



COURSE SYLLABUS

Health Care Delivery Systems

HSA 1100, Section #1995

Online Instruction

Semester Code 0570, Spring Term 2019/20

View the [Syllabus Addendum](#), which provides the most current version of fluid information, such as the academic calendar.

View [How to Be a Successful Student](#) which provides details about success factors and links to the most current version of fluid information, such as the academic calendar.

WELCOME

Thanks for signing up for this online course! I am delighted to be your instructor for this term. For those of you who have only taken face-to-face courses in the past, welcome to the world of online learning! I hope you will find this class intellectually challenging, informative, interactive, and fun. Therefore, getting to know one another can really enhance the online learning experience. Consider this online learning environment as your community; and, as fellow community members, you want to share your knowledge and enhance your own learning in an engaging, scholarly environment. I wish you the best in your academic endeavors!

INSTRUCTOR and ACADEMIC CHAIR

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ACADEMIC DEPARTMENT

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COURSE INFORMATION

Course Description: This course is an introduction to health care facilities and health delivery systems including their purpose, organization, general functions and staffing. Facilities such as hospitals, nursing and rehabilitation centers, health maintenance organizations, private and public outpatient clinics and health care centers are analyzed and discussed. Additional topics include an overview of accreditation standards; licensure agencies; reimbursement systems; legal/ethical issues; healthcare computerization; documentation, quality, compliance, and regulatory requirements.

Curriculum & Instruction (C&I) documents for this course can be located in CurricUNet: http://www.curricunet.com/stpetersburg/reports/course_outline_pdf.cfm?courses_id=7886

Course Goals and Objectives:

1. The student will outline the purpose, organization, general functions and staffing of various types of healthcare facilities by:
 - a. tracing the history and evolution of hospitals, nursing and rehabilitation centers, health maintenance organizations, private and public outpatient clinics and health care centers, such as mental health, hospice, home-health services, etc.
 - b. describing the common organizational structure and functions of the various healthcare facilities.
 - c. describing the selection, composition, and responsibilities of the administrative officers and governing body.

2. The student will explain the organization/facility accreditation standards by:
 - a. listing the various agencies that accredit healthcare organizations.
 - b. identifying common accreditation standards specific to healthcare facilities.
 - c. describing a typical accreditation preparation process and site visit survey.
 - d. describing the importance of accreditation status to quality and the impact to reimbursement.
3. The student will discuss the professional licensure of healthcare practitioners by:
 - a. identifying state and/or federal agencies that regulate licensure of health care professionals.
 - b. explaining the importance of licensure status as it relates to the organization's operation, employment considerations, and reimbursement process.
 - c. describing the types of credentialed healthcare professionals who provide patient care and administrative services.
4. The student will summarize financial reimbursement systems by:
 - a. describing the various types of financial reimbursement systems – Diagnosis Related Groups (DRGs), Ambulatory Payment Classifications (APCs), Resource-Based Relative Value Scale (RBRVS), Health Maintenance Organizations (HMOs), Preferred Provider Organizations (PPOs), and other major insurance carriers.
 - b. explaining the relationship between cost and quality of patient care.
 - c. describing the typical flow of documentation necessary to generate a patient bill – patient registration, generation of patient documentation (medical record), patient discharge, coding, and billing.
5. The student will recognize legal and ethical healthcare issues by:
 - a. describing the fundamental components of the legal system and identifying the sources of law (federal, state, local).
 - b. distinguishing between legal requirements (federal/state laws and statutes) and ethical guidelines documented in professional codes of ethics.
 - c. explaining the importance of patient confidentiality for healthcare professionals.
 - d. explaining patient information access and disclosure policies, including consent to treatment.
 - e. discussing common legal and ethical dilemmas faced by healthcare professionals.
6. The student will outline healthcare computerization by:
 - a. describing the importance of computers in health care systems.
 - b. identifying common healthcare products and applications (hardware and software).
 - c. reviewing emerging technologies used in healthcare facilities.
7. The student will define the documentation, quality, compliance and regulatory requirements for healthcare organizations by:

- a. identifying basic patient documentation (medical record) requirements.
- b. describing patient care quality evaluation and review processes.
- c. discussing emerging compliance requirements, such as federal legislation regarding the Health Insurance Portability and Accountability Act (HIPAA), Advanced Directives, laws related to employer practices, etc.

