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HESA 604 Professional Development 4

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XAVIER UNIVERSITY
GRADUATE PROGRAM IN HEALTH SERVICES ADMINISTRATION
COLLEGE OF SOCIAL SCIENCES, HEALTH, AND EDUCATION

HESA 604

Professional Development 4

Number of credit hours 1
Semester and Year Spring 2019
Classroom Building and Room B-13 in the Alumni Center

Instructor name: Sister Dr. Nancy Linenkugel, OSF, DM, LFACHE
Instructor office: Schott Hall #403
Office hours: By appointment
Office Phone: (513) 745-3716

Instructor E-mail: linenkugeln@xavier.edu

COURSE DESCRIPTION:

This is the final of four courses in Professional Development. This course focuses on preparing students for residency through conversations with executives in various areas of healthcare. These conversations focus on current topics in healthcare, such as operational challenges, healthcare leadership, and the future.

PD 1: Executive Skills - to enhance the students' communication skills from writing letters, memos, resumes, executive summaries to presentational skills, networking and conflict resolution skills. This course offers students the opportunity to become familiar with one another, to select class officers, to plan professional and class-related activities, and to begin thinking about career opportunities.

PD 2: Xavier Interprofessional Course;

PD 3: Residency Preparation, Facility Planning, Relationship Building;

PD 4: Professional Preparation through Meeting Executives, Hearing about Contemporary Topics Impacting Health Services Administration, and Presiding Over a Guest Speaker Session

DOMAIN/COMPETENCE MODEL FOR GRADUATE HEALTH SERVICES ADMINISTRATION

Graduate MHSA Masters of Health Services Administration Mission Statement (2014)

This PD 4 Course is consistent with our Graduate MHSA Masters of Health Services Administration Mission Statement:

"In keeping with its Catholic, Jesuit tradition, the mission of the Graduate Program in Health Services Administration (GPHSA) 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 through employment in decision support, managerial and/or executive positions.

The program will accomplish its mission through:

- Challenging students in the classroom and in applied field experiences including internships and required residencies (scholar-practitioner program) to think critically, to connect coursework to

organizational experiences, and to grow in executive skills (writing, speaking, self-management, follow-through, leadership);

- 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”

PD 4’s emphasis on operational challenges, leadership aspects, chairing a session, and looking ahead supports this mission.

Competencies/Student Learning Outcomes for PD4			
Course Objectives	Competency/ Student Learning Outcome	Minimum Expected Level of Competence	Method of Assessment
The student will be able to work with colleagues both in and out of the classroom and handle one class session as practice for what would be expected of an administrative resident	#20 Be able to manage interpersonal communications and work effectively in teams.	Competent- the team member is a reliable attender, completes the class session assignment in a professional manner, assists his/her partner(s) for the session, and assists in presenting an excellent guest speaker event for the class	Successful “doing it all” for the assigned class session

COURSE OBJECTIVES

At the end of the course each student will have:

- An appreciation for the topics healthcare executives face, including operational challenges and leadership aspects
- Chaired a class session involving a guest presenter
- Maintained a weekly journal for these PD classes that lists: date, speaker, topic, main concepts covered, one thing I learned, questions for the future. Use for all four PD classes.

COURSE REQUIREMENTS AND METHODOLOGY

Course Prerequisites, Requirements, and Methodology

- **Requirements**

HESA 604 is a **required** course. Each of the Professional Development courses familiarizes the student with issues and practitioners in the field in a conference or workshop type environment. Prerequisites include HESA 601, 602, and 603.

Students must be present for the course meetings since each of the meetings consists of a guest presentation. Some of the presenters may have short homework or in-class assignments. It is necessary, therefore, to be present for all meetings. In extenuating circumstances, absences may be excused after contacting the instructor, Dr. Linenkugel. Please contact the instructor at least 20 minutes prior to class if you will be absent. Please be aware that your professional behavior and demeanor are indicators of your readiness to undertake a residency and a management-leadership position in health care.

- **Methodology**

The methodology used in this course is lecture and class discussion. Students are expected and encouraged to ask questions of the presenters.

