The University of Texas at Tyler
COLLEGE OF BUSINESS & TECHNOLOGY
Summer Semester 2019 Course Syllabus
Updated on May 05, 2019

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| Course Number: | MANA 5361 Section 701, 703 & 705 |
| Course Title: | Introduction to the American Health Care System |
| Class Meeting: | Online |
| Instructor: | Dr. Venugopal Gopalakrishna-Remani, PhD, DVM, MBA, PGDPM |
| Office: | Virtual |
| Email: | venugopal@uttyler.edu |
| Course Description: | An introduction to the American health care system, its components, organization, and management of the system. Subjects include the historical development, structure, operation, and current and future directions of the American health care delivery system and health care ethics. |
| Canvas: | Canvas will be used to distribute course materials and class information, administer tests and submit assignments, and to host class communications. Students should plan to log into the Canvas course portal **at least once per day** while this online course is in progress. |

\* This syllabus is intended as a set of guidelines for the course.  The instructor reserves the right to modify the content, schedule, and requirements as needed to provide the best possible educational experience in light of prevailing conditions affecting this course.

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| Prerequisites: | Admission to a relevant degree program. Students should be proficient in computer use and file management. Students will also need to have access to Canvas and be capable of receiving and sending e-mails to the instructor. |
| Required Texts: | Fundamentals of U.S. Health Care: Principles and Perspectives by Yesalis, Holt, and Politzer. ISBN # 978-1-4283-1735-2. |
| | Reengineering Health Care by Champy and Greenspun. ISBN # 978-0-13-705265-3. |
| | You may also be required to purchase other supplemental materials during the semester for reading assignments, etc.  Harvard Business Review articles to be purchased are given in the welcome address. |

Course Objectives: This course is an introduction to the concepts, principles, problems, and practices that define the U.S. health care system. Topics include health and health status, elements of the health care delivery system, health care facilities and professions, health care financing and regulation, ethics in health care, and overarching policy issues. By the end of this course, students will understand:

1. Basic terminology, concepts, and policy issues relevant to health care

2. Structure, operation, historical development and future directions of the U.S. health care delivery system

3. Ethical issues in health care

4. Tradeoffs and constraints affecting health care access, cost, and quality

5. Organizational change management issues in health care

Knowledge Objectives: After completing this course the student will be able to do the following:

1. Identify and describe the roles of different elements of the U.S. health care system

2. Identify and describe the roles and required qualifications of the major health care professions

3. Identify current public policy issues related to health care and discuss the philosophical positions on all sides of these issues

4. Recognize and explain the resource limitations affecting health care access, cost, and quality

5. Discuss the potential application of organizational change management techniques in health care settings

Competencies to be Demonstrated:

1. Computer usage: Students will develop these skills by using the Canvas course portal for communication related to the course.

2. Critical thinking: Students will develop and enhance this skill by completing a variety of assignments that require critical thinking.

3. Problem solving: Students will analyze and apply information and assumptions to problem situations in health care management.

4. Communication skills: will be demonstrated by class participation via Canvas's communication capabilities such as online discussions and e-mail dialogue. Proper business communication etiquette is expected.

5. Independent research skills: will be required to complete course assignments, homework, and exams.

6. Creativity and innovation: will be demonstrated by completing research and homework assignments, which can be worked more or less efficiently and in different ways.
7. Ethical issues in decision making and behavior: Specific ethical issues in health care management and policy will be addressed in course assignments.

Teaching Method:
Online lecture, text-based homework, Harvard Business review articles.

Core Values:
Professional Proficiency
Technological
Competence Global
Awareness  Social
Responsibility
Ethical Courage

COURSE REQUIREMENTS

Reading Assignments:
1. Each participant is responsible for completing the reading assignments by the dates listed below in the Course Schedule.
2. Homework and article review assignments are made with the assumption that the required reading assignments are completed in advance.
3. Textbook readings and Harvard business review articles for the course.

Homework, Case and
other Assignments:
1. Homework, and Harvard business review article review tests will be posted on Canvas during the semester.
2. Homework and Harvard business review article review tests are due by the end of the specified week unless the assignment instructions state otherwise.
3. Plagiarism and cheating are serious offenses and may be punished by failure on an exam, failure in the course; and/or expulsion from the University. Canvas and other web-based resources are used to check submitted assignments for possible plagiarism. For more information, refer to the Academic Dishonesty policy in the University Catalog.
4. Assignments that are submitted late will not be graded. You will not have the opportunity to earn points for an assignment after the deadline.

