Cover Sheet: Request 11672

PHC 4XXX Healthcare Operations Concepts

Info

Process	Course|New|Ugrad/Pro
Status	Pending
Submitter	Vogtle,Candice Raquel cvogtle@ufl.edu
Created	5/3/2017 4:16:08 PM
Updated	6/12/2017 11:03:52 AM
Description of request	The course will cover several relevant topics related to the operations of healthcare organizations with a particular focus on small provider practices. The course will cover management principles for health care practitioners, healthcare reimbursement methodologies, and basic healthcare financial management such as simple budgeting and debt financing.

Actions

Step	Status	Group	User	Comment	Updated
Department	Approved	PHHP - Health Services Research, Management and Policy 313308000	Young, Ikiah Lachar		5/5/2017
Deleted HSA4XXX HealthInformatics Syllabus REVISED APPROVED.pdf					5/5/2017
College	Recycled	PHHP - College of Public Health and Health Professions	HANSON, STEPHANIE L.	Under Attendance on the Syllabus, part of the description is missing; the line just stops mid-sentence. Under Attendance, you indicated attendance will be randomly taken. Under the policy for attendance later in the syllabus, you state attendance will not be taken but then under expectations for behavior you indicate the attendance grade will be forfeited for consistent abuse. This is confusing. Please make attendance policy language consistent. You also need to add the course prefix. If this course will be part of the public health program the course prefix is PHC.	5/23/2017
No document changes					

Step	Status	Group	User	Comment	Updated
Department	Approved	PHHP - Health Services Research, Management and Policy 313308000	Young, Ikiah Lachar		5/23/2017
Deleted HSA4930_Health_Informatics__Syllabus_v9 05232017.pdf					5/23/2017
College	Approved	PHHP - College of Public Health and Health Professions	HANSON, STEPHANIE L.		6/12/2017
Replaced HSA 4XXX Healthcare Business and Operations APPROVED.docx					6/6/2017
Deleted PHC 4XXX Healthcare Operations Concepts.docx					6/6/2017
Replaced PHC 4XXX Healthcare Operations Concepts.docx					6/12/2017
Added PHC 4XXX Healthcare Operations Concepts.docx					6/12/2017
University Curriculum Committee	Pending	PV - University Curriculum Committee (UCC)			6/12/2017
No document changes					
Statewide Course Numbering System					
No document changes					
Office of the Registrar					
No document changes					
Student Academic Support System					
No document changes					
Catalog					
No document changes					
College Notified					
No document changes					

Course|New for request 11672

Info

Request: PHC 4XXX Healthcare Operations Concepts
Description of request: The course will cover several relevant topics related to the operations of healthcare organizations with a particular focus on small provider practices. The course will cover management principles for health care practitioners, healthcare reimbursement methodologies, and basic healthcare financial management such as simple budgeting and debt financing.
Submitter: Vogtle,Candice Raquel cvogtle@ufl.edu
Created: 6/12/2017 10:55:24 AM
Form version: 4

Responses
Recommended PrefixPHC
Course Level 4
Number XXX
Category of Instruction Advanced
Lab Code None
Course Title Healthcare Operations Concepts
Transcript Title Hlthcare Ops Concepts
Degree Type Baccalaureate

Delivery Method(s) On-Campus
Co-Listing No

Effective Term Spring
Effective Year2018
Rotating Topic?No
Repeatable Credit?No

Amount of Credit3

S/U Only?No
Contact Type Regularly Scheduled
Weekly Contact Hours 3
Course Description The course will cover several relevant topics related to the business end of healthcare. The course will be broken into three related modules: business management principles for practitioners,healthcare reimbursement methodology or how providers of care are paid and basic healthcare financial management such as simple budgeting and debt financing.
Prerequisites None
Co-requisites HSA 3111 US Health Care System or permission of instructor.
Rationale and Placement in Curriculum The Bachelor of Public Health is a pre-professional program intended to provide foundational knowledge and skills in public health and is best suited for students who wish to pursue a graduate degree in public health or a graduate-level health profession. The program emphasizes core content areas such as the U.S. health care system, disease and disability, ethics and legal aspects, professional behaviors and leadership, community public health, and social responsibility. This course supports the program outcomes by providing students the opportunity to increase their working knowledge of the business aspects related to the organization and delivery of healthcare services. Students that will be entering graduate programs will benefit from this knowledge and facilitate transition into the health profession workforce.

