

**RARITAN VALLEY COMMUNITY COLLEGE
ACADEMIC COURSE OUTLINE**

HITC 220 Organizational Resource Management

I. Basic Course Information

A. Course Number and Title:	HITC 220 Organizational Resource Management
B. New or Modified Course:	Modified
C. Date of Proposal:	Semester: Spring Year: 2020
D. Effective Term:	Fall 2020
E. Sponsoring Department:	Health Science Education
F. Semester Credit Hours:	3
G. Weekly Contact Hours:	Lecture: 3 hours Laboratory: 0 hours Out of class student work per week: 6
H. Prerequisites:	HITC-111 Professional Practicum I ENGL-111 English Composition I
I. Laboratory Fees:	None
J. Name and Telephone Number or E-Mail Address of Department Chair and Divisional Dean at time of approval: Divisional Dean:	Beryl Stetson, Beryl.Stetson@raritanval.edu Sarah Imbriglio, Sarah.Imbriglio@raritanval.edu

II. Catalog Description

Pre-requisites: HITC-111 Professional Practicum I
ENGL-111 English Composition I

This course provides an overview of management and supervision principles as applied to health care settings. In particular, this course presents basic principles of management and supervision of health information management services. Emphasis is placed on problem-solving and communication skills related to planning, organization, directing, controlling, and budgeting. Work simplification, in-service education, writing of job descriptions and procedures, forms revision and control, justification for and selection of supplies and equipment are reviewed as well.

III. Statement of Course Need

- A. This course fulfills the “knowledge cluster content and competency” required by the American Health Information Management Association (AHIMA) and its accrediting body, the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM).
- B. This course has no lab component.
- C. This course is not designed to transfer.

IV. Place of Course in College Curriculum

- A. Free Elective
- B. This course does not serve as a General Education course.
- C. This course meets a program requirement for the Health Information Technology A.A.S. degree program.
- D. To see course transferability: a) for New Jersey schools, go to the NJ Transfer website, www.njtransfer.org; b) for all other colleges and universities, go to the individual websites.

V. Outline of Course Content

- A. Part 1 : Fundamentals for the Supervisor
 1. Do You Really Want to Be a Supervisor?
 2. Customer Service
 3. Basic Management Functions
 4. Reengineering, Mergers, and the Supervisor
 5. Position Descriptions and Performance Standards
 6. Policies and Policy Making
 7. The Supervisor’s Legal Environment
 8. Personnel Recruitment
 9. Interviewing and Employee Selection
 10. Orientation and Training of New Employees
 11. Team Leadership
 12. Safety and Workplace Violence
- B. Part 2 : Leading People
 1. Leaders and Managers
 2. Coaching and Counseling
 3. Motivation, Reward, and Recognition
 4. Performance Feedback
 5. Disciplining: Correction of Behavior
 6. Cultural Diversity: Managing the Changing Workforce
 7. Conflict and Confrontation
 8. Employees with Problems
 9. Managing Difficult Employees
 10. Complaints, Grievances, and Appeals

11. Personnel Retention
12. Privacy and Confidentiality: Employees and Clients
- C. Part 3 : Healthcare Cost Control
 1. Managed Care
 2. Budgets and Cost Control
- D. Part 4 : Developing Employees
 1. Change as a Way of Life
 2. Staff Development
 3. Delegation and Empowerment
- E. Part 5 : Special Supervisory Skills
 1. Spoken Communication
 2. Written Communication
 3. Holding Effective Meetings
 4. Decision Making and Problem Solving
 5. Time Management
- F. Part 6 : The Supervisor's Continuing Development
 1. Coping with Stress and Burnout
 2. Supervising in a Union Environment
 3. The Supervisor's Future

VI. General Education and Course Learning Outcomes

A. General Education Learning Outcomes:

At the completion of the course, students will be able to:

1. Demonstrate fundamental leadership skills. (GE-1)
2. Examine behaviors that embrace cultural diversity. (GE-1, GCA)
3. Identify processes of workforce training for healthcare organizations. (GE-1)

B. Course Learning Outcomes:

At the completion of the course, students will be able to:

1. Identify the impact of organizational change.
2. Identify human resource strategies for organizational best practices.
3. Utilize financial management processes.

C. Assessment Instruments

1. discussions
2. assignments
3. quizzes
4. exams

VII. Grade Determinants

- A. discussions
- B. assignments
- C. quizzes
- D. final

Given the goals and outcomes described above, LIST the primary formats, modes, and methods for teaching and learning that may be used in the course:

- A. lecture/discussion
- B. computer-assisted instruction
- C. reading/summarizing outside articles
- D. independent study

VIII. Texts and Materials

- A. Textbooks:
Umiker's Management Skills for the New Health Care Supervisor, current edition, McConnell, Jones & Bartlett

(Please Note: The course outline is intended only as a guide to course content and resources. Do not purchase textbooks based on this outline. The RVCC Bookstore is the sole resource for the most up-to-date information about textbooks.)

IX. Resources

- A. Computer with internet access
- B. AHIMA website