2016

101 Introduction to the American Healthcare System

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Schedule: T 1-2:15pm; Blended class with online 50%
Classroom: Hailstones 1
Credit Hours: Three Undergraduate Credit Hours
Faculty: Frederick R. Browne, Ph.D.
Office: Schott Hall, Room 405
Office Hours: 8:30-10am on Thursdays, or by appointment
E-mail: brownef@xavier.edu (preferred method of contact)
Office Phone: (513)745-3187
Cell Phone: (513)614-4915 (call or text)
E-mail: brownef@xavier.edu

Course Description (from the Xavier University Catalog)
This course is an introduction to the structure, operation, and financing of the American health care system. It examines the major industry participants, how health care services are allocated and financed, the factors that influence the cost and quality of care, and opposing positions on the future of health care reform.

HSA Department Mission Statement (2011):
In keeping with its Catholic, Jesuit tradition, the mission of the Department of Health Services Administration at Xavier University is to educate knowledgeable, highly skilled, values-oriented future leaders who will contribute to the health of society by continuously improving the management of health related organizations. HSA will accomplish its mission through:

- Challenging students in the classroom and in applied field experiences including internships and administrative residencies
- Developing internal and external collaborative relationships with academicians and with health care practitioners which lead to innovations in teaching as well as in the delivery of health services
- Incorporating research, scholarship, and collaborative projects into the classroom experiences and field work.

<table>
<thead>
<tr>
<th>Course Objectives</th>
<th>Student Learning Outcomes</th>
<th>Minimum expected level of competence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify professional roles in healthcare systems</td>
<td>Be able to describe the various professional roles, their respective cultures, and how they work together</td>
<td>2- Competent Identifies the basic roles and cultures of providers. Able to articulate how these providers work together in the delivery of healthcare.</td>
</tr>
<tr>
<td>Describe roles and competitive positions of major industry participants</td>
<td>Be able to describe how various health care services are delivered and reimbursed [BSHSA SLO 4.]</td>
<td>1-Basic Identifies delivery methods for various healthcare services, and that there is a need for appropriate reimbursement without an understanding of specific methods.</td>
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<tr>
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<td>Discuss how healthcare reform and healthcare policy affects healthcare finance</td>
<td>Be able to describe health care delivery systems within broad social, economic and policy perspectives [BSHSA SLO 5.]</td>
<td>1-Basic Identifies delivery methods for health care services, but displays difficulty discussing them within broader social, economic, and policy perspectives</td>
</tr>
<tr>
<td>Present information as a part of a team</td>
<td>Be able to present information using appropriate oral and technology skills [BSHSA SLO 11.]</td>
<td>1-Basic Individual presents graphic presentation materials with minimum information sharing. Materials are mostly error-free. Oral presentation skills get across information, but quality of oral presentation skills is minimal (i.e. impacted strongly by nerves, lack of eye contact, cannot be heard, etc.).</td>
</tr>
<tr>
<td>Interact respectfully and effectively with team members</td>
<td>Be able to interact respectfully and effectively with team members and with teams [BSHSA SLO 12.]</td>
<td>1-Basic Individual attends group meetings (most), lets team members know if they must miss a meeting (and has good reason), completes their assigned roles, and contributes an average amount to the team.</td>
</tr>
<tr>
<td>Identify basic ethical principles used to make healthcare decisions</td>
<td>Be able to discuss the application of basic ethical values and principles, as well as legal, financial and policy requirements in clinical conflicts [BSHSA SLO 14.]</td>
<td>1-Basic Able to recognize legal, financial, ethical, and policy issues that must be applied to manage clinical conflicts, but is not clear about how to apply them.</td>
</tr>
</tbody>
</table>

**Required Readings:**

*Textbook:*

*Articles/Chapters:*
Articles or book chapters are required reading for this course in addition to the texts listed above. These will be posted within to Canvas.

