

**DEPARTMENT OF HEALTHCARE ADMINISTRATION AND POLICY
SCHOOL OF PUBLIC HEALTH
UNIVERSITY OF NEVADA, LAS VEGAS**

**Course Syllabus
HCA 493 – Healthcare Administration Practicum**

Course Information:

Core or Elective: Core (MHA, MPH-HCA)

Course Description: Provides practical experience in local health services organizations. Students will be exposed to a variety of operational opportunities that will prepare them to work in the field of Healthcare Administration.

Credits: 3-6 credits

Online Course Narrative:

The course will be taught primarily with the onsite internship work through the student's preceptor. The student will be schooled in business and healthcare concepts, organizational dynamics, and business theories presented by the instructor, which will accentuate their onsite learning experience. Students complete a practicum through participation in a healthcare organization's day-to-day operation. A minimum of 250 hours of business activity are required. Students will apply their course knowledge acquired during their healthcare administration training toward this experience.

Course Narrative:

Students in the Bachelor of Health Care Administration Program at UNLV are expected to develop competencies that will help them become successful professionals. Competencies are intended to be effective application of available skillsets such as knowledge, skills, attitudes, and values in complex situations.

1. UULO 1.1: Demonstrate in-depth knowledge and skills in at least one major area.
2. UULO 1.4: Transfer knowledge and skills gained from general and specialized studies to new settings and complex problems.
3. UULO 1.5: Demonstrate lifelong learning skills, including the ability to place problems in personally meaningful contexts; reflect on one's own understanding; demonstrate awareness of what needs to be learned; articulate a learning plan; and act independently on the plan, using appropriate resources.
4. UULO 1.6: Achieve success in one's chosen field or discipline, including persistence, motivation, interpersonal communications, leadership, goal setting, and career skills.
5. UULO 2.2: Access and collect the needed information from appropriate primary and secondary sources.
6. UULO 2.4: Recognize the complexity of problems and identify different perspectives from which problems and questions can be viewed.
7. UULO 3.1: Demonstrate general academic literacy, including how to respond to the needs of audiences and different kinds of rhetorical situations, analyze and evaluate reasons and evidence, and construct research-based arguments using standard written English.
8. UULO 3.3: Prepare and deliver effective oral presentations.
9. UULO 4.5: Function effectively in diverse groups.
10. UULO 5.6: Apply ethical concepts and theories to specific ethical dilemmas students will experience in their personal and professional lives.

HCAP Program Outcomes Addressed:

1. PLO 4: Students can describe the managerial knowledge and skills of healthcare organizational change, design, performance, strategic planning, marketing, problem solving, decision making, and leadership.

HCAP Competencies:

HCAP A1: Healthcare Issues and Trends (Demonstrate a broad knowledge of the healthcare industry and trends involved in provision, coverage, and access to care).

HCAP A4: Health care Personnel (Define and assess clinical and nonclinical roles and practice; related to human resources management in health care).

HCAP B2: Problem-solving and Decision-making (Formulate questions and apply models to address issues and problems).

HCAP B3: Time Management (Ability to balance multiple tasks and responsibilities; set and meet deadlines).

HCAP B4 – B14: Students will clearly develop at least one of these competencies, depending on his/her internship experience. These will be identified prior to the beginning of his/her internship.

*HCAP C1: Interpersonal Communication (Build collaborative relationships).

*HCAP C2: Presentation Skills (Demonstrate effective oral communication and presentation skills).

*HCAP C3: Working in Teams (Create, participate in, and lead teams).

*HCAP C4: Writing Skills (Prepare effective written and business communications).

HCAP D1: Personal and Professional Ethics (Adhere to ethical personal and business principles; exhibit ethical behaviors).

HCAP E2: Ability for Honest Self-assessment.

HCAP E3: Systems Thinking (Understand potential impacts and consequences of decisions in a wide variety of situations).

Course Learning Outcomes:

Upon completion of the course, it is expected that students will be able to:

1. Demonstrate a broad knowledge of the healthcare industry and trends involved in the provision, coverage, and access to care.
2. Demonstrate knowledge of major theories of healthcare administration that are appropriate in the field internship setting.
3. Use the knowledge and skills obtained during classroom learning and link to operational work in healthcare organizations.
4. Demonstrate professionalism and commitment to self-improvement and lifelong learning.
5. Demonstrate applied knowledge of communication, presentation, and collaboration skills.
6. Participate in employee engagement activities and meetings.
7. Participate in community engagement, networking, and life-long learning activities.
8. Apply working knowledge of organizational hierarchy and structure to goal setting and achievement.
9. Demonstrate an understanding of the role of mission, vision, values, and ethics in healthcare organizations.
10. Demonstrate working knowledge of technical writing in a healthcare environment.
11. Demonstrate reflection through self-assessment.
12. Analyse data and interpret quantitative information for the purpose of decision-making and goal setting within a healthcare organization.