Prerequisites: None

Availability of Course Content: 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 & OTHER RESOURCE INFORMATION

Required Textbook:

Austin, A. & Wetle, V. (2017). *The United States health care system* (3rd ed.). Boston, MA: Pearson.

Publisher Information: Pearson Publishing

ISBN: 978013497798

Recommended Text or Other Reading Material: Online

Online Library: To logon to the Online Library through the SPC homepage, use your Student ID number and the last four (4) numbers 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.

View the [Textbooks](#) site

View the [Libraries](#) site

LEARNER SUPPORT

Answers to questions regarding accommodations may be found at the [Accessibility Services](#) site. If you are in need of accommodations, please contact a campus Accessibility Services Coordinator. If you need a Sign Language Interpreter, complete the form at web.spcollege.edu/survey/664.

View the [Learning Resources](#) site.

View the [Learning Center Tutoring Schedules](#).

View the [Student Services](#) site.

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 basis. These requests must be made prior to the semester starting or 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.

View the [Accessibility Services](#) site

New Initiative Program (NIP)/Learning Support Center: The NIP center offers free, hour-long individual tutoring sessions to answer any questions you have on COURSE CONTENT. They can help you with any courses you are taking as part of your health program. For more information, please call 727-341-3724.

View the [NIP/Learning Support Center](#) site

Writing Support: The library offers free, individual tutoring sessions to answer any questions you have on WRITING AND FORMATTING. For more information, please call 727-341-3604. View the Libraries site

Online Tutoring: SPC students can get online tutoring, 24 hours a day, 7 days a week. Please see [Accessing Tutor.com in MyCourses](#) for more details on how to access the service.

IMPORTANT DATES

Course Dates: January 13, 2020 through March 6, 2020

Drop Date: January 17, 2020

Withdrawal Date: February 13, 2020

Financial Aid Dates: View the [Financial Aid Dates](#) site

DISCIPLINE-SPECIFIC INFORMATION

ATTENDANCE

For this class, active participation/attendance is defined as attending in-class sessions, 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.

Week 1 Attendance Due: One week from course start date.

Week 2 Attendance Due: Two weeks from course start date.

60% Attendance Due: About a week after the last day to withdraw (with a grade of "W") date.

Please see the link to the college-wide attendance policy for additional details: [Syllabus Addendum](#)

GRADING & GRADING SCALE

Please see the Course Snapshot for activities and assignments and corresponding points. Rubrics are provided in each course for assignments.

How to check your Grades and review feedback:

- [Checking Your Grades](#)
- [Reviewing Dropbox Submissions](#)
- [Checking Discussion Grades and Feedback](#)
- [Reviewing Quiz Submissions](#)

Please see the Course Snapshot for activities and assignments and corresponding points. Rubrics are provided in each course for assignments.

Letter Grade Percent Points Range

Letter Grade	Percent	Points Range
A	90-100%	224-249
B	80-89%	199-223
C	70-79%	174-198
D	60-69%	149-173
F	≤ 59%	≤ 148

Incomplete Grade Information: Please visit and scroll to the bottom of the page http://www.spcollege.edu/catalog_academics/#GradingSystem

ASSIGNMENTS

Important Course Information:

All submissions should conform to the Style Guide that is based on APA, which is provided in every Health Sciences core course via MyCourses. Please refer to it before submitting every assignment in order to follow the correct APA format.

In this course, and the AS-Health Sciences Program, 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. Do not cut and paste quoted material into an assignment even with proper citation. Students are expected to demonstrate appropriate paraphrasing, in-text citations, and references. Use of quoted material, or work not properly paraphrased, cited, or referenced, will result in point loss. QUOTED MATERIAL IS NOT ALLOWED in most AS-Health Sciences and BAS Health Services Administration courses.