- **Learning**
You will learn in this course using a variety of learning and teaching methods. On an average week, you will spend approximately 4 hours learning in this course:
 - Preparation, Seeing S.T.A.R.S. 35%
 - Guest Speakers 65%

- **Host of Weekly Guest Speaker** (You get to “do it all” for each PD 4 class session)
Students will be responsible for contacting the invited speaker, arranging for their parking, handling any needs of the speaker (e.g. AV needs), opening the class, giving the opening reflection, introducing the speaker, helping to guide question and answer time with the class, thanking the speaker, ensuring the class session runs smoothly and then sending a thank you note to the speaker(s).

- **Residency Preparation**
Healthcare Executives will be guest presenters to provide insights about the real world of health services administration and to help prepare students for they will encounter during their residency. This will help students develop an appreciation for the topics healthcare executives face, including operational challenges and leadership aspects

- **“Seeing S.T.A.R.S.” Program (Skype The Administrative ResidentS)**
“Seeing S.T.A.R.S.” is an optional opportunity to connect with current administrative residents several times during the semester. The purpose is to continue our Learning Community so that MHSA students can learn more about experiences that administrative residents are having. The department’s administrative assistant will handle the schedule for these Skype opportunities and provide information about how to take part. PD 4 class members are strongly encouraged to participate; first year MHSA students are welcome to participate.

- **Weekly Journal**
 - Students will maintain a weekly journal of these PD classes for personal recall and enrichment that includes:
 - Date, Speaker, Topic, Main concepts covered, One thing I learned, Questions for the future
 - This journal should be kept and be used for all four PD classes.

- **Evaluation**

Class Participation	80%
Hosting Guest Speaker	20%

Grading Scale:

This is a Pass/Fail Course

ACCOMMODATIONS

If you have a disability for which you require accommodation in order to give your best academic performance in this course, please notify the instructor. You should consult or register with the Learning Assistance Center (513-745-3280) so that together you can work to develop methods of addressing needed accommodations in this class.

REQUIRED READING

There are no textbooks required. Readings may be assigned as appropriate to prepare the student for a guest presenter. These will be provided as necessary.

ACADEMIC HONESTY (XAVIER UNIVERSITY POLICY)

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.

FACULTY NOTE

In addition to the above (taken directly from the University Catalog), please be aware that cutting and pasting from the Internet without attribution is unacceptable. If you use more than three words written by someone else, those words should be enclosed in quotation marks and appropriately noted.

PERSONAL TECHNOLOGY

Personal computers are only permitted in PD 4 for the first and last class sessions. You'll need your devices for the material presented during class session #1 about the residency guidelines and for the material presented in session #14 about residency preparation. For all the other class sessions, you have no need for computers. If you want to take notes, do so on paper. You owe it to these eminent presenters to give your full attention so that you can focus on their presentations, you can respond to questions, and you can ask questions. In the MHSA coursework in general and in the PD courses in particular, students should be developing their own inner sense of what is professional and what is the correct thing to do.

Inclusivity Statement:

The Department of Health Services Administration and its faculty and staff are committed to providing an atmosphere for learning that respects diversity, in which all students feel comfortable and safe to learn, and in which all students feel like valued members of the HSA community. We are committed to addressing issues that put such an atmosphere in jeopardy, and to being active allies to diverse students. In order to build a positive classroom community, we ask that students:

- Appreciate the opportunity that we have to learn from each other in this community;
- Share their unique experiences, values and beliefs;
- Be open to the views of others;
- Honor the uniqueness of their peers;
- Communicate in a respectful manner;
- Keep confidential discussions that the community has of a personal (or professional) nature;
- Utilize this opportunity together to discuss ways in which we can create an inclusive environment in this course and across the Xavier community.

This syllabus and course outline is subject to change due to unforeseen circumstances.

Assignments

1. As one measure of readiness for PD 4 students to take their places in administrative residencies, assigned students for each class have the opportunity to "do it all" for one PD 4 class meeting. Note: enumerated instructions are given below so that the assigned students are at ease with everything about handling a class session.
2. All students are expected to ask questions of the presenters and participate in in-class discussions/projects.
3. Keep in mind this **212° Exchange** (based on "212 –The Extra Degree" by S. L. Parker) and make it part of your personal style and practice.
4. Attend the HIP session noted in the course schedule on the last page.