Course Objectives At the completion of the course students will be able to:
1. Classify the core functions of human resources in healthcare context
2. Describe the impact of organizational behavior on organizations in healthcare
3. Demonstrate strategic planning process
4. Explain the role of healthcare marketing
5. Extrapolate the multiple components of the revenue cycle process for healthcare providers
6. Calculate reimbursement estimates from Medicare fee schedules
7. Develop a working annual budget for a physician office
8. Explain cost of capital and its relation to healthcare organizations
9. Interpret the 3 core financial statements

Course Textbook(s) and/or Other Assigned Reading The Physician Billing Process: Navigating Potholes on the Road to Getting Paid (2nd or 3rd Edition)
by Deborah Walker Keegan, Elizabeth W. Woodcock

Introduction To Health Care Management (1st or 2nd Edition)
by Sharon B. Buchbinder, Nancy H. Shanks

Readings as assigned

Weekly Schedule of Topics Week   Date(s)   Topic(s)   Readings

Week	Topic(s)	Readings
1	Introduction and Overview of healthcare business	Syllabus
2	Organizational Behavior and HCOs	Introduction to HC Management
3	Managing HC Professionals and HR	Introduction to HC Management
4	Healthcare Marketing	Introduction to HC Management
5	Strategic Planning and Case Study 1	Introduction to HC Management
6	Revenue Cycle Explained –EXAM 1	Physician Billing Process
7	Coding of Claims	Physician Billing Process
8	Case Study 2	
9	Charge Submission and Claims Management	Physician Billing Process
10	Contract and Payor Management	Physician Billing Process
11	Payment and Denial Process	Physician Billing Process
12	Budgeting – Building Budgets – EXAM 2	Readings as Assigned
13	Budgeting – Variance Analysis	Readings as Assigned
14	Financial Statements	Readings as Assigned
15	Case 3 and EXAM 3	

Links and Policies
https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx
https://www.dso.ufl.edu/sccr/process/student-conduct-honor-code/
http://gradschool.ufl.edu/students/introduction.html
https://evaluations.ufl.edu
http://www.counseling.ufl.edu
http://www.umatter.ufl.edu/
https://shcc.ufl.edu/
http://www.alachuacounty.us/DEPTS/CSS/CRISISCENTER/Pages/CrisisCenter.aspx

Grading Scheme Requirement   Due date   Points or % of final grade (% must sum to 100%)
Exam 1

15
Exam 2

15
Exam 3

15
Case 1

15
Case 2

15
Case 3

15
Attendance

10

Instructor(s) Daniel Estrada

University of Florida
College of Public Health & Health Professions Syllabus
Course Number:4XXX Healthcare Operations Concepts (3)
Spring: 2018
Delivery Format: On-Campus

Instructor Name: Daniel Estrada, PhD, MBA, MHS
Room Number: HPNP 3106
Phone Number: 273-6069
Email Address: estradad@ufl.edu
Office Hours: As arranged
Teaching Assistants: TBD
Preferred Course Communications (e.g. email, office phone): email

Co-requisites
HSA 3111 US Healthcare system or permission of instructor

PURPOSE AND OUTCOME

Course Overview

Healthcare spending in the US reached $3.2 trillion dollars or 17.8 % of the GDP in 2015 according to CMS. It is an inevitable fact that the delivery of patient care is influenced by how efficient health care organizations operate. This applies to large health systems to small provider practices. The course will cover several relevant topics related to the operations of healthcare organizations with a particular focus on small provider practices. The course will be broken into three related modules. The first module will cover management principles for health care practitioners. The second module will cover healthcare reimbursement methodology, or how providers of care are paid. The final module will cover basic healthcare financial management such as simple budgeting and debt financing.

Relation to Program Outcomes
The Bachelor of Public Health is a pre-professional program intended to provide foundational knowledge and skills in public health and is best suited for students who wish to pursue a graduate degree in public health or a graduate-level health profession. The program emphasizes core content areas such as the U.S. health care system, disease and disability, ethics and legal aspects, professional behaviors and leadership, community public health, and social responsibility.

This course supports the program outcomes by providing students the opportunity to increase their working knowledge of the health care operations related to the organization and delivery of healthcare services. Students that will be entering graduate programs will benefit from this knowledge and facilitate transition into the health profession workforce.