1. Give professional credibility to your work by supporting the development of your ideas.
2. Credit the individual(s) whose work was borrowed or is being referred to in the text. Failing to cite when appropriate, is likened to stealing material from the original author; you have not given credit where credit is due! This can also be considered plagiarism. Plagiarism (whether intentional or unintentional) is the use of another's work without proper attribution.
3. Plagiarism goes against the core values of the AS-HEALTH SCIENCES program. Violations of professionalism and integrity may result in academic discipline and a report to the Academic Integrity Council.

Resubmission of Work: All work that is submitted for grading in a College of Health Sciences (COHS) course must be original to that course attempt. When a student

attempts a COHS 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.** Please make sure to carefully read the assignment or discussion forum directions, and complete a new original assignment. This includes references and citations; new source material must also be used. All forms of plagiarism and academic dishonesty are reported to the Academic Integrity Council. See the Academic Honesty Policy for definitions. Sanctions may be leveled.

Academic Honesty: View the [Academic Honesty Policy](#).

Saving Documents

Please review information in the Health Sciences Style Guide. HSC file naming conventions for all document submissions: course_assignment_lastname. The course number will be different for each course. EXAMPLE: HSA1100_MOD1paper_Smith

TURNITIN

The instructor of this course may require use of Turnitin.com as a tool to promote learning. The tool flags similarity and mechanical issues in written work that merit review. Use of the service enables students and faculty to identify areas that can be strengthened through improved paraphrasing, integration of sources, or proper citation. Submitted papers remain as source documents in the Turnitin database solely for the purpose of detecting originality. Students retain full copyright to their works. Review the [Turnitin Usage Agreement](#). In lieu of Turnitin use, students may be required by faculty to submit copies of sources, preliminary drafts, a research journal, and/or an annotated bibliography.

View the [Reviewing a Turnitin/Originality Report](#) tutorial.

Copyright

Copyrighted material within this course, or posted on this course website, is used in compliance with United States Copyright Law. Under that law you may use the material for educational purposes related to the learning outcomes of this course. You may not further download, copy, alter, or distribute the material unless in accordance with copyright law or with permission of the copyright holder. For more information on copyright visit: Copyright.gov.

Course Time Commitment: This College of Health Sciences blended course is organized into eight (8) weekly modules and requires your active participation. Expect to spend about 6-8 hours of time per week for each course.

Assignments/Discussion Postings: Each week you will be required to complete assignments and/or discussion postings. The assignments may consist of chapter

questions, weekly case reviews, knowledge assessments (quizzes), reaction papers, weekly summaries, PowerPoint presentations, worksheets, and other written assignments as assigned.

- All first original discussion postings are due by Thursday night at 11:59 EST. All discussion replies are due by Sunday at 11:59 EST.
- All module assignments are due by Sunday night at 11:59 EST or as stated in the course snapshot.

Due to the pace of this course and the eight (8) week format, it is easy to get behind. I **strongly urge you to communicate with me in the event of an emergency or unexpected situation.** All assignments must be submitted to the dropbox as a WORD attachment.

Holidays: 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.

Late Policy for All Students in This Course – Please Read Carefully

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

- If you experience extenuating circumstances, contact the instructor prior to the due date and/or submission deadline.
- Assignments submitted within 24 hours of the due date – worth 80% of their graded value (grade achieved, minus 20%).
- 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.

Late policy for Quizzes and Discussion Forums:

- Quizzes may not be made up; the due date is in the Course Snapshot.
- Discussion reply posts made after the 11:59 PM Sunday deadline for any module will not receive credit and cannot be made up.

STUDENTS' EXPECTATIONS AND INSTRUCTOR'S EXPECTATIONS

Required Interaction

Just as in the traditional classroom setting, attending class in a blended or online environment is important for attaining success in completing the assignments for this course. I know that we are all busy with jobs, family, other commitments, but you will find it easier to manage your class time and expectations if you schedule specific days

and time frames to access the class. It is COHS policy that main posts must be posted no later than Thursday of any given week. It takes self-discipline to enroll in online classes since, if you don't access the class, no one is going to "come after you" to determine what has happened. Participation in the class does not mean that you spend 15-20 minutes at 11:00pm on a Sunday night posting a lot of material so you get your number of "posts" up. Participation means you have entered the class on a rather regular basis, have reviewed what has been carefully crafted responses to what your fellow classmates have stated. My suggestion is that your initial post could be in the middle of the week (Wednesday or earlier), and your response post could be on the weekend, other than late Sunday.