Dr. L	At 211°...	Students	...water is hot.	Dr. L	At 212°...	Students	...water boils.
"	Boiling water...	"	makes steam.	"	Steam...	"	...powers a locomotive.

Agenda for Each Class Meeting

1.	Sign-in on the attendance sheet provided	(passed around)	
2.	Prayer / Reflection	Student(s)	1 min.
3.	Announcements	Student(s)/Class President	2 min
4.	Introduction of Speaker	Student(s)	2 min
5.	Speaker's Presentation with Q&A	Speaker(s)	~66 min
6.	Thank You to Speaker(s)	Student(s)	2 min
7.	Adjourn the Class	Student(s)	1 min
		TOTAL	75 min

Spring 2019 Student Facilitators get to "do it all" each week as follows:

#1	1/15	Anam Sayani & Monica Vora	#7	2/26	Reed Bentzinger & volunteer
#2	1/22	Ian Atkinson & volunteer	#8	3/19	Tyler Britton & Eric Futscher
#3	1/29	Ariel Schmid & volunteer	#9	3/26	Grant Collins & Kaitlyn Mann
#4	2/05	Itunu Francis & Cameron Grote	#10	4/02	Dhaval Shah & volunteer
#5	2/12	Kacey Richards & Deidre Smith	#12	4/16	Jasmine Cline-Bailey & volunteer
#6	2/19	Nicholas Bryant & Katie Heitz			

Note: Dr. Linenkugel's role in PD 4 is to organize all the speakers and confirm them initially. She also attends each class session as usual but is in the background so that you can shine as health services administration executives-to-be. Letting you "do it all" for the PD 4 classes gives you practice for what you will likely be asked to do during your residency and for what you will certainly be asked to do in your career, i.e. be in charge of a guest presenter.

The checklist of duties for how to "do it all" is here:

Enumerated Responsibilities for the Student Facilitators— what it means to "Do It All":

- A. Contact speaker in advance – get bio, find out any computer needs, provide GPS info for the Alumni Center in case the speaker hasn't been there—use 1507 Dana Ave, Cincinnati 45207, ask if the speaker has any questions, etc.
- B. If the speaker will be using a PowerPoint presentation, make sure you get this at least the day before class or you have at least two ways to access the PPT on the day of class. We've had a close call when the Xavier email server just happened to be down on a Tuesday morning and the students in-charge had to frantically phone the presenter and ask that he/she bring their computer or a flash drive with the PPT.
- C. Tina will email you the parking pass so that you can provide this to the speaker; you should send this to the presenter the week before the scheduled class.
- D. On class day come early (at least 15 min early) to make sure the classroom looks good, no trash on the floor, marker boards erased, tables and chairs in order, clicker works for PowerPoint, etc.

- E. Welcome the speaker and get him/her set up in the classroom.
- F. Provide a glass of water for each presenter or provide a small bottle of water. Note: prior class groups have gotten a case of bottled water, labeled it as MHSA, and stored it in the Deco-Diner refrigerator.
- G. At the 11:30 AM class start time, come up to the front of the room.
- H. Call the class to order.
- I. Offer the prayer/reflection. Note: a "moment of silence" isn't acceptable because in the future, you will be called on to offer the prayer to start a meeting or event, so think it through and offer something non-denominational and meaningful that fits the occasion.
- J. Ask the class president for announcements.
- K. Introduce the speaker (try not to simply read the speaker's bio but know it well enough so it's more like you're introducing someone familiar to you). Conclude with something like, "Thanks so much for being here today and we just want to note that this class ends at 12:45 PM. Everyone, please welcome (name)".
- L. (Speaker gives the presentation).
- M. Be ready with one or two questions to get the Q&A started or to finish the discussion if there is time left in the class and questions from students seem completed.
- N. Thank the speaker on behalf of the class by offering a comment summarizing the significance of the presentation to the class and present the Popcorn Award which represents our "Explosion of Thanks" (popcorn award is provided).
- O. Adjourn the class.
- P. Send thank you note to the speaker (notecard is provided). Ask the speaker for his/her business card so that you have the mailing address. Handwrite the note card after the session, address the envelope, and give to Tina to mail from our department.