Objective Mapping:

Course Objective	Competency/ UULO/PHCs	Level*	Teaching Method	Assessment Method
Demonstrate a broad knowledge of the healthcare industry and trends involved in the provision, coverage, and access to care.	UULO: 1.1, 1.4, 3.1 HCAP: A1	Advanced	On site	50-hour reports Papers Presentation
Demonstrate knowledge of major theories of healthcare administration that are appropriate in the field internship setting.	UULO: 1.5, 3.1, 5.6 HCAP: A1	Intermediate	On site	50-hour reports
Use the knowledge and skills obtained during classroom learning and link to operational work in healthcare organizations.	UULO: 1.4, 1.5, 3.1, 5.6 HCAP: B2, B4 – 14	Advanced	On site	50-hour reports Point Paper
Demonstrate professionalism and commitment to self-improvement and lifelong learning.	UULO: 1.6 HCAP: E2	Intermediate	Instruction and MBTI	MBTI review /ungraded
Demonstrate applied knowledge of communication, presentation, and collaboration skills.	UULO: 2.2, 2.4, 3.3, 4.5, HCAP: C1, C2, C3, C4	Advanced	On site and through instruction	50-hour reports Papers Presentation
Participate in employee engagement activities and meetings.	UULO: 3.3, 4.5, HCAP: C3	Intermediate	On site	50-hour reports
Apply working knowledge of organizational hierarchy and structure to goal setting and achievement.	UULO: 1.4, 1.5, 1.6, 2.4, 3.1, 3.3, 4.5, 5.6 HCAP: E3	Intermediate	On site and Instruction	Papers
Demonstrate an understanding of the role of mission, vision, values, and ethics in health care organizations.	UULO: 2.4, 3.3, 4.5, 5.6, HCAP: E2, E3	Intermediate	On site	Papers Presentation
Demonstrate working knowledge of technical writing in a healthcare environment.	UULO: 1.4, 1.5, 1.6, 2.4, 3.1, 3.3, 4.5, 5.6, HCAP: C4	Advanced	On site and Instruction	50-hour reports Papers Presentation
Demonstrate reflection through self-assessment.	UULO: 1.4, 1.5, 1.6, 2.4, 3.1, 3.3, 4.5, 5.6 HCAP: D1, E2	Intermediate	On site	50-hour reports Papers Presentation
Analyze data and interpret quantitative information for the purpose of decision making and goal setting within a healthcare organization.	UULO: 1.1, 1.6, HCAP: E3	Intermediate	On site	Papers Presentation

Required Text:

- No new texts for this course. You should have the following text from HCA-401:
 - White, K. R., & Lindsey, J. S. (2015). *Take Charge of your Healthcare Management Career: 50 Lessons that Drive Success*. Chicago, IL: Health Administration Press. ISBN-13: 9781567936926

Supplemental Texts and Readings (suggested in preparation for the course):

- Please see HCA 493 Supplemental Information & Rubrics in Syllabus Tab of your WebCampus course.

Grading Scale:

Points in %	Letter Grade
93-100	A
90-92	A-
87-89	B+
83-86	B
80-82	B-
70-79	C
65-69	D
<65	F

Grading Components:

See course schedule for due dates for all assessments and other assignments.

Total Points available for the course: 130pts

Item	Number of Units	Points per Unit	Total
50-Hour Reports	5	10	50
Resume Writing	1	10	10
Point Paper	1	10	10
Presentation	1	10	10
Final Paper	1	20	20
Poster	1	10	10
Preceptor Evaluation	1	20	20
Total			130

Assignment Overviews:

Detailed instructions for each assignment will be provided in WebCampus. An overview of each is provided below.

50-Hour Reports (5 total):

- You will complete five (5) 50-hour reports in the course, due after completion of each 50 hours of internship.
- You must follow and use instructor provided template to submit the reports.
- The details are included on instructor provided templates.
- See 50-Hour Reports Rubric for grading criteria in WebCampus.

Resume Writing Assignment (1 total):

- Each student will create a professional, industry-appropriate resume for use in interviewing for internship positions this semester.
- Resume should be the appropriate length given the student's experience.
 - One page for each 10 years of work experience (most students at the undergraduate level should have a resume no longer than one page).
- Resume should contain at least the following: name and contact information, LinkedIn profile link, education, relevant work experience, relevant skills, volunteer experience (if applicable).
- See Resume Assignment Rubric for grading criteria in WebCampus.