It is expected that all required questions, assignments and activities within the course will be completed by the specified deadlines. If possible, grades will be posted to all activities within 72 hours of their due date. The only exceptions to this will be late assignments and assignments submitted before the due date for the assignment.

Ask your instructor for assistance if you need help or if you find an instruction unclear.

Your instructor reserves the right to make changes where necessary to the schedule and assignments. Changes will be announced in class and/or MyCourses. Students should check MyCourses regularly for course information and are responsible for noting any changes.

PARTICIPATION, CONDUCT, & NETIQUETTE

Faculty and students are responsible for maintaining a positive learning environment. This is facilitated by respecting self and others. 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.

Unprofessional behavior will not be tolerated in this or any COHS course. This includes but is not limited to:

- Using offensive or aggressive language
- Not maintaining confidentiality of all discussions regarding individuals, their families and workplace affiliates
- Breaching academic integrity (cheating, plagiarism, etc.)
- Not supporting statements with credible research sources that are referenced in accordance with the program APA-based Style Guide.

Online Student Participation and Conduct Guidelines:

www.spcollege.edu/addendum/#onlineguide

Netiquette: The best way to contact me is via The Learning Management System email 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 email is the college's official way to communicate with the college outside of your The Learning Management System courses. It is important that you use your SPC student email account for any electronic correspondence with SPC, as your personal email may get sent to spam and/or be deleted. You will periodically be receiving important updates, notices, or official communication from SPC that will only be sent to your school account, thus be sure to regularly check your **Live@edu** email.

Please note: All materials provided via The Learning Management System are copyrighted, unless explicitly indicated otherwise. As such, The Learning Management System materials are for personal, educational use only during the course of this semester and may not be reproduced or distributed.

SPC has outlined expectations for student behavior and interaction for online discussions, email, and other forms of communication. View the Student Expectations in How to Be a Successful Student – see link above.

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. All student responses are confidential and anonymous and will be used solely for the purpose of performance improvement.

TECHNOLOGY

Computer Assistance: If you experience problems accessing the course online, accessing materials, posting assignments, quiz problems, or any other hardware or software issues, please contact the “HELPDESK” at 727-341-4357 or email onlinehelp@spcollege.edu. The HELPDESK is staffed daily from 7:00 AM 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, any computer issues will not extend the due date for assignments, discussions, or quizzes. All due dates are listed in the course snapshot.

View the [Academic Support](#) site

View the MyCourses (Brightspace by D2L) [Accessibility Statement](#)

View the MyCourses (Brightspace by D2L) [Privacy Statement](#)

Minimum Technology Requirements

View the [Technical Requirements for MyCourses](#) .

SPC offers Microsoft Office software to current students at no additional cost. The software is available for both Windows and Mac computers. View the [How to Download Microsoft Office 2016](#) tutorial.

Minimum Technical Skills

Computer Proficiency: The AS-Health Sciences Program is an online degree-completion Program. Upon entry to the Program, students are required to possess sufficient computer skills, including but not limited to:

- Using required software (Microsoft Office 2007 and newer versions)
- Using the computer as the main communication tool
- Using the computer as the main learning tool for completion of all coursework
- Unlimited access during the time needed to complete the coursework
- Downloading, uploading, and submitting assignments
- Saving and retaining all coursework throughout the Program for future use

Students should know how to navigate the course and use the course tools. Dropbox-style assignments may require attachments in either Microsoft Word (.doc or .docx) or Rich Text Format (.rtf), so that they can be properly evaluated. If an attachment cannot be opened by the instructor, students will be required to re-format and re-submit an assignment so that it can be evaluated and returned with feedback.

MyCourses tutorials are available to students new to this LMS and are located at the beginning of the course. Most features on MyCourses are accessible on mobile devices, although it is recommended that you use a computer for quizzes, tests, and essay assignments.