Exams:
1. Exams will cover material presented in the online lectures, assigned readings from the Course Schedule, homework and case study assignments, and class discussion board or other assigned supplementary materials. Exams may include multiple choice, T/F, Short Answer/Essays, and practical problems requiring calculations. Dates for the exams are listed in the Course Schedule.

2. Make-up exams and Article review tests or make –up homework tests are generally not given. It is **given only in emergency situations where adequate documentation is provided to the instructor**. Please note that you are always welcome to prepare ahead of the deadline, if you are away for a business trip or so in the deadline date. But you need to take examinations as per the schedule as most of them have multiple days to take the examination. If you cannot take an online exam during the scheduled time, notify the instructor via patriot email as soon as possible. If you are not getting the reply for any email within two working days, you shall inform the professor again.

EXAM POLICY:
There will be two exams in this class. The exams will be taken on Canvas. Each exam will consist of materials covered in the textbook. Exams are timed and you have one attempt to complete the exam. Exams are primarily true or false and multiple choice questions. The exams will be administered through Proctor U. Note that all exams are online via Canvas. Check class schedule for more details.

PROCTOR U
The Soules College of Business is pleased to offer MBA courses online in an asynchronous environment in order enhance their accessibility. In order to preserve academic integrity in these online courses, we observe the following testing policy.
1) Classes offered online may have up to two tests/examinations offered in a proctored setting.
2) These proctored exams should have meaningful impact on a student's grade in class.
3) Exams administered online should be proctored live using a proctoring service approved by the University. The use of services which only record the exam administration but do not offer live monitoring is not acceptable.
4) Students must register for the proctoring service using information provided by the instructor.
5) **Exam proctoring will be at no cost to the student provided that the exam is scheduled in a timely manner per the course instructions**. Students may be billed for cancelling or rescheduling an exam per the provider's fee schedule.

MAKE-UP POLICY:
There are no makeup exams. If you miss an exam, then you will be given a zero. If you must be absent due to a University sanctioned event, you are responsible for notifying me with

proper documentation and taking the exam early.  Carefully review the class schedule and let me know the first week of class if there are any conflicts.  See the University Catalog for additional information on University sanctioned absences.

Student Responsibilities:   Preparation is crucial for success in this class. Reading, homework, and Harvard business review articles must be done and submitted in accord with the course schedule.

Course Completion: You should expect to invest significant time in this course.  The actual amount of time required will vary from individual to individual.  For best results, you should plan to devote some time to this course on a daily basis.

Academic Honesty:  "Scholastic dishonesty" includes, but is not limited to, cheating, plagiarism, collusion, falsifying academic records, and any act designed to give unfair academic advantage to the student (such as, but not limited to, submission of essentially the same written assignment for two courses without the prior permission of the instructor, providing false or misleading information in an effort to receive a postponement or an extension of a test, quiz, or other assignment), or the attempt to commit such an act . . . (UT Tyler Student Affairs Manual of Policies and Procedures).

Course Schedule:

| Wk # | Date | Topic | Readings | Assignment is generally due 11:59 pm on Sunday |
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| 1 | 5/10-5/19 | Course Intro/Rules of Engagement Health Care: Overview Health Status | Course Syllabus Text Chapter 1 & 2 | Self-Introduction discussion opens on 5/12 and is due on 5/19 at 11:59 pm cst |
| | | | Reengineering Intro & Ch 1 | HBR Article 1 Review test opens on 5/12 and is due on 5/19 at 11:59 pm cst |
| | | | HBR Article 1 | Text Chapter 2 Homework test opens on 5/12 and is due on 5/19 at 11:59 pm cst |
| 2 | 5/20-5/26 | Health Services in Perspective Organization of Health Services Health Care Professions | Text Chapter 3, 4 & 5 | Text Chapter 3, 4 & 5 H/W tests opens on 5/20 and are due on 5/26 at 11:59 pm cst |
| | | | Reengineering Ch 2 | Reengineering Ch 2 H/W test opens on 5/20 and is due on 5/26 at 11:59 pm cst |
| | | | HBR Article 2 | HBR Article 2 Review test opens on 5/20 and is due on 5/26 at 11:59 pm cst |