Course Objectives and/or Goals

At the completion of the course students will be able to:
1. Classify the core functions of human resources in healthcare context
2. Describe the impact of organizational behavior on organizations in healthcare
3. Demonstrate strategic planning process

4. Explain the role of healthcare marketing
5. Extrapolate the multiple components of the revenue cycle process for healthcare providers
6. Calculate reimbursement estimates from Medicare fee schedules
7. Develop a working annual budget for a physician office
8. Explain cost of capital and its relation to healthcare organizations
9. Interpret the 3 core financial statements

Instructional Methods
Several instructional methods will be utilized. These methods will be one of the following:

1. Lecture
2. Case Study
3. Team Based Learning Exercise

DESCRIPTION OF COURSE CONTENT

Topical Outline/Course Schedule

Week	Date(s)	Topic(s)	Readings
1		Introduction and Overview of healthcare business	Syllabus
2		Organizational Behavior and HCOs	Introduction to HC Management
3		Managing HC Professionals and HR	Introduction to HC Management
4		Healthcare Marketing	Introduction to HC Management
5		Strategic Planning and Case Study 1	Introduction to HC Management
6		Revenue Cycle Explained –EXAM 1	Physician Billing Process
7		Coding of Claims	Physician Billing Process
8		Case Study 2	
9		Charge Submission and Claims Management	Physician Billing Process
10		Contract and Payor Management	Physician Billing Process
11		Payment and Denial Process	Physician Billing Process
12		Budgeting – Building Budgets – EXAM 2	Readings as Assigned
13		Budgeting – Variance Analysis	Readings as Assigned
14		Financial Statements	Readings as Assigned
15		Case 3 and EXAM 3	

Course Materials and Technology

The Physician Billing Process: Navigating Potholes on the Road to Getting Paid (2nd or 3rd Edition)
by Deborah Walker Keegan, Elizabeth W. Woodcock

Introduction To Health Care Management (1st or 2nd Edition)
by Sharon B. Buchbinder, Nancy H. Shanks

Readings as assigned

For technical support for this class, please contact the UF Help Desk at:
- Learning-support@ufl.edu
- (352) 392-HELP - select option 2
- https://lss.at.ufl.edu/help.shtml

ACADEMIC REQUIREMENTS AND GRADING

Assignments

Exams

There will be 3 exams given through the semester which will cover the three relevant topics in this course (healthcare management, billing, practice operations). Exams will be comprised of multiple choice, true/false, fill-in-the-blank and short answer questions.

Case Studies

Case studies will be utilized in class. Cases will be distributed prior to class. Students will be expected to submit a one-page summary analysis of the case outlining critical facts and recommended solutions. Students will also be expected to participate in class discussion regarding the case. The case study grade will be based upon the written paper (70%) (rubric will be posted on canvas site) and class participation (30%) (2 responses in class each worth 15%).

Attendance

Attendance will be randomly taken throughout the semester with a sign-in sheet. Overall attendance will

Grading

Requirement	Due date	Points or % of final grade (% must sum to 100%)
Exam 1		15
Exam 2		15
Exam 3		15
Case 1		15
Case 2		15
Case 3		15
Attendance	N/A	10

Point system used (i.e., how do course points translate into letter grades).

Points earned	93-100	90-92	87-89	83-86	80-82	77-79	70-76	67-69	63-66	60-62	Below 60
Letter Grade	A	A-	B+	B	B-	C+	C	D+	D	D-	E

You must include the letter grade to grade point conversion table below. Letter grade to grade point conversions are fixed by UF and cannot be changed.

Letter Grade	A	A-	B+	B	B-	C+	C	D+	D	D-	E	WF	I	NG	S-U
Grade Points	4.0	3.67	3.33	3.0	2.67	2.33	2.0	1.33	1.0	0.67	0.0	0.0	0.0	0.0	0.0

For greater detail on the meaning of letter grades and university policies related to them, see the Registrar's Grade Policy regulations at:
http://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx

Exam Policy

There will be three exams at the end of each module to assess the obtainment of stated course objects within those particular subject areas. Exams are expected to be delivered in class, closed book.

Policy Related to Make up Exams or Other Work

Students will be allowed to make up work consistent with University policy. In general:
1. Planned absences are acceptable and allowed to be made up if communicated at least 48 hours in advance.
2. Illnesses are allowed to be with appropriate documentation.

