Content of Syllabus

Course Identification

This course goes by the call letters SDV-101. It is called a hybrid course meeting two times face to face and six times via eNOVA (Centra) virtual interactive computer communication.

Section E97H meets on campus from 2pm until 3:50pm on Thursday, August 29 and September 15. Section E97H meets via eNOVA from 2pm until 3:30pm on Thursday, September 1, September 8, September 22, September 29, October 6 and October 13.

Section E98H meets on campus from 2pm until 3:50pm on Thursday, October 20 and November 10. Section E98H meets via eNOVA from 2pm until 3:30pm on Thursday, October 27, November 3, November 17, December 1, December 8 and December 15.

Completion of the course earns you 1 college credit. When the class meets on campus, location is the Medical Education Campus in classroom HE-330. This is the course syllabus for Fall 2005.

Instructor Identification

The instructor for the course is Assistant Professor Barbara C. Hays, MBA, RHIA. Her office is in the Medical Education Center in Springfield, 3rd floor, suite 326, office D.

You may reach her at 703-822-6642. Her email address is bhays@nvcc.edu.

Office hours for Professor Hays for the fall semester are:
On campus:
Wednesday: 4pm to 6pm
Thursday: 12noon to 2pm and also 9:30pm to 10:30pm

Through eNOVA:
Monday: 3pm to 6pm and also 8pm to 10pm

She will be available to consult with students on a regular basis via the telephone or email.

You may get to know Ms. Hays by visiting her web site at [www.nvcc.edu/home/bhays](http://www.nvcc.edu/home/bhays).

**Course Description**

This course is designed to give you an introduction to college life, organizational skills, and the healthcare field. Upon completion of the course, you will be able to identify various strategies for organizing, studying, completing projects and preparing for exams. You will also learn about learning styles and time management skills that can be employed during matriculation in the program of your choice. You will be introduced to techniques involved in computer library searches. For information about the healthcare field, emphasis will be placed on the organizational structure of healthcare system and the diversity of sites where healthcare services are provided. You will learn about external influences placed on organizations by federal, state and local agencies as well as accrediting bodies. Financing the healthcare system will be addressed as well as over viewing the roles of various healthcare professions.

**Required Textbooks**

The required written material for review is:

- Virginia Area Health Education Centers’ Health Careers Manual, Virginia Health Care Foundation, 2002. This resource is available on-line at [www.ahec.vcu.edu/hcmanual.htm](http://www.ahec.vcu.edu/hcmanual.htm) and also in hard copy at the Medical Education Center Learning Resource Center.
- Professor Hays’ web site educational session on Healthcare Legislation. This resource is available on-line at [www.nvcc.edu/home/bhays/dogwood/indexlegislation.htm](http://www.nvcc.edu/home/bhays/dogwood/indexlegislation.htm). You may also access it through her personal web page.
- Learning styles material available on-line at [www.worldwidelearn.com/elearning/learni](http://www.worldwidelearn.com/elearning/learni)
ng-styles.htm.

- Learning styles questionnaire is available at [http://vark-learn.com](http://vark-learn.com) (select questionnaire).
- Professor Hays’ powerpoint material on the U.S. healthcare system and strategies for college success (available via Blackboard site)
- Professor Cornell’s written material on the U.S. Health System (available via Blackboard site)
- NVCC catalog available on-line at [www.nvcc.edu](http://www.nvcc.edu) or in the Bookstore.
- NVCC student handbook available on-line at [www.nvcc.edu](http://www.nvcc.edu) or in Student Services.

Additional readings may be done using the following excellent references available in the library:
- Saitafi Deem and Joseph Deem’s *Health Care Exploration*, 1998

**Course Purpose**

The purpose of the course is to introduce you to the following topics:

- Background information for achieving success as a NVCC student
- Diversity of healthcare delivery systems
- Physician influence: medical staff organization
- Impact of legislation, regulatory bodies and accreditation agencies
- Financing the system
- Healthcare professionals
Course Competencies

Upon successful completion of the course, you will know the basics about:

**Success as a NVCC student:**
- Understand basics of college life on NVCC campus
- Develop organizational skills to be successful in the classroom
- Understand strategies for organizing, studying, completing projects and preparing for exams
- Develop time management skills
- Practice techniques involved in computer library searches