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| 3 | 5/27-6/2 | Public Health Long-Term Care Medicare and Medicaid | Text Chapter 6, 7 & 8 | Text Chapter 6, 7 & 8 H/W tests open on 5/27 and are due on 6/2 at 11:59 pm cst |
| | | | Reengineering Ch 3 | Reengineering Ch 3 H/W test opens on 5/27 and is due on 6/2 at 11:59 pm cst |
| | | | | Exam 1 opens on 5/27 and is due on 6/2 at 11:59 pm cst |
| 4 | 6/3-6/9 | Health Care Facilities Cost of Health Care Services Health Care Financing | Text Chapter 9, 10 & 11 | Text Chapter 9, 10 & 11 H/W tests opens on 6/3 and are due on 6/9 at 11:59 pm cst |
| | | | Reengineering Ch 4 & 5 | Reengineering Ch 4-5 H/W test opens on 6/3 and is due on 6/9 at 11.59 pm |
| | | | Article 3 | HBR Article 3 Review test opens on 6/3 and is due on 6/9 at 11: 59 pm cst |
| 5 | 6/10-6/16 | Managed Care Utilization of Health Services Quality of Care | Text Chapter 12, 13 & 14 | Text Chapter 12, 13 & 14 H/W tests opens on 6/10 and is due on 6/16 at 11:59 pm cst |
| | | | Article 4 | HBR Article 4 Review test opens on 6/10 and is due on 6/16 at 11:59 pm cst |
| 6 | 6/17-6/23 | Health Planning and Regulation National Health Policy | Text Chapter 15 & 16 | Text Chapter 15 & 16 H/W tests opens on 6/17 and are due on 6/23 at 11:59 pm cst |
| | | | Reengineering Ch 6 and 7 | Reengineering Ch 6-7 H/W opens on 6/17 and is due on 6/23 at 11:59 pm cst |
| 7 | | **Final examination opens on June 17th and is due on June 23th at 11:59 pm cst** | | Exam 2 due on 6/23 at 11:59 pm cst |

## College of Business and Technology Statement of Ethics

The ethical problems facing local, national and global business communities are an ever- increasing challenge.  It is essential the College of Business and Technology help students prepare for lives of personal integrity, responsible citizenship, and public service.  In order to accomplish these goals, both students and faculty of the College of Business and Technology at The University of Texas at Tyler will:

o   Ensure honesty in all behavior, never cheating or knowingly giving false information. o

Create an atmosphere of mutual respect for all students and faculty regardless of race,

creed, gender, age or religion.

o   Develop an environment conducive to learning. o Encourage and support student

organizations and activities. o Protect property and personal information from theft,

damage and misuse.

o       Conduct yourself in a professional manner both on and off campus.

## Students Rights and Responsibilities

To know and understand the policies that affect your rights and responsibilities as a student at

UT Tyler, please follow this link:  http://www2.uttyler.edu/wellness/rightsresponsibilities.php

### Concealed Handguns

We respect the right and privacy of students who are duly licensed to carry concealed weapons in this class.  License holders are expected to behave responsibly and keep a handgun secured and concealed.  More information is available at http://www.uttyler.edu/about/campus-carry/index.php

### UT Tyler a Tobacco-Free University

- All forms of tobacco will not be permitted on the UT Tyler main campus, branch campuses, and any property owned by UT Tyler.  This applies to all members of the University community, including students, faculty, staff, University affiliates, contractors, and visitors.
- Forms of tobacco not permitted include cigarettes, cigars, pipes, water pipes (hookah), bidis, kreteks, electronic cigarettes, smokeless tobacco, snuff, chewing tobacco, and all other tobacco products.
- There are several cessation programs available to students looking to quit smoking, including counseling, quitlines, and group support. For more information on cessation programs please visit www.uttyler.edu/tobacco-free.

### Academic Integrity

Academic integrity is of the utmost importance. Academic dishonesty will result in the receipt of an F for a final grade in this course. The assessments included in this course are designed to measure your grasp of the information which is examined throughout the course. Please refer to http://www.uttyler.edu/catalog/10-12/1491.htm to review the Academic Standards of Conduct.

### SCHOLASTIC DISHONESTY

The policies listed below are taken from Section 8-802 of the Manual of Policy and Procedures

"Scholastic dishonesty" includes, but is not limited to, cheating, plagiarism, collusion, falsifying academic records, and any act designed to give unfair academic advantage to the student (such as, but not limited to, submission of essentially the same written assignment for two courses without the prior permission of the instructor, providing false or misleading information in an effort to receive a postponement or an extension on a test, quiz, or other assignment), or the attempt to commit such an act.