Professional Development 4 (HESA 604) Spring 2019

(Day: Tuesday, Time: 11:30 AM – 12:45 PM, Classroom location: B-13 Alumni Center)

Class	Date	Module/Topic	Speaker	Contact Info
		Module – Operational Challenges and Leadership		
#1	1/15/19	Challenges from the Healthcare Workforce	Darla Olson, HR Dir, Phys. Practices, and Vesta Johns, HR - TriHealth (confirmed)	Darla_Olson@trihealth.com 513-569-6411
#2	1/22/19	Faith-Based Health Care: What's the Difference?	Rev. Frank Nation, VP of Mission and Culture, TriHealth (confirmed)	frank_nation@trihealth.com 513-569-6248
#3	1/29/19	Challenges in Long-Term Care	Mark Wellinghoff, Executive Director, LTC Consultant, Cincinnati OH (confirmed)	markwellinghoff@gmail.com 513-315-1802 (cell)
	2/04/19 Monday	HIP #15 "3D Printing and Precision Medicine"	Dr. Tim Tracy, CEO, Aprexia Pharmaceuticals, Blue Ash (confirmed)	3:00-4:15 PM (location TBA)
#4	2/05/19	Challenges in the Patient Experience Function	Jason Phibbs, '11M, Director, Patient Experience, and Ali Willis '13M, Manager of Patient Experience, TriHealth (confirmed)	Jason_Phibbs@trihealth.com 513-569-5053
#5	2/12/19	Leadership Dilemmas	Tom Daskalakis '91M, CAO, UC West Chester Hospital, West Chester OH (confirmed)	tom.daskalakis@uchealth.com 513-298-7725
#6	2/19/19	Challenges for Managers: Contracting & Negotiating	Michael Taylor, VP, Revenue Cycle Management, CCHMC, Cincinnati OH (confirmed)	Michael.Taylor@cchmc.org 513-702-5868 (cell)
#7	2/26/19	Governance Challenges	Thomas Urban '76M, President and CEO, Mercy Health – Fairfield Hospital, Fairfield OH (confirmed)	tsurban@mercy.com 513-870-7111
	3/05/19	[Alumni Reception at ACHE Congress]	[No class session]	
	3/12/19	[Spring Break]	[No class session]	
#8	3/19/19	Physician-Administration Relationship Challenges	Pamela Coyle-Toerner '86M, Executive Director, TriHealth Physician Partners, and Dr. Steve Cleves, Board Chair, TriHealth Physician Partners (confirmed)	Pamela_Coyle-Toerner@trihealth.com 513-256-9787
#9	3/26/19	Challenges - Organizations: Leading Transformation/ Wide-Scale Change/Servant Leadership	Mark Clement '78M, CEO, Tri-Health, Cincinnati OH (confirmed)	Mark_Clement@trihealth.com 513-569-6430 = Tatiana Carter, assistant Tatiana_carter@trihealth.com
#10	4/02/19	The Investor-Owned Sector	Drew Tyrer '11M, COO and Ethics & Compliance Officer, TriStar Summit Medical Center, Hermitage TN (confirmed)	Andrew.Tyrer@hcahealthcare.com 615-598-7943 (cell)
		Module - The Future		
#11	4/09/19	Medical Staff Credentialing	Sister Dr. Nancy Linenkugel, OSF, '80M	
#12	4/16/19	Innovation	Doug French, '79M, Managing Director, Sante Ventures, Austin TX (confirmed)	doug.french@santeventures.com 512-721-1201
#13	4/23/19	Residency Guidelines	Sr. Dr. Nancy Linenkugel, OSF, '80M and Tina Farrell	
#14	4/30/19	"Call of Residency"	Sister Dr. Nancy Linenkugel, OSF, '80M	