**Class Schedule**

<table>
<thead>
<tr>
<th>Module</th>
<th>Date</th>
<th>Topic</th>
<th>Readings</th>
<th>Assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>August 23</td>
<td>Class: Introduction to the Course</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>August 25</td>
<td></td>
<td>Ch. 1</td>
<td>Quiz: Syllabus Due by 8:30am; Discussion Board Post Due by 8:30am</td>
</tr>
<tr>
<td>2</td>
<td>August 30</td>
<td>Class: The Challenge of Health Care Delivery and Health Policy; A Visual Overview of Healthcare Delivery in the US</td>
<td>Ch. 2</td>
<td>Quiz: Chapters 1&amp;2 Due by 8:30am</td>
</tr>
<tr>
<td></td>
<td>September 1</td>
<td></td>
<td></td>
<td>Discussion Board Post Due by 8:30am</td>
</tr>
<tr>
<td>3</td>
<td>September 6</td>
<td>Class: Government and Health Insurance: The Policy Process</td>
<td>Ch. 3 “Bitter Pill: Why Medical Bills Are Killing Us”</td>
<td>Quiz: Chapter 3 Due by 8:30am</td>
</tr>
<tr>
<td></td>
<td>September 8</td>
<td></td>
<td></td>
<td>Discussion Board Post Due by 8:30am</td>
</tr>
<tr>
<td>4</td>
<td>September 13</td>
<td>Class: Comparative Health Systems</td>
<td>Ch. 4</td>
<td>Quiz: Chapter 4 Due by 8:30am</td>
</tr>
<tr>
<td></td>
<td>September 15</td>
<td></td>
<td></td>
<td>Paper Due – Is Healthcare a Right?</td>
</tr>
<tr>
<td>5</td>
<td>September 20</td>
<td>Class: Population Health</td>
<td>Ch. 5</td>
<td>Quiz: Chapter 5 Due by 8:30am</td>
</tr>
<tr>
<td></td>
<td>September 22</td>
<td></td>
<td></td>
<td>Discussion Board Post Due by 8:30am</td>
</tr>
<tr>
<td>6</td>
<td>September 27</td>
<td>Class: Vulnerable Populations: A Tale of Two Nations</td>
<td>Ch. 8</td>
<td>Quiz: Chapter 8 Due by 8:30am</td>
</tr>
<tr>
<td></td>
<td>September 29</td>
<td></td>
<td></td>
<td>Discussion Board Post Due by 8:30am</td>
</tr>
<tr>
<td>7</td>
<td>October 4</td>
<td>Class: Public Health: A Transformation for the 21st Century</td>
<td>Ch. 6</td>
<td>Quiz: Chapter 6 Due by 8:30am</td>
</tr>
<tr>
<td></td>
<td>October 6</td>
<td><em>Fall Break Begins</em></td>
<td></td>
<td>Discussion Board Post Due by 8:30am</td>
</tr>
<tr>
<td>8</td>
<td>October 11</td>
<td>Class: Health and Behavior</td>
<td>Ch. 7</td>
<td>Quiz: Chapter 7 Due by 8:30am</td>
</tr>
<tr>
<td></td>
<td>October 13</td>
<td><em>Class: Midterm Exam (note that this is in class!)</em></td>
<td></td>
<td>Midterm Exam in Class</td>
</tr>
<tr>
<td>9</td>
<td>October 18</td>
<td>Class: Organization of Care</td>
<td>Ch. 9</td>
<td>Quiz: Chapter 9 Due by 8:30am</td>
</tr>
<tr>
<td></td>
<td>October 20</td>
<td></td>
<td></td>
<td>Discussion Board Post Due by 8:30am</td>
</tr>
<tr>
<td>10</td>
<td>October 25</td>
<td>Class: The Health Workforce</td>
<td>Ch. 10</td>
<td>Quiz: Chapter 10 Due by 8:30am</td>
</tr>
<tr>
<td></td>
<td>October 27</td>
<td></td>
<td></td>
<td>Paper Due – Article Reflection</td>
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</table>
**Attendance Policy:**
From the university catalog: “Reasonable attendance at all class meetings is expected. If a student is unable to attend a class, the responsibility of missed class content is the sole responsibility of the student. Tests and written assignments will include content covered in class or in the assigned readings.”