"Cheating" includes, but is not limited to:
A. copying from another student's test paper; using during a test materials not authorized by the  person giving the test;
B. failing to comply with instructions given by the person administering the test;
C. possession during a test of materials which are not authorized by the person giving the test, such as class notes or specifically designed "crib notes." The presence of textbooks constitutes a violation only if they have been specifically prohibited by the person administering the test; D. using, buying, stealing, transporting, or soliciting in whole or part the contents of an unadministered test, test key, homework solution, or computer program;
E.        collaborating with or seeking aid from another student during a test or other assignment without authority;
F.        discussing the contents of an examination with another student who will take the examination; G. divulging the contents of an examination, for the purpose of preserving questions for use by another, when the instructor has designated that the examination is not to be removed from the examination room or not to be returned to or kept by the student;
H.        substituting for another person, or permitting another person to substitute for oneself to take a course, a test, or any course-related assignment;
I.        paying or offering money or other valuable thing to, or coercing another person to obtain an unadministered test, test key, homework solution, or computer program, or information about an unadministered test, test key, homework solution, or computer program;
J.        falsifying research data, laboratory reports, and/or other academic work offered for credit; K. taking, keeping, misplacing, or damaging the property of the university, or of another, if the student knows or reasonably should know that an unfair academic advantage would be gained by such conduct; and

L. misrepresenting facts, including providing false grades or résumés, for the purpose of obtaining an academic or financial benefit for oneself or another individual or injuring another student academically or financially.

"Plagiarism" includes, but is not limited to, the appropriation, buying, receiving as a gift, or obtaining by any means another's work and the submission of it as one's own academic work offered for credit.

"Collusion" includes, but is not limited to, the unauthorized collaboration with another person in preparing academic assignments offered for credit or collaboration with another person to commit a violation of any section of the rules on scholastic dishonesty.

"Falsifying academic records" includes, but is not limited to, altering or assisting in the altering of any official record of the university or the University of Texas System, the submission of false information or the omission of requested information that is required for or related to any academic record of the university or the University of Texas System. Academic records include, but are not limited to, applications for admission, the awarding of a degree, grade reports, test papers, registration materials, grade change forms, and reporting forms used by the Office of the Registrar. A former student who engages in such conduct is subject to a bar against readmission, revocation of a degree, and withdrawal of a diploma.

For more information on Scholastic Dishonesty, please see Section 8-304, Section 8-503, and Section 8-802 of Chapter 8 of the Manual of Policy and Procedures.

## Grade Replacement/Forgiveness and Census Date Policies

Students repeating a course for grade forgiveness (grade replacement) must file a Grade
Replacement Contract with the Enrollment Services Center (ADM 230) on or before the Census Date of the semester in which the course will be repeated. Grade Replacement Contracts are available in the Enrollment Services Center or at http://www.uttyler.edu/registrar.

Each semester's Census Date can be found on the Contract itself, on the Academic Calendar, or in the information pamphlets published each semester by the Office of the Registrar. Failure to file a Grade Replacement Contract will result in both the original and repeated grade being used to calculate your overall grade point average. Undergraduates are eligible to exercise grade replacement for only three course repeats during their career at UT Tyler; graduates are eligible for two grade replacements. Full policy details are printed on each Grade Replacement Contract. The Census Date is the deadline for many forms and enrollment actions that students need to be aware of. These include:

- Submitting Grade Replacement Contracts, Transient Forms, requests to withhold directory information, approvals for taking courses as Audit, Pass/Fail or Credit/No Credit.

- Receiving 100% refunds for partial withdrawals. (There is no refund for these after the Census Date)

- Schedule adjustments (section changes, adding a new class, dropping without a "W" grade)

- Being reinstated or re-enrolled in classes after being dropped for non-payment

- Completing the process for tuition exemptions or waivers through Financial Aid

## State-Mandated Course Drop Policy

Texas law prohibits a student who began college for the first time in Fall 2007 or thereafter from dropping more than six courses during their entire undergraduate career. This includes courses dropped at another 2-year or 4-year Texas public college or university. For purposes of this rule, a dropped course is any course that is dropped after the census date (See Academic Calendar for the specific date).

