

FN 248 Health Management

Syllabus

Monday & Wednesday

11:00 – 11:50 am

CPS 322

Course Overview: This course will introduce fundamental concepts in practice management and business theories as it applies to the delivery of food service, community nutrition, clinical nutrition, and health promotion programs and services. (2 Credits)

Instructor: Mrs. Deborah Tang, MS, RD, CD
Associate Lecturer
CPS 238A
Phone: 346-2749
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Office Hours: M/W 1:00-2:00 p.m. and by appointment. Please arrange a meeting time in person or via email.

Required Text Rental:

Hudson, Nancy R. *Management Practice in Dietetics*. 2nd Ed. Thomson Wadsworth, 2006.

Commission on Accreditation of Dietetic Education (CADE): Foundation Knowledge and Skills for Dietetic Education Programs

Students will have the knowledge of:

Management functions and characteristics:

- Planning, organizing, leading, and controlling
- Management styles

Human Resources:

- Recruitment and selection
- Employment process and procedures
- Diversity considerations

Finance and Materials:

- Budget development/resource allocation
- Financial status: monitoring, evaluation and control

Marketing products and services

- Marketing analysis and strategies

Quality Improvement

- Process and implementation
- Outcomes management systems

Students will have demonstrated:

- Ability to work effectively as a member of a team
- Application of business theories and principles in the evaluation of case studies and management scenarios
- Application of human resource management principles in various situations
- Ability to develop appropriate outcome measures in the assessment and evaluation of program effectiveness
- Demonstrate the ability to create a logic model for a proposed nutrition program or service representing all phases of program planning and development from needs assessment to program evaluation

Course Design:

This course involves learning basic management theories and principles and their application to both real-life and fictitious examples. In order to make this learning process more fun and interesting, course work will involve both individual and group activities. Similar to working in the real world, we do not always get to choose our team, thus, groups will be assigned by the instructor. Part of becoming a good manager and/or team player involves learning to cooperate, resolving conflict, and working efficiently as a team to produce high quality results.

Desire to Learn (D2L):

Lecture outlines and course materials will be posted 1-2 days prior to each class. Course grades will also be available and updated once assignments and exams are graded.

Exams:

There will be three exams for this course. The final exam is not cumulative. Students are expected to inform the instructor **at least one week in advance** if there is a legitimate conflict so that alternate arrangements can be made. Without prior notification with an acceptable reason, the exam cannot be made up.

Attendance:

Students are responsible for all information presented during class. Students should obtain lecture notes or other information from a missed class session from other students, not from the instructor. If clarification from a missed class is needed, an appointment can be made with the instructor after obtaining the lecture material from other students. Extended absences will be dealt with on an individual basis. Please inform the instructor in advance if you are aware of any potential absences. As a courtesy to the instructor and other students, **the use of cell phones for calls or texting is not permitted during class**. In the event that you have an emergency and need to take a call, please turn your phone to vibrate and leave the classroom

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to answer the call. Students may use a laptop during class for note taking or in-class activities only, the use of a laptop for other purposes will not be tolerated.

Academic Integrity:

Please refer to the statements on Academic Standards as outlined by the office of Student Rights and Responsibilities. You can read the full text of Chapter 14 on “Student Academic Standards & Disciplinary Procedures” at

<http://www.uwsp.edu/admin/stuaffairs/rightsandresponsibilities.aspx>

Course Evaluation: 400 total points

Course grades will consist of both group and individual assignments and the three exams. Please refer to the Outline of Course Assignments for more details.

Group Points: 90 points

1. Setting ground rules and reaching a consensus (10 points), in-class activity, due February 8
2. Designing a performance appraisal template (10 points), in-class activity, due March 7
3. Role play scenarios (20 points), date to be assigned
4. Logic Model for proposed program and group presentation (50 points), date to be assigned

Individual Points: 310 points

1. Exam 1 (50 points), February 22
2. Exam 2 (75 points), March 14
3. Management interview and paper (50 points), April 2
4. Two evaluations from team (10 points each), March 12 and May 9
5. Final exam (75 points), May 14
6. Attendance and participation (40 points)

Grading Scale:

A = 93-100%	C+ = 77-79.99%	F = <60%
A- = 90-92.99%	C = 73-76.99%	
B+= 87-89.99%	C- = 70-72.99%	
B = 83-86.99%	D+ = 67-69.99%	
B- = 80-82.99%	D = 60-66.99%	

FN248 Tentative Schedule

Week	Dates	Topic	Text Reading Chapters
1	Jan 23, 25	Introduction, Course Syllabus & Assignments Management Roles of Dietetic Practitioners	1
2	Jan 30, Feb 1	Organizational Structure, Mission, Culture In-Class Activity: Setting Ground Rules Management Functions	2 3
3	Feb 6, 8	Leadership Decision Making Ground Rules due on Feb 8	3, 4
4	Feb 13, 15	Communication Marketing Products & Services	5 6
5	Feb 20, 22	Human Resources (bring a calculator) In-Class Activity: Performance Appraisal Template Exam 1 on Feb 22 (includes weeks 1-3)	7, 8
6	Feb 27, 29	Motivation Strategies Employee Discipline	9 10
7	Mar 5, 7	Budget Development Performance appraisal Template due on Mar 7	14
8	Mar 12, 14	Financial Management Member performance appraisals, Mar 12 Exam 2 on Mar 14 (includes weeks 4-6)	15
Spring Break week of March 19 - 23			
9	Mar 26, 28	Logic Model on-line tutorial (No Class) http://www.uwex.edu/ces/lmcourse/ Review Assignment Description on D2L	
10	Apr 2, 4	Using Logic Models for program planning Assignment Q & A Management Interview and Paper due April 2	
11	Apr 9, 11	Financial Management Workflow & Production	15 12
12	Apr 16, 18	Productivity & Accountability	13, Postings on D2L
13	Apr 23 Apr 25	Complete lectures Logic Model Group presentations (begins on Apr 25)	
14	Apr 30 May 2	Logic Model Group Presentations	
15	May 7 May 9	Logic Model Group Presentations Member performance appraisals Wrap up, course evaluation	
Final Exam: Monday, May 14 – 8:00 – 10:00 a.m. (includes weeks 7-13)			