This means that you are expected to be at class regularly. You are also expected to be punctual in coming to class.

You will be considered absent from class if:
- You do not attend class
- You are late for class without permission from your instructor

We understand that students sometimes need to miss class. As a result, you are allowed one excused absence with no questions asked. Beyond this limit, absences are considered unexcused and are subject to a penalty of a 1.5% reduction of a student’s final grade per absence.

Absences beyond the allowable number may be excused with proper documentation.
- If you are ill, and you let your instructor know ahead of the start of class. This may be an email, text, or phone call, your instructor will let you know if they have a preferred method of contact.
- If you are absent for illness and do not let your instructor know ahead of class, you are required to have a doctor’s note to be excused.
- If you attend a funeral, you have a program, obituary or holy card.
- If you have a required activity for another class or university sponsored athletic event, you will have a memo from the professor or program director.
You have one week from the date of your absence to submit the above documentation (with the exception of illnesses reported ahead of class). Failure to submit documentation within one week will result in your absence being unexcused.

**Assignments:**
All assignments will have a description that is available via Canvas. All papers and the group project should be written utilizing APA format. The library provides a good resource on APA format via the following website: [http://www.xavier.edu/library/help/apa_guide.pdf](http://www.xavier.edu/library/help/apa_guide.pdf).

Papers and the group project should also be turned in via Canvas through “Turnitin”. Papers will be graded via Speed Grader through Canvas, and returned with audio comments you will be able to access through the Grade Book.

In general, you should expect to receive feedback on assignments within 1 week of submission. Exceptions to this will noted in the course announcements in Canvas.

*Paper – Is Healthcare a Right:* This paper will ask you to provide your perspective (supported by sources) as to whether healthcare should or should not be considered a right in the United States. It has a minimum page requirement of 3 pages.

*Paper – Article Reaction:* This paper will ask you to react to one of the articles you will read entitled, “Bitter Pill: Why Medical Bills are Killing Us.” There will be a detailed assignment description that provides prompts for your reaction. The paper has a minimum page requirement of 3 pages.

*Group Project – Healthcare Professions:* This project will require you to work in teams of approximately 3-5 students to research a health profession that will be assigned to you. It is an interprofessional project, so you will be working with students from other classes in health disciplines. Your group will do some research on what that profession is, the scope of its practice, training and licensing requirements, and its perceptions of health administrators. Your group will also interview one individual who is practicing in that profession. You will prepare a very brief presentation (i.e. 7 minutes maximum), and will video tape your presentation to upload into Canvas.

**Quizzes:**
*Quizzes:* The weekly quizzes will be given to assess your knowledge of the content covered in the readings. These quizzes will be multiple choice and short answer in format, and will be delivered via Canvas. They are open book. They are due before we meet in class each Tuesday, and will help you to be prepared for our class meetings.

*Midterm and Final:* These exams will be multiple choice and short answer. The final exam is NOT cumulative. Exams will cover readings, lecture material, online course content, and guest speaker content.

**Discussion Board:**
Most modules will have a discussion board assignment that requires you to complete a post, either written or video (written is expected unless a video is noted in the assignment). The discussion boards
may focus on videos from online modules, guest speaker presentation material, articles, or a variety of other things. There will be a set of instructions for each post that explains the content of what you should post.