INSTRUCTIONAL CONTINUITY PLAN - EMERGENCY PREPAREDNESS POLICY

To be prepared in the event of weather or other emergency disruptions, review the Emergency Preparedness Procedures for Students The St. Petersburg College website at www.spcollege.edu is the official source of college information regarding the status of the institution. Other important information will be communicated via SPC Alert, local media outlets, and the college toll-free phone number 866-822-3978. All decisions concerning the discontinuation of college functions, cancellation of classes, or cessation of operations rest with the President or his/her designee.

The College realizes that it is possible for a significant natural disaster to compromise SPC campus facilities sufficiently to disrupt the delivery of classes on campus/campuses for an extended period of time, and is planning ways our operations can continue following such an emergency.

So, in the event that a hurricane or other natural disaster causes significant damage to St. Petersburg College facilities, you may be provided the opportunity to complete your

course work online. Following the event, please visit the college website for an announcement of the College's plan to resume operations.

Further, in the event of such a disaster, the instructor will continue using the Learning Management System (LMS) of MyCourses for continuation of all required learning and instructional activities in this course, including the issuing of graded online assignments and expectation of student completion of those graded assignments.

Therefore, in order to keep up with all activities in this course during and after a natural disaster, please plan to continue this course by maintaining online access to MyCourses in lieu of meeting in a classroom—possibly through duration of the course's regularly scheduled end date. We will finish this course in MyCourses, as directed by your instructor online, and your instructor will use all graded assignments—both online and formerly on-campus—to assess and issue your final letter grade for this course, as normally planned, despite occurrence of the natural disaster.

Course Snapshot

HSA 1100, #1995		
Health Care Delivery Systems		
Module Topic Open/Close Dates	Discussion Posting Forums (points)	Assignments (points)/Readings
Module 1 January 13, 2020 – January 19, 2020	Course Introductions (5) Discussion 1 (5)	<ul style="list-style-type: none"> Review Syllabus, Snapshot, and Course Materials Complete Begin Here quizzes (APA & Plagiarism, TurnItIn, Acknowledgement Quiz) (9 points) Assigned Readings <ul style="list-style-type: none"> Textbook Chapter 1, 7 Module 1 Quiz (10 points)
Module 2 January 20, 2020 – January 26, 2020	Discussion 2 (5)	<ul style="list-style-type: none"> Assigned Readings <ul style="list-style-type: none"> Textbook Chapter 7 Module 2 Quiz (10 points) Accreditation Quiz (5 points) Accreditation Activity
Module 3 January 27, 2020 – February 2, 2020	Discussion 3 (5)	<ul style="list-style-type: none"> Assigned Readings <ul style="list-style-type: none"> Textbook Chapters 5-6 Module 3 Quiz (20) Public Health Matching Activity
Module 4 February 3, 2020 – February 9, 2020	Discussion 4 (5)	<ul style="list-style-type: none"> Assigned Readings <ul style="list-style-type: none"> Textbook Chapters 2-4 Module 4 Quiz (30) Interactive Activities Work on final assignment
Module 5 February 10, 2020 – February 16, 2020	Discussion 5 (5)	<ul style="list-style-type: none"> Assigned Readings <ul style="list-style-type: none"> Textbook Chapter 10, 13 Module 5 Quiz (20) Matching Activity Assignment DUE: Public Health Report (20)
Module 6 February 17, 2020 – February 23, 2020	Discussion 6-1 (5) Discussion 6-2 (5) Discussion 6-3 (5)	<ul style="list-style-type: none"> Assigned Readings <ul style="list-style-type: none"> Textbook Chapter 11 Module 6 Quiz (10)

Module 7 February 24, 2020 – March 1, 2020	Discussion 7-1 (5) Discussion 7-2 (5)	<ul style="list-style-type: none"> • Assigned Readings • Textbook Chapters 4,7
Module 8 March 2, 2020 – March 4, 2020 Short Week! Class ends on Wednesday.	Discussion 8 MILESTONE – Internships (10 points)	<ul style="list-style-type: none"> • Assigned Readings • None • Final Exam (50)
Total Points = 249	65	184

NOTE: This schedule may change at the discretion of the instructor.