Exceptions to the 6-drop rule may be found in the catalog. Petitions for exemptions must be submitted to the Enrollment Services Center and must be accompanied by documentation of the extenuating circumstance. Please contact the Enrollment Services Center if you have any questions.

## Disability/Accessibility Services

In accordance with Section 504 of the Rehabilitation Act, Americans with Disabilities Act (ADA) and the ADA Amendments Act (ADAAA) the University of Tyler at Texas offers accommodations to students with learning,

physical and/or psychological disabilities.  If you have a disability, including non-visible diagnosis such as a learning disorder, chronic illness, TBI, PTSD, ADHD, or you have a history of modifications or accommodations in a previous educational environment, you are encouraged to visit https://hood.accessiblelearning.com/UTTyler and fill out the New Student application.  The Student Accessibility and Resources (SAR) office will contact you when your application has been submitted and an appointment with Cynthia Lowery, Assistant Director Student Services/ADA Coordinator.  For more information, including filling out an application for services, please visit the SAR webpage at http://www.uttyler.edu/disabilityservices, the SAR office located in the University Center, # 3150 or call 903.566.7079.

## Student Absence due to Religious Observance

Students who anticipate being absent from class due to a religious observance are requested to inform
the instructor of such absences by the second class meeting of the semester.

## Student Absence for University-Sponsored Events and Activities

If you intend to be absent for a university-sponsored event or activity, you (or the event sponsor)
must notify the instructor at least two weeks prior to the date of the planned absence. At that time the instructor will set a date and time when make-up assignments will be completed.

## Social Security and FERPA Statement

It is the policy of The University of Texas at Tyler to protect the confidential nature of social
security numbers. The university issues a unique identifying ID number to all students. The electronic transmission of grades (e.g., email) risks violation of the Family Educational Rights and Privacy Act (FERPA) and therefore will not be transmitted electronically. Further, in accordance with FERPA, any information regarding assignments and grading will be discussed between the instructor and the student only. All requests made to the instructor, which are initiated by someone other than the student, regarding information about a student's activity, will be advised by the instructor to seek that information from the student.

## Emergency Exits and Evacuation

Everyone is required to exit the building when a fire alarm goes off. Follow your instructor's
directions regarding the appropriate exit. If you require assistance during an evacuation, inform your instructor in the first week of class. Do not re-enter the building unless given permission by University Police, Fire department, or Fire Prevention Services.

## TECHNICAL INFORMATION

### Technical Support:

If you experience technical problems or have a technical question about this course, you can obtain assistance by emailing itsupport@patriots.uttyler.edu
When you email IT Support, be sure to include a complete description of your question or problem including:  *The title and number of the course

*The page in question

*If you get an error message, a description and message number

*What you were doing at the time you got the error message

You may also visit the Help Tab in Canvas for useful information or check out **On Demand Learning Center for Students** http://ondemand.Canvas.com/students.htm

### Plug-ins and Helper Applications

UT Tyler online courses use Java, JavaScript, browser plug-ins, helper application and cookies. It is essential that you have these elements installed and enabled in your web browser for optimal viewing of the content and functions of your online course.

**Adobe Reader** allows you to view, save, and print Portable Document Format (PDF) files. http://get.adobe.com/reader/

**Java Runtime Environment** (JRE) allows you to use interactive tools on the web.

http://www.java.com/en/download//

**Adobe Flash Player** allows you to view content created with Flash such as interactive web applications and animations. http://get.adobe.com/flashplayer/


**QuickTime** allows users to play back audio and video files.

http://www.apple.com/quicktime/download/

**Windows Media Player** allows you to view, listen and download streaming video and audio
http://windows.microsoft.com/en-US/windows/products/windows-media-player

**Technical Support:**
If you experience technical problems or have a technical question about this course, you can obtain assistance by emailing itsupport@patriots.uttyler.edu
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**Adobe Reader** allows you to view, save, and print Portable Document Format (PDF) files. http://get.adobe.com/reader/
**Java Runtime Environment** (JRE) allows you to use interactive tools on the web.

http://www.java.com/en/download//

**Adobe Flash Player** allows you to view content created with Flash such as interactive web applications and animations. http://get.adobe.com/flashplayer/


**QuickTime** allows users to play back audio and video files.

http://www.apple.com/quicktime/download/

**Windows Media Player** allows you to view, listen and download streaming video and audio
http://windows.microsoft.com/en-US/windows/products/windows-media-player