**Participation:**
Participation will count for 5% of your final grade (think of it has a half letter grade). Active participation includes:

**For in class:**
- Being on time to class
- Being awake and alert in class, not focused on other things (i.e. other homework or activities)
- Asking questions
- Offering your perspectives
- Sharing information
- Being active in small group activities
- Showing respect to your classmates, guests, faculty, etc.
- Being dressed appropriately *(business casual)* for guest speakers and other class events as requested

**For online:**
- Being active in the course: There should be evidence that you have been on the course site multiple times per week.
- Asking questions: This includes required discussion boards, but also includes asking your professor questions. You can’t raise your hand and ask questions, but you can email them. I want to help you understand the material. I should not get to the end of the class and have no record of questions from you.
- Offering your perspectives and sharing information: Your input is key to this class. If your discussion board posts to other students are bare minimum and offer little insight (and show little thought/effort), you aren’t doing your part. I also welcome student emails to me giving me your thoughts. I love healthcare, and love to just talk about it!

If you are engaged in class, this should be an easy 5% to achieve. Just make sure you are speaking in every class at least once, and that you are clearly active in the online part of the course. Don’t make me guess, make your participation obvious.

**Business Casual Dress:**
Business casual dress is expected on days where a speaker is coming to our class, and for student presentations. Business casual dress includes:

For men:
- Slacks or khakis, not wrinkled!
- Dress shirt or solid color polo shirt, not wrinkled
- Jacket (though not required of business casual)
- Tie (though not required of business casual)
- Dress shoes (not tennis shoes)

For women:
- All of the items for men are acceptable
- Skirts (dress, not casual)
- Blouses
- Shoes not open-toed

**Online Modules:**
Online Modules correspond with each week of the class (i.e. Week one is Module 1). Each module will open the Friday before the module begins. For example, Module 2 is for the week of August 29 – September 2, but will open on Friday, August 26. The modules are meant to make up 50% of the course, since the class does not meet on Thursdays. They will contain a variety of materials including lectures, videos, and readings. Students will complete graded online quizzes and discussion board posts as part of the modules. See the above course schedule for due dates.

**Time Commitment Expectations:**
This course is 50% online. Typically, for a 3 credit hour course that is a semester in length, students can expect to spend approximately 2 hours outside of class working for every 1 hour in class. As a result, the online portion of this class should require approximately 3-4 hours of your time.

If you find that you have any trouble keeping up with assignments or other aspects of the course, make sure you let your professor know as early as possible.

**Technical Requirements**
- Internet connection (DSL, LAN, or cable connection desirable)
- Access to Canvas through a supported Web browser (recent version of Firefox, Chrome or IE).
- Check your computer against Xavier’s suggested minimum computer requirements: [http://www.xavier.edu/ts/students/Computer-Recommendations.cfm](http://www.xavier.edu/ts/students/Computer-Recommendations.cfm)

**Technical Assistance**
If you need technical assistance at any time during the course or to report a problem with Canvas, contact the HELP Desk at (513) 745-HELP/4357 or visit the HELP Desk Web site.

**Netiquette**
The discussion boards are created to provide an opportunity for students to actively engage in meaningful conversation on a particular topic or issue. You are encouraged to provide your honest viewpoint, but be respectful of the views of your classmates.

**Do’s**
1. Do use correct grammar and spelling.
2. Do read the prompt, reflect on what you would like to say, and review what you’ve written before posting!
3. Do respect the privacy, beliefs, and opinions of your classmates.
4. Do challenge each other’s ideas but not each other personally.
5. Do remember to treat others as you would want to be treated.
6. Do stick to the discussion prompt at hand when posting to a forum.
7. Do use humor and sarcasm carefully. Students cannot see your facial expressions or hear any voice inflections.

Don’ts

1. Don’t type in ALL CAPS. This is regarded as shouting.
2. Don’t rant or flame. This is not the place to vent your anger or start a fight.
3. Don’t make inappropriate comments. Objectionable, sexist, or racist language will not be tolerated.

In the discussion forums you will post assignments and discuss your work with others in the class or in your groups. These are public forums, so whatever is posted can be seen by everyone in the course, including the instructors. If you want to send a private message, use individual email. The Class Lounge discussion forum is a public space for conversation with your classmates on any topic or question.

