

HA - Health Administration

Courses numbered 100 to 299 = *lower-division*; 300 to 499 = *upper-division*; 500 to 799 = *undergraduate/graduate*.

HA 621. Supervisory Management in Health Care Organizations (3).

Cross-listed as PHS 621. Studies supervisory management concepts and techniques that apply to health care organizations and programs. Emphasizes understanding the health care environment and its various health care settings, identifying issues facing front-line employees, supervisors and mid-level managers, and the development of administrative and leadership skills necessary to successfully lead health care work teams. Identifies, analyzes and solves problems that clinical department heads, supervisors and other health-related mid-management personnel encounter in their work. The principles of effective management techniques — planning, decision making, organizing, budgeting, time management, leadership, direction, delegation, communication, motivation, discipline, performance appraisal, managing change, teamwork, effective meetings, working with unions, quality improvement and career development — are covered.

HA 622. Human Resource Management in Health Care Organizations (3).

Cross-listed as PHS 622. Intended for clinical health care professionals who will assume responsibility for managing people in health services organizations. Introduces the essential theories, components and issues of human resources management in the health care field. Includes, among many other topics, the study of the effectiveness of the human resources management function, employee recruitment, selection, training, performance appraisal, benefits and compensation, employee relations and other relevant legal requirements affecting employment in the health care sector. Covers issues of contemporary relevance for human health services resource departments such as employee health and safety, employee assistance programs, occupational stress and job burnout, use of the Internet in the workplace, violence in the workplace, and work/family issues. Students are required to learn and demonstrate the ability to analyze human resources problems and to find and present sound solutions. Students are expected to learn and demonstrate effective group working skills as they join small groups and engage in collaboratively solving a number of human resources management problems.

HA 648. Concepts of Quality in Health Care (3).

Cross-listed as PHS 648. Addresses quality management in health services organizations, with a focus on a systematic approach to meet the Institute of Medicine's aim to provide care that is safe, effective, patient-centered, timely, efficient and equitable. The history and current status of quality management initiatives, as well as the role of quality in organizational strategic management are presented. Students learn the role of quality from theory to application in a broad base of organizational settings.