date is in the course snapshot.
- Discussion postings made after the midnight Sunday deadline for any module will not receive credit and cannot be made up.

Course Grading:

<table>
<thead>
<tr>
<th>Letter Grade</th>
<th>Points Range</th>
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<tbody>
<tr>
<td>A</td>
<td>171 – 190</td>
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<tr>
<td>B</td>
<td>152 – 170</td>
</tr>
<tr>
<td>C</td>
<td>133 – 151</td>
</tr>
<tr>
<td>D</td>
<td>114 – 132</td>
</tr>
<tr>
<td>F</td>
<td>&lt; 114</td>
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</tbody>
</table>

Important Information to Remember: Faculty and students are responsible for maintaining a positive learning environment. As a future health care professional, it is your responsibility to conduct yourself in a professional manner. Individuals that demonstrate professionalism are consistent in their values, attitudes, and behaviors.

Student Survey of Instruction: The student survey of instruction is administered in courses each semester. It is designed to improve the quality of instruction at St. Petersburg College. Students are expected to complete the survey in each course. All student responses are confidential and anonymous and will be used solely for the purpose of performance improvement.

Internet Caution: This course requires the use of the Internet for some assignments and activities. 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 the type of materials on the Internet, piracy of students’ materials, or assure the privacy of materials.

Student Resources

Learning Resource Specialist: A learning resource specialist is available to any student who desires help and direction with writing skills. This includes students who live away from the St. Petersburg area. This service is provided at no cost and is administered through the New Initiative Program (NIP). Students can call the NIP Center for further information at 727-341-3724. Please provide the name of your instructor as well as the course you are taking. While these services are provided to you by the college, the responsibility to contact the learning resource specialist lies with the student. Have your assignment completed and ready for the learning resource specialist by Thursday at 5 p.m. of the week in which the assignment is due. It is not the responsibility of the learning resource specialists to correct your work and return for your submission, but rather, to help you improve your writing skills and critical thinking abilities. The current learning resource specialists for the HSA program are:
- Leo Johnson: johnson.leo@spcollege.edu
- Suraj Wagh: wagh.suraj@spcollege.edu
- Tiffany Schuyler: tiffanyschuyler@gmail.com
Lindsay Curry: curry.lindsay@spcollege.edu

**Computer Assistance:** If you experience problems accessing the course online, accessing materials, posting assignments, or any other hardware or software issues, please contact the “HELPDESK” at 727-341-4357 or e-mail onlinehelp@spcollege.edu. The HELPDESK is staffed daily from 7:00 a.m. to midnight.

**Computer Issues:** Personal computer issues can happen from time to time. It is your responsibility to contact your instructor should a problem arise. Additionally, computer issues will not extend the due date for assignments, discussions, or quizzes (see course snapshot).

**Online Library:** To log on to the online library through the SPC home page, use your Student ID number and the last four digits of your Social Security Number.
- For library help you may contact the Health Education Center library for assistance. The library staff can provide you with immediate assistance during the hours they are open.
  - Joshua Brown, brown.josh@spcollege.edu, 727-341-3657
- Check here for the library's hours and location: http://www.spcollege.edu/liblocs/%23tab=6#tab=6.

**Accommodations:** St. Petersburg College recognizes the importance of equal access for all students. Disability Resources (DR) 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 documentation from the DR Office. Students registered with DR, who have a letter requesting accommodations, are encouraged to contact the instructor 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 DR for a confidential discussion at 727-341-3721 (V/TTY) or at silvers.stefanie@spcollege.edu. Additional information is available at the college-wide DR website: http://www.spcollege.edu/dr/. (Adapted from University of Minnesota.)

**Please Note:** All materials provided via the learning management system are copyrighted, unless explicitly indicated otherwise. As such, materials are for personal, educational use only during the course of this semester and may not be reproduced or distributed.

**Important Links**

Please see your MyCourses homepage (http://mycourses.spcollege.edu) to access important college resources/links.

**Syllabus Addendum:** http://www.spcollege.edu/webcentral/policies.htm

**Financial Aid Information:** http://www.spcollege.edu/pages/dynamic.aspx?id=800

**Incomplete Grade Information:** http://www.spcollege.edu/catalog_academics/#GradingSystem
Students are responsible for all information in the course syllabus. Please print this syllabus and have it available for your ease of reference. The syllabus will be available during all modules and is referenced in the Syllabus Module on the Course Content page.
<table>
<thead>
<tr>
<th>Module Topic</th>
<th>Open/Close Dates</th>
<th>Discussion Posting Forums (points)</th>
<th>Assignments (points)/Readings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Module 1</td>
<td>January 12, 2015-January 18, 2015</td>
<td>Self-Introduction (0) Daily Risks (5) Risk Management Functions (5)</td>
<td>1. Review syllabus, snapshot, and course materials. 2. See Assigned Reading in MyCourses (Course Content link). 3. Introduction to Risk Management Worksheet (10)</td>
</tr>
<tr>
<td>Module 2</td>
<td>January 19, 2015-January 25, 2015</td>
<td>Employment Experience (5)</td>
<td>1. View <em>US Legal System and Terminology</em> lesson. 2. See Assigned Reading in MyCourses (Course Content link). 3. TBSC Risk Identification and Analysis paper (20)</td>
</tr>
<tr>
<td>Module 3</td>
<td>January 26, 2015-February 1, 2015</td>
<td>Communication Strategies (5) Informed Consent Case (5)</td>
<td>1. See Assigned Reading in MyCourses (Course Content link). 2. View <em>Informed Consent</em> lesson. 3. Health Care Ethics Worksheet (5)</td>
</tr>
<tr>
<td>Module 4</td>
<td>February 2, 2015-February 8, 2015</td>
<td>Use of Information Technology (5)</td>
<td>1. See Assigned Reading in MyCourses (Course Content link). 2. Risk Management Knowledge Assessment Midterm Quiz (15)</td>
</tr>
<tr>
<td>Module 5</td>
<td>February 9, 2015-February 15, 2015</td>
<td>Top 3 Perils (5) Insurance Certificate Tracking (5)</td>
<td>1. See Assigned Reading in MyCourses (Course Content link). 2. Risk Financing Worksheet (5)</td>
</tr>
<tr>
<td>Module 6</td>
<td>February 16, 2015-February 22, 2015</td>
<td>HIPAA and You (5)</td>
<td>1. See Assigned Reading in MyCourses (Course Content link). 2. TBSC Risk Handling paper (20)</td>
</tr>
<tr>
<td>Module 7</td>
<td>February 23, 2015-March 1, 2015</td>
<td>Quality Management (5) Role of Risk Manager (5)</td>
<td>1. See Assigned Reading in MyCourses (Course Content link). 2. Final Enterprise Risk Management paper (30)</td>
</tr>
<tr>
<td>Module 8</td>
<td>February 27, 2015-March 4, 2015</td>
<td>Most Important Future Challenge for Risk Management (5) What Have You Learned? (5)</td>
<td>1. See Assigned Reading in MyCourses (Course Content link). 2. Risk Management Knowledge Assessment Final Quiz (20)</td>
</tr>
</tbody>
</table>

Total Points 190 65 125
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  All discussion replies are due by Sunday night at midnight Eastern Time.