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: Fall Year: 2012

D. Sponsoring Department: Health Science Education

E. Semester Credit Hours: 3

F. Weekly Contact Hours: Lecture: 3

G. Prerequisites: HITC-111 Professional Practicum I
ENGL-111 English Composition I

H. Laboratory Fees: No

I. Department Chair: Patrice Case pcase@raritanval.edu

II. Catalog Description

Prerequisites: 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. Earning a credential validates one’s competence as a professional in the health
information management industry to employers and the public. This credential requires an associate's degree and successful performance on the RHIT certification exam.

Students must successfully complete and meet the learning objectives as defined for this course in order to qualify to take the national certification examination.

B. There is 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 General Education course.
C. This course meets a program requirement for the Health Information Technology A.A.S. degree program.
D. Course transferability; for New Jersey schools go to the NJ Transfer website, www.njtransfer.org. For all other colleges and universities go to their individual websites.

V. Outline of Course Content

A. The Changing Scene
B. Today's Concept of Organizational Management
C. Planning
D. Decision Making
E. Organizing
F. Staffing: Recruiting and Retaining Quality Employees
G. Training and Development
H. Human Resource Management
I. Directing and Controlling
J. Budgeting
K. Committees and Teams
L. Adaptation, Motivation, and Conflict Management
M. Authority, Leadership, and Supervision
N. Communication
O. Day-to-Day Management

VI. Educational Goals and Learning Outcomes
A. **Educational Goals**

The student will develop an understanding of management concepts relating to human resources:

1. Apply the fundamentals of team leadership.
2. Participate in and work in teams and committees.
3. Conduct orientation and training programs. (GE-NJ 1)
4. Monitor and report staffing levels and productivity standards for health information functions. (GE-NJ 1)
5. Use tools and techniques to monitor, report and improve processes. (GE-NJ 4)
6. Comply with local, state, and federal labor regulations.

The student will develop an understanding of management concepts relating to financial and physical resources:

1. Make recommendations for items to include in budgets and contracts.
2. Monitor and order supplies needed for work processes.
4. Recommend cost-saving and efficient means of achieving work processes and goals.
5. Contribute to work plans, policies, procedures, and resource requisitions in relation to job functions.

B. **Learning Outcomes**

The student will be able to:

1. Define the role of supervisor and list the critical functions.
2. Identify customers and their needs while designing a customer satisfaction system.
3. Define and describe planning.
5. Develop and conduct a job interview.
6. Demonstrate team-building skills.
7. Define leadership styles and their relationship to leading versus managing.
8. Define morale and develop motivation strategies to improve it.
9. Determine differences between counseling and disciplining and strategies for dealing with each.
10. Define problem employees and demonstrate techniques to cope with hostile people.
11. Demonstrate structured process for dealing with grievances.
12. Define managed care and cost control measures.
13. Develop employees through job redesign, encouraging creativity, and delegating and empowering staff.
14. Develop supervisory skills to enhance communication verbally, written, or through team meetings.
15. Participate in group or individual decision-making and problem solving.
16. Demonstrate negotiation skills.
17. Develop self-enhancement career planning and networking while coping with stress and workplace politics.

VII. Modes of Teaching and Learning

A. lecture/discussion
B. small-group work
C. computer-assisted instruction
D. simulation/role playing
E. student collaboration
F. independent study

VIII. Papers, Examinations, and other Assessment Instruments

A. Case study assignments
B. Quizzes
C. Exam

IX. Grade Determinants

A. Case Study Assignments
B. Quizzes
C. Exam

X. Texts and Materials

Suggested textbook(s):


XI. Resources

None.

XII. Honors Option: None