Course Title: Health Care Risk Management
Course Prefix/Number: HSA 4502
Credit Hours: 3
Instructor: Adam Smith MBA
Email: smith.adam@spcollege.edu
Phone: Please email within MyCourses for phone appointment
       (I do not want to miss you)
Office Location: Off-Campus. You can expect a response to all e-mails within 24-48 hours.
Office/Virtual Hours: Please e-mail me within MyCourses for phone appointment.
Instructor Web Page: http://www.spcollege.edu/instructor/id/2423

Program Administration
Interim Dean, Allied Health Sciences: Katherine Woods, MPH, Ph.D., CRDH
Administrative Services Specialist: Sandy Malkin
Administrative Services Specialist Phone: 727-341-3771
Office Location: HEC 179

Important Course Dates:
- Last day to drop with a full refund: January 12, 2018
- Last day to withdraw with a “W”: February 8, 2018

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:

Required Materials (Required for all Students in This Course)

Attendance: Participation/attendance is determined by participating in graded discussion forums and completing course assignments. Simply logging in does not constitute attendance. Attendance is recorded after Week 1 and Week 2; lack of participation during this time may result in an administrative drop (“W”) from the course. Attendance is also recorded at the 60% mark (immediately after the last date to withdraw with a “W”); completion of less than 60% of the course work may result in an administrative drop (“WF”).
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.

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 night 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 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 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.spccollege.edu/academichonesty

Resubmission of Work: Previously submitted course work may not be resubmitted for another class (self-plagiarism). Any plagiarism is reported to the Dean and Associate Provost.

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** (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:**

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<thead>
<tr>
<th>Letter Grade</th>
<th>Points Range</th>
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<tbody>
<tr>
<td>A</td>
<td>189 - 210</td>
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<tr>
<td>B</td>
<td>168 - 188</td>
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<tr>
<td>C</td>
<td>147 - 167</td>
</tr>
<tr>
<td>D</td>
<td>126 - 146</td>
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<tr>
<td>F</td>
<td>&lt; 125</td>
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**Expectations of Professionalism**: Our expectations are high to prepare you for working in a leadership role and professional environment. Faculty and students are responsible for maintaining a positive learning environment. Students are expected to conduct themselves in a professional manner at all times.

**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 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. The current learning resource specialists for the HSA program are:

- **Suraj Wagh**: Wagh.Suraj@spcollege.edu
Lindsay Curry: Curry.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 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, (727) 341-3657

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.
| Module 1          | January 8, 2018 – January 14, 2018 | Self-Introduction (0) | 1. Review syllabus, snapshot, and course materials.  
2. See Assignment Readings in MyCourses (Course Content Link).  
3. Introduction to Risk Management Worksheet (15) |
|-------------------|-----------------------------------|-----------------------|---------------------------------------------------------------------------------------------------------------|
2. See Assignment Readings in MyCourses (Course Content Link).  
3. TBSC Risk Identification and Analysis paper (20) |
| Module 3          | January 22, 2018 – January 28, 2018 | Communication Strategies (5) | 1. See Assignment Readings in MyCourses (Course Content Link).  
2. View *Informed Consent* lesson.  
3. Health Care Ethics Worksheet (15) |
| Module 4          | January 29, 2018 – February 4, 2018 | Use of Information Technology (5) | 1. See Assignment Readings in MyCourses (Course Content Link).  
2. Risk Management Knowledge Assessment Midterm Quiz (15) |
| Module 5          | February 5, 2018 – February 11, 2018 | Top 3 Perils (5) | 1. See Assignment Readings in MyCourses (Course Content Link).  
2. Risk Financing Worksheet (15) |
| Module 6          | February 12, 2018 – February 18, 2018 | HIPAA and You (5) | 1. See Assignment Readings in MyCourses (Course Content Link).  
2. TBSC Risk Handling paper (20) |
| Module 7          | February 19, 2018 – February 25, 2018 | Quality Management (5) | 1. See Assignment Readings in MyCourses (Course Content Link).  
2. Final Enterprise Risk Management paper (30) |
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- All first original discussion postings are due before 11:59 p.m. Thursday, EST.

| Module 8 | Most Important Future Challenge for Risk Management (5) | 1. See Assignment Readings in MyCourses (Course Content Link).
|          | What Have You Learned? (5)                            | 2. Risk Management Knowledge Assessment Final Quiz (20)
|          |                                                       |                                          
|          | Total Points 210                                       | 60                                      | 150                                    

* Short Week—Check Closing Date *