**Healthcare delivery systems:**
- Describe the evolution of healthcare in the U.S.
- Define the various healthcare delivery systems: ambulatory and public healthcare, hospitals and hospital services, and long term care
- Identify major hospital control classifications
- Define the primary objectives of healthcare organizations across the continuum of care
- Describe role of an organization’s governing body
- Demonstrate the general organizational patterns of healthcare organizations

**Physician influence: Medical Staff organization**
- Describe medical staff types and categories in a hospital setting
- Identify medical staff responsibilities mandated by accrediting agencies, legislation, and regulatory bodies
- Recognize typical medical staff committee functions in an acute care hospital
- Define physician specialization and specialty board requirements

**Impact of legislation, regulatory bodies and accreditation agencies**
- Identify major legislation and regulations affecting healthcare industry
- Describe “deemed” status and implications of this designation
- Define purpose and membership of various accrediting agencies, with
particular focus on JCAHO (Joint Commission on Accreditation of Healthcare Organizations)

- Identify core accreditation standards in various types of healthcare systems and steps in a typical survey process

Financing the system
- Describe major federal and state financing systems (government entitlement programs)
- State the purpose and basic work plan of QIOs (Quality Improvement Organizations)
- Identify major commercial insurance systems
- Identify major issues in billing and reimbursement issues
- Define managed care and its impact on reorganization of health services
- Recognize basics of national health policy

Healthcare professionals
- Identify variety of healthcare professionals in U.S.
- Identify roles and functions of various health professionals
- Define education and certification requirements of various health professionals
- State continuing education requirements for maintaining professional credentials

Course Requirements and Evaluation Criteria

Final grade will be determined as:

- Exam 1 20%
- Exam 2 20%
- Healthcare professional project 20%
- Healthcare system diversity project 20%
- Mini projects (5% each) 20%

Scavenger hunt on NVCC web site
Time management (weekly calendar)
Library tutorial
Delivery sites project

Bonus points (up to 5 points on final grade) are available for active participation in class and through Blackboard discussion forum. Discussion topics deal with:
### Grading Scale and Overall Standards

Successful completion of the course work will result in the following grade:

<table>
<thead>
<tr>
<th>Percentage</th>
<th>Grade</th>
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<tbody>
<tr>
<td>90 - 100%</td>
<td>A</td>
</tr>
<tr>
<td>80 - 89%</td>
<td>B</td>
</tr>
<tr>
<td>70 - 79%</td>
<td>C</td>
</tr>
<tr>
<td>60 - 69%</td>
<td>D</td>
</tr>
<tr>
<td>Below 60%</td>
<td>F</td>
</tr>
</tbody>
</table>

### Policies Regarding Late Work and Make-Up Exams

Late work grades will be reduced in score by 20%. Make-up exams may be scheduled for urgent situations with advanced notice to the instructor. Exams missed without prior notice to the instructor may NOT be made up.

### Computer Lab Use

All students are welcome to use computers in the Learning Resource Centers. Multiple sites throughout the campuses will accommodate laptop computer use.

If you are enrolled in the Health Information Technology or Clinical Data Coding programs, you may use the HIT and CDC computer labs on the Medical Education Campus. Before these labs may be used, you must successfully complete the program’s orientation program. In addition, you must sign in and out of the HIT and CDC computer labs.

### Blackboard Forums

We will use Blackboard which is a virtual classroom hosted on a dedicated server maintained by the Virginia Community College System (VCCS). When you enroll in this class, you are also enrolled in the Blackboard site. The Blackboard identification for this course is SDV 101 – E97H (for first eight week class) and SDV 101 – E98H (for second eight week class).

Students are encouraged to participate in the online forum by posting messages from time to time in Blackboard. You will be communicating with other students registered in this class. Active participation in this forum earns you up to 5 bonus points toward your final grade.
Professor Hays will also post announcements for all students via the Blackboard forum. Please be sure to check for this for messages.

To enter this Blackboard course, go to http://learn.vccs.edu. Click on Login and enter your logon name and password. You get your logon name and password from Student Blackboard Support section of the NVCC web site.

Your logon name is your first initial and last name + 4 assigned digits. Your password is your birth date in the form of MMDDYY. If your birthdate is September 5, 1985, your password is 090585.

When you have logged in, you will see all the courses you are enrolled in through the Blackboard system. Click on the course you want.

This course uses Centra Symposium software, enabling real-time, live, collaborative discussion and learning in a virtual classroom setting. You and your classmates will meet live with your professor, online, via your home computer. You must have access to the Internet, use the Internet Explorer browser and have a computer microphone and speakers or a computer headset with microphone.