Academic Honesty:
"The pursuit of truth demands high standards of personal honesty. Academic and professional life requires a trust based upon integrity of the written and spoken word. Accordingly, violations of certain standards of ethical behavior will not be tolerated at Xavier University. These include theft, cheating, plagiarism, unauthorized assistance in assignments and tests, unauthorized copying of computer software, the falsification of results and material submitted in reports or admission documents, and the falsification of any academic record including letters of recommendation. All work submitted for academic evaluation must be the student’s own. Certainly, the activities of other scholars will influence all students. However, the direct and unattributed use of another’s efforts is prohibited as is the use of any work untruthfully submitted as one’s own. Penalties for violations of this policy may include one or more of the following: a zero for that assignment or test, an “F” in the course, and expulsion from the University. The dean of the college in which the student is enrolled is to be informed in writing of all such incidents, though the teacher has full authority to assign the grade for the assignment, test, or course. If disputes of interpretation arise, the student, faculty member, and chair should attempt to resolve the difficulty. If this is unsatisfactory, the dean will rule in the matter. As a final appeal, the academic vice president will call a committee of tenured faculty for the purpose of making a final determination."

Faculty Note:
In addition to the above (taken directly from the University Catalog), please be aware that cutting and pasting from the Internet is plagiarism, and will be treated in the same manner as any other type of plagiarism. If you use more than three words written by someone else, I expect it to be in quotes. When you are writing you should use your own words and thoughts, not those of anyone else. You may not take a sentence and change one to two words and call it your own.
Copyright Policy
Copyright laws and fair use policies protect the rights of those who have produced the material. To help you familiarize yourself with copyright and fair use policies, the University encourages you to visit the library copyright Web page and download the following for reference purposes:

Canvas course sites contain copyrights held by the instructor, other individuals or institutions. Such material is used for educational purposes in accord with copyright law and/or with permission given by the owners of the original material. You may download one copy of the materials on any single computer for non-commercial, personal, or educational purposes only, provided that you (1) do not modify it, (2) use it only for the duration of this course, and (3) include both this notice and any copyright notice originally included with the material. Beyond this use, no material from the course web site may be copied, reproduced, re-published, uploaded, posted, transmitted, or distributed in any way without the permission of the original copyright holder. The instructor assumes no responsibility for individuals who improperly use copyrighted material placed on the web site.

Students with Disabilities
Any participant who feels he/she may need an accommodation based on the impact of a documented disability should notify the course facilitator and contact Cassandra Jones in the Learning Assistance Center at 513-745-3280 or e-mail jonesc20@xavier.edu to coordinate reasonable accommodations.

Technology Policy (i.e. laptops, tablets, etc.):
This applies to the in-class portion of this course. Students may utilize laptops or tablets during class ONLY for class-related activities. This would include note taking, viewing lecture power points, or viewing other class-related materials. Other use of technology (i.e. social networking, viewing unrelated websites, doing other homework, etc.) is not acceptable. The instructor reserves the right to prohibit students who abuse this policy from using technology during class.

Also, make sure you silence your phone!

Late Assignment Policy:
Late assignments will accrue a penalty of 10% per day the assignment is late. An assignment is considered one day late if it is submitted past the identified due date/time. It is considered two days late if it is submitted any more than 24 hours past the identified due date/time, and so forth. This includes weekends! Once an assignment is more than 10 days late, it will become a zero and will not be accepted for credit.

If a student wants an extension for an assignment, this must be received no less than 48 hours before the assigned due date/time. Extensions are not guaranteed, and are at the discretion of the instructor. Extensions may include a late penalty.

Final Grade:
Your final grade will be determined via the following manner:
Discussion Board Posts: 20%
Quizzes: 17.5%
Paper – Is Healthcare a Right? 7.5%
Paper – Article Reaction 10%
Group Project 10%
Midterm: 15%
Final: 15%
Participation: 5%

Grading Scale (Note: .5% will be rounded up):
A 94-100
A- 90-93
B+ 86-89
B 82-85
B- 80-81
C+ 76-79
C 72-75
C- 70-71
D 60.0-69.9
F below 60