Please note: Any requests for make-ups due to technical issues MUST be accompanied by the ticket number received from LSS when the problem was reported to them. The ticket number will document the time and date of the problem. You MUST e-mail me within 24 hours of the technical difficulty if you wish to request a make-up.

Policy Related to Required Class Attendance

Attendance will not be taken. Students are expected to attend class regularly and communicate with the instructor regarding issues with attendance.

All faculty are bound by the UF policy for excused absences. For information regarding the UF Attendance Policy see the Registrar website for additional details: https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx

STUDENT EXPECTATIONS, ROLES, AND OPPORTUNITIES FOR INPUT

Expectations Regarding Course Behavior

Students are expected to attend class on time. Any arrival later than 10 minutes prior to scheduled start time should be communicated in advance. Consistent abuse of this policy of more than 3 episodes will result in forfeiture of attendance/participation grade.

Electronic devices including laptops are not allowed unless utilized for a specific class activity.

Communication Guidelines

Email is the preferred communication method.

Academic Integrity

Students are expected to act in accordance with the University of Florida policy on academic integrity. As a student at the University of Florida, you have committed yourself to uphold the Honor Code, which includes the following pledge:

 "**We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity**."

You are expected to exhibit behavior consistent with this commitment to the UF academic community, and on all work submitted for credit at the University of Florida, the following pledge is either required or implied:

 "On my honor, I have neither given nor received unauthorized aid in doing this assignment."

It is your individual responsibility to know and comply with all university policies and procedures regarding academic integrity and the Student Honor Code. Violations of the Honor Code at the University of Florida will not be tolerated. Violations will be reported to the Dean of Students Office for consideration of disciplinary action. For additional information regarding Academic Integrity, please see Student Conduct and Honor Code or the Graduate Student Website for additional details:
https://www.dso.ufl.edu/sccr/process/student-conduct-honor-code/
http://gradschool.ufl.edu/students/introduction.html

Please remember cheating, lying, misrepresentation, or plagiarism in any form is unacceptable and inexcusable behavior.

Online Faculty Course Evaluation Process
Students are expected to provide feedback on the quality of instruction in this course by completing online evaluations at https://evaluations.ufl.edu. Evaluations are typically open during the last two or three weeks of the semester, but students will be given specific times when they are open. Summary results of these assessments are available to students at https://evaluations.ufl.edu/results/.

SUPPORT SERVICES

Accommodations for Students with Disabilities
If you require classroom accommodation because of a disability, you must register with the Dean of Students Office http://www.dso.ufl.edu within the first week of class. The Dean of Students Office will provide documentation of accommodations to you, which you then give to me as the instructor of the course to receive accommodations. Please make sure you provide this letter to me by the end of the second week of the course. The College is committed to providing reasonable accommodations to assist students in their coursework.

Counseling and Student Health
Students sometimes experience stress from academic expectations and/or personal and interpersonal issues that may interfere with their academic performance. If you find yourself facing issues that have the potential to or are already negatively affecting your coursework, you are encouraged to talk with an instructor and/or seek help through University resources available to you.
- The Counseling and Wellness Center 352-392-1575 offers a variety of support services such as psychological assessment and intervention and assistance for math and test anxiety. Visit their web site for more information: http://www.counseling.ufl.edu. On line and in person assistance is available.
- You Matter We Care website: http://www.umatter.ufl.edu/. If you are feeling overwhelmed or stressed, you can reach out for help through the You Matter We Care website, which is staffed by Dean of Students and Counseling Center personnel.
- The Student Health Care Center at Shands is a satellite clinic of the main Student Health Care Center located on Fletcher Drive on campus. Student Health at Shands offers a variety of clinical services. The clinic is located on the second floor of the Dental Tower in the Health Science Center. For more information, contact the clinic at 392-0627 or check out the web site at: https://shcc.ufl.edu/
- Crisis intervention is always available 24/7 from:
Alachua County Crisis Center
(352) 264-6789
http://www.alachuacounty.us/DEPTS/CSS/CRISISCENTER/Pages/CrisisCenter.aspx

Do not wait until you reach a crisis to come in and talk with us. We have helped many students through stressful situations impacting their academic performance. You are not alone so do not be afraid to ask for assistance.