At least one day prior to your first online eNOVA class, please follow these directions to become familiar with the Centra Symposium interface.

1. Close all applications that are open and running on your computer, including your email and any other browser sites. Leaving applications open can cause the Centra software to lock up.
2. Launch your Internet Explorer browser on your PC. The Netscape browser does not work very well with Centra. If you do not currently have Internet Explorer, go to the Microsoft Web site at the following URL (http://www.microsoft.com) to download a copy for free.
3. Enter the URL for the NVCC eNOVA server (http://centra1.nvcc.edu)
4. Press Enter on your keyboard. The eNOVA log in page appears.
5. Enter your login and password information and click Login. For all NVCC eNOVA courses, the student login is your partial VCCS email address (everything to the LEFT of the @ sign only; that’s
your first initial and last name plus 4 assigned digits). Your password is your birthdate in the form of MMDDYY. If your birthdate is September 5, 1985, your password is 090585.

6. Your MY SCHEDULE PAGE should appear. You will see the eNOVA classes you are currently scheduled to attend under the Upcoming Tab.

7. Click on the (BLUE) Attend link, located under the Start Time for the class you are scheduled to attend.

8. You will be prompted to allow an automatic download of Centra Software. Click YES. The Centra software will be downloaded to your computer and you will automatically be taken to the Centra classroom interface for your course.

9. In the lower left corner you will see a YELLOW PreSession box. While this is highlighted, you may chat with other students listed in the Participant box, as well as review the Agenda for the course.

10. Once the instructor begins the session, the yellow PreSession box will turn to a red Recording box. At that point, your professor will have control of all student microphones. The professor will guide you from here.

It is very important to read these instructions and test your system BEFORE your first scheduled class meeting in order to see if your computer is compliant with all Centra requirements and to assure that you are able to connect to the NVCC eNOVA server. It is important to do the microphone check before the first class session. Please complete this at least twenty four hours before the first class session.

Our two CENTRA resource persons for eNOVA on the Medical Education Campus are:
   Dan Alford (office 703-822-6532 and cell 703-606-4527)
   Anil Jindal (office 703-822-6670 and cell 703-409-5712)

When participating in eNOVA, you will have the capability to:
   • Raise your hand to request a “virtual” microphone. The microphone, once given to you by the professor, will allow you to ask or respond to questions.
   • Speak to the professor and fellow students.
   • Use mark up tools and powerpoints when making a presentation.
• Participate in a survey.
• Respond to questions with “yes” or “no” response (with a single click).
• Play back a recording of the class when reviewing your notes or preparing for a test.
• Host a shared application on your computer.
• Browse class agenda and powerpoints before class begins.
• Participate in class evaluation activities.

NVCC eNOVA user support web site is http://www.nvcc.edu/depts/centra/default.asp.

If you have technical problems or questions, please contact the NVCC IT Help Desk for support. The phone number is 703-323-3330. The email address is ithelpdesk@nvcc.edu.

Student Email Accounts

As a NVCC student, you have a personal NVCC email account. Please sign on your NVCC email account as this is an official way of communication with you. You may elect to link this account to your personal email account. Go to the Learning Resource Center for help in accessing and setting up your personal links or see the instructions on the Blackboard site.

Key Academic Dates

Key dates for this 8 week session are:

• Last day for registration – August 24 (first 8 weeks) and October 21 (second 8 weeks)
• Last day for schedule adjustments with permission – August 29 (first 8 weeks) and October 26 (second 8 weeks)
• Last day for tuition refund – August 29 (first 8 weeks) and October 26 (second 8 weeks)
• Last day to apply for December graduation – September 2
• Parking permit required – September 6
• Last day to withdraw without grade penalty/change to audit – September 24 (first 8 weeks) and November 21 (second 8 weeks)
• Exams end – October 18 (first 8 weeks) and December 19 (second 8 weeks)

Learning Environment

The Medical Education Campus community is committed to providing a learning environment that encourages the free exchange of ideas and information. To accomplish this goal, the following expectations are established for the campus community:

• That all backgrounds and cultures be respected
• That a free and civil exchange of ideas take place, so
everyone in a class feels welcome to participate

- That all members of the class arrive on time, leave the class only on breaks or in case of emergency, and leave the classrooms and all college property in good condition
- That distractions be kept to a minimum. Cell phones and other electronic devices are turned off in class, labs and the library. Students remain seated throughout the class and refrain from talking with classmates while another class member or the instructor has the floor
- That each student submits his or her own work
- That consideration be given to classes in adjoining areas