Point Paper/Presentation (1 total):

- **Your Point Paper must be one page.** It does not have to be APA format. **It is to be single spaced, with two spaces between major items.**
 - You must follow instructor-provided template
- The paper must be accompanied by a five-minute PowerPoint presentation (with voice over PowerPoint [VOPP] submitted) explaining Point Paper.
- You must submit a VOPP presentation.

Final Paper (1 total):

Your final paper should tell the *story* of your internship. This should be a professionally prepared document that you would hand to your boss as a finished product. How you communicate in an optimistic, positive, and concise way will well determine your success in this industry. Your final paper will be a minimum of five (5) pages in length, and will not exceed 8 pages, in APA format (in 6th or latest edition). You will address, at minimum, the following:

1. An introduction as to what you did and for whom?
 2. A specific and **detailed overview** of the organization, including the following; history in Las Vegas, market share, demographic information (number of beds, number of employees, services, targeted market, position in the community, and corporate position -- if applicable). **Hint: These first 2 requirements should take up at least your first page and one-half.**
 3. What major work/project did you do?
 4. What methodology, if any, did you follow in conducting your project?
 5. How did your work benefit the organization?
 6. What obstacles occurred and what could you have done to overcome those obstacles? Address what you did or could have done to overcome the obstacles and what the organization did or could have done.
 7. What were your goals and were they met? Specify what you accomplished.
 8. If so, how were your goals met or not met?
 9. What competencies did you develop? Are there any competencies that you thought you would develop but didn't, and if so, why?
 10. Summary of what you learned through this experience.
- See Final Paper Rubric for grading criteria in WebCampus.

Poster (1 total)

- Follow instructor-provided guidelines and template.
- Students should complete the poster on a one-page PowerPoint, being careful to complete each section. In the event that a section is not applicable, the student may remove that section, but must be sure to have the appropriate content in other sections to communicate their poster's material.
- The intent of this poster is to communicate what you did for the organization where you worked. It may contain material from one major project, or it may contain several processes that you improved.
- See Poster Rubric for grading criteria in WebCampus.

Preceptor Assessment

Student's preceptor will assess the student's performance at the end of the internship.

Students' Evaluation

Students will submit the Students' Evaluation forms at the end of the internship.

Additional Considerations:

Program Use of Student Work:

Assignments completed for this course may be used as evidence of student learning in accreditation reports. Students who do not wish their work to be used for accreditation purposes must inform the course instructor in writing by the end of late registration. Your participation and cooperation are appreciated.

Group Grading:

Group members will evaluate each other at the mid-point and at the conclusion of the course. The student will evaluate each member of his or her groups (not including her/himself). The ability to conduct objective evaluations and to provide sound feedback is a crucial executive management skill. You will be asked to conduct peer evaluations on all members of your groups. The Peer Evaluation Form will be posted on WebCampus (week 7 and 16) and should be submitted as part of your Group Presentation Project. Faculty at his or her sole discretion has the ability to adjust grades for all group activities based on overall peer feedback received.

Missed Assignments:

A grade of zero will be given for any student missing an assignment due date without a satisfactory excuse. An example of a satisfactory excuse would be work commitments (discussed prior to deadline with faculty), serious personal injury or illness to the student or a family member that can be documented. In the event the absence is excused, at his discretion, the instructor will allow a makeup or weight the other assignments more heavily.

Other UNLV Policies:

You are also responsible for reviewing and complying with the policies found [here](#).

HCA 493 Course Schedule

Assignments and due dates may be subject to change at the discretion of the instructor and with the appropriate notice to students.

Weeks	Module	Assignments	Points	Due*
1-2	1	Resume Writing	10	Sunday, 5 Sep
		Assignment: Internship Proposal (non-graded)	--	Sunday, 5 Sep
		Assignment: LinkedIn Profile (non-graded)	--	Sunday, 5 Sep
		50-Hour Report 1	10	1 week after your 50 th hour
3-4	2	50-Hour Report 2	10	1 week after your 100 th hour
		50-Hour Report 3	10	1 week after your 150 th hour
		Point Paper: Format Review (non-graded)	--	--
5-6	3	Final Paper: Guidelines Review (non-graded)	--	--
		50-Hour Report 4	10	1 week after your 200 th hour
7-8	4	50-Hour Report 5	10	1 week after your 250 th hour
		Poster: Template Review (non-graded)	--	--
		Point Paper: Submission	10	Sunday, 7 Nov
9-10	4	Presentation:	10	Sunday, 7 Nov
11-12	5	Poster: Submission	10	Sunday, 7 Nov
		Final Paper: Submission	20	Sunday, 21 Nov
13-14	6	Preceptor's Evaluation	20	Sunday, 21 Nov
		Students' Evaluation	--	Sunday, 21 Nov