**Classroom Accommodations for Students Who Native Language is Not English**

It is highly recommended that students seriously consider utilizing these suggestions to achieve the full benefit of the course content:

- Tape all lectures and demonstrations
- Replay tapes before taking exams
- Use the Writing Center in Student Services to assist with all written assignments
- Use the Tutoring Center in Student Services to assist with how to study and read exam material
- Practice reading aloud

**Students with Disabilities (ADA)**

If you have a diagnosed and documented disability, which may cause you to have difficulty with any portion of the requirements of this course, please contact the Special Needs Counselor in Student Development (HE-202B) as soon as possible so that arrangements can be made.

**Attendance Policy**

Regular attendance is expected and an attendance record will be maintained for each class. Students who fail to attend class during the first 25 percent of the course will be administratively withdrawn from the course by the professor for failure to attend and make satisfactory progress in the course.

**College Schedule**

Important dates can be found in the schedule of classes or by accessing the college web site at [www.nvcc.edu/calendars](http://www.nvcc.edu/calendars). It is the student’s responsibility to read and know the dates for application for graduation, add/drop or withdrawal without grade penalty, etc.

**School Closing Policy**

Major radio and TV stations announce school closing because of ice and/or snow, etc. If in doubt, check the college web page at [www.nvcc.edu](http://www.nvcc.edu) or call NVCC campus
Disruptive Behavior Policy

Disruptive behavior or threat of physical harm will not be tolerated. This includes, but is not limited to, a variety of behaviors such as use of cell phones, talking during lecture, reading a newspaper, and/or bothering other students. Students in violation will be asked to leave the classroom. Other disciplinary action may be taken in accordance with the policies in the college Student Handbook.

Academic Dishonesty Policy

Academic dishonesty includes cheating, plagiarism, and other forms of dishonorable conduct. Such dishonesty will not be tolerated. Penalties can range from the issuance of failing grades (on an assignment, an exam, or the course) to being referred to the Dean of Student Services for further disciplinary action, including possible expulsion from the College. More detailed information about the college policy is in the College Catalog and Student Handbook or can be viewed on the college web page at [www.nvcc.edu/resources/stuhandbook](http://www.nvcc.edu/resources/stuhandbook).

Emergency Evacuation Procedures

Please take note of the closest fire exit to the classroom. You will find a framed emergency evacuation plan on one of the walls in each classroom. This describes the procedures that must be followed and diagrams the evacuation routes that are to be used in case of emergency. All occupants must immediately evacuate the building when the fire alarm bells/lights are activated unless the Building Warden has advised that the system is undergoing a scheduled test. Occupants will exit the building using posted evacuation routes or the nearest safe exit. Elevators will not be used during emergency evacuation. Upon exiting, occupants are to continue moving until they are at least 300 feet from the building. The instructor will assist handicapped persons to the designated assistance areas on each floor. You should take your coats and purses with you, as there is not assurance that you will be allowed to return. Evacuation procedures will be discussed during the first class session.

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
<th>Assignment</th>
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<tbody>
<tr>
<td>August 25/</td>
<td>Review of syllabus</td>
<td>Syllabus</td>
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<tr>
<td>October 20</td>
<td>Orientation to eNOVA</td>
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<tr>
<td>On campus</td>
<td>Introduction to college life</td>
<td>Review powerpoint</td>
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<tr>
<td>Date Range</td>
<td>Event</td>
<td>Additional Information</td>
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<tr>
<td>September 1/</td>
<td>Learning styles</td>
<td>Submit career selection: Who am I?</td>
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<tr>
<td>October 27</td>
<td>Organizational skills</td>
<td>Complete/submit scavenger hunt</td>
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<tr>
<td>eNOVA</td>
<td>Learning resource services</td>
<td>Review: <a href="http://www.worldwidelearn.com/elearning/learning-styles.htm">www.worldwidelearn.com/elearning/learning-styles.htm</a></td>
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<td></td>
<td></td>
<td>Complete learning styles questionnaire</td>
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<td></td>
<td>Review powerpoint</td>
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<td></td>
<td></td>
<td>Complete/submit week 1 calendar</td>
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<tr>
<td>September 8/</td>
<td>Library orientation</td>
<td>Review library orientation</td>
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<tr>
<td>November 3</td>
<td>Evolution of healthcare in US: the big picture</td>
<td>Complete/submit 1 week calendar (time management project)</td>
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<tr>
<td>eNOVA</td>
<td></td>
<td>Review powerpoint and article: U.S. Health System</td>
</tr>
<tr>
<td>September 15/</td>
<td>Review exam 1</td>
<td>Prepare for exam 1</td>
</tr>
<tr>
<td>November 10</td>
<td>Verbal presentations: Professions in healthcare career reports</td>
<td>Complete exam 1 in Testing Center before class session</td>
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<tr>
<td>On campus</td>
<td></td>
<td>Hand in written report</td>
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<td></td>
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<td>Prepare for presentation of career report</td>
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<td></td>
<td>Complete/submit library project</td>
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<tr>
<td>September 22/</td>
<td>Where we obtain healthcare: the delivery systems</td>
<td>Submit project selection: Healthcare systems</td>
</tr>
<tr>
<td>November 17</td>
<td></td>
<td>Review powerpoint and article on Delivery Systems</td>
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<tr>
<td>eNOVA</td>
<td></td>
<td>Review: <a href="http://www.jcaho.org">www.jcaho.org</a> (post comment on discussion board about public focus of this organization)</td>
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<td></td>
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<td>Review: <a href="http://www.delmarvafoundation.org">www.delmarvafoundation.org</a> (post comment on discussion board about focus of this organization)</td>
</tr>
<tr>
<td>September 29/</td>
<td>Verbal presentation of project reports: healthcare systems and issues</td>
<td>Hand in project report</td>
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<tr>
<td>December 1</td>
<td>Financing healthcare</td>
<td>Complete/submit healthcare delivery sites project (ambulatory care)</td>
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<tr>
<td>eNOVA</td>
<td></td>
<td>Prepare for presentation of project report</td>
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<td></td>
<td></td>
<td>Review powerpoint on financing healthcare</td>
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<tr>
<td>October 6/</td>
<td>Legislative, regulatory and accreditation mandates</td>
<td>Review powerpoint and Hays website on Key legislation</td>
</tr>
<tr>
<td>December 8</td>
<td>Physician influence and medical staff</td>
<td>Review powerpoint on physician</td>
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<tr>
<td>eNOVA</td>
<td></td>
<td></td>
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<tr>
<td>October 13/December 15</td>
<td>Review exam 2</td>
<td>Prepare for exam 2</td>
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<tr>
<td>eNOVA</td>
<td>Small group discussions on personal goals for career path and top 5 healthcare issues</td>
<td>Complete exam 2 in Testing Center before class session</td>
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</table>

**INDIVIDUAL STUDENT PROJECT/PRESENTATION** - Each student is expected to prepare two papers, each 2 to 4 pages, double-spaced, with a report on the topic identified in class. A three-minute presentation of the first project and two-minute presentation of the second project to the class will occur according to the schedule published. Audiovisuals and handouts may be used during the presentation. The written report is due on the day of the verbal presentation.

**Report 1** will deal with healthcare professions. Each student will select a profession and prepare a written report and verbal report. You will indicate the name of the profession and record your name as the title of the written report. Title of the verbal report is “Who am I?” You will NOT say the actual name of your chosen profession. All students will identify by each person’s name the name of the profession selected by each student. This identification sheet will be collected and used in the assessment process.

The report will address the following topic areas for the healthcare profession selected:
- Basic job responsibilities
- Work (site) opportunities
- Education/training requirements
- Credentialing/licensure requirements
- Continuing education requirements
- Training sites in Virginia and DC area

The student is encouraged to go to the web site of the professional organization for the profession selected. There are numerous other resources available through the library. The student may wish to interview a professional who works in the northern Virginia area.

**Report 2** will deal with one aspect in the diversity of healthcare delivery system. Topics may include:
- An aspect of the diverse healthcare system (i.e. home health care)
- Present or future organization structures of physician groups
- Impact of legislation, regulatory bodies or accreditation agencies
- Present or future structures for financing the system
- “Hot topic” political issues facing the nation and the healthcare industry
**BLACKBOARD DISCUSSION FORUMS** - Students are given five opportunities to post a brief discussion on Blackboard web site for the class. Please use professional business writing style. General limit of entry is one paragraph.

**BLACKBOARD PROJECTS** – Students are given 4 projects to complete on Blackboard and submit to the instructor on the digit drop box. These projects are a NVCC scavenger hunt, week one planning calendar, library project and healthcare delivery sites project. Specific instructions appear in Blackboard.