

FLORIDA ATLANTIC UNIVERSITY™

Graduate Programs—NEW COURSE PROPOSAL

UGPC APPROVAL _____
 UFS APPROVAL _____
 SCNS SUBMITTAL _____
 CONFIRMED _____
 BANNER POSTED _____
 CATALOG _____

DEPARTMENT: MANAGEMENT PROGRAMS/ HEALTH
ADMINISTRATION

COLLEGE: BUSINESS

RECOMMENDED COURSE IDENTIFICATION:

PREFIX HSA COURSE NUMBER 6127 LAB CODE (L or C) _____

(TO OBTAIN A COURSE NUMBER, CONTACT RPOLANSK@FAU.EDU)

COMPLETE COURSE TITLE: **MANAGED HEALTH CARE**

EFFECTIVE DATE

(first term course will be offered)

SPRING 2013

CREDITS: 3

TEXTBOOK INFORMATION: KONGSTVEDT, PETER R. (2011), *ESSENTIALS OF MANAGED HEALTH CARE*, 6TH ED. JONES & BARTLETT PUBLISHERS, BURLINGTON, MA

GRADING (SELECT ONLY ONE GRADING OPTION): REGULAR SATISFACTORY/UNSATISFACTORY _____

COURSE DESCRIPTION, NO MORE THAN 3 LINES:

THIS COURSE PROVIDES AN INTRODUCTION TO THE FIELD OF MANAGED CARE. TOPICS INCLUDE THE HISTORY AND STRUCTURE OF MANAGED CARE, CONTRACTING, STATE AND FEDERAL REGULATIONS, UTILIZATION REVIEW, AND DISEASE MANAGEMENT.

PREREQUISITES *: NONE

COREQUISITES*:

REGISTRATION CONTROLS (MAJOR, COLLEGE, LEVEL)*:

* PREREQUISITES, COREQUISITES AND REGISTRATION CONTROLS WILL BE ENFORCED FOR ALL COURSE SECTIONS.

MINIMUM QUALIFICATIONS NEEDED TO TEACH THIS COURSE: (GRADUATE FACULTY MEMBER, PH.D., OR DOCTORAL DEGREE PLUS A MINIMUM OF 5 YEARS WORK EXPERIENCE IN HEALTHCARE).

Faculty contact, email and complete phone number:
 Dr. Marlene Mahle, mbernal@fau.edu, 347-617-7778
 Or
 Dr. Dennis S. Palkon, dpalkon@fau.edu, 561-297-3208

Departments and/or colleges that might be affected by the new course must be consulted and listed here. Please attach comments from each.

Approved by:

Department Chair: Poppy Alden

College Curriculum Chair: NO Palkon & Mahle

College Dean: Paul Hens

UGPC Chair: _____

Graduate College Dean: _____

UFS President: _____

Provost: _____

Date:

1-28-13

1-28-13

1.28.13

ATTACHMENT CHECKLIST

♦Syllabus (see guidelines for requirements: http://www.fau.edu/provost/files/course_syllabus.2011.pdf)

♦Written consent from all departments affected by new course

Email this form and syllabus to UGPC@fau.edu **one week before** the University Graduate Programs Committee meeting so that materials may be viewed on the UGPC website prior to the meeting.



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777 GLADES ROAD • P.O. BOX 3091
BOCA RATON, FLORIDA 33431-0991

DEPARTMENT OF MARKETING
COLLEGE OF BUSINESS
(561) 297-3036 • Fax: (561) 297-0402

January 22, 2013

Memorandum:

TO: Nancy Diamond
Graduate College
Florida Atlantic University

FROM: Dr. Allen Smith *AS*
College of Business, University Graduate Council Representative

SUBJECT: Letters of Permission for HSA 6106 and HSA 6127

As requested by members of the University Programs Committee, attached are letters in support of HSA 6106: Global Issues in Health Care and HSA 6127: Managed Health Care from:

Public Administration
College of Nursing
Department of Anthropology
College of Medicine

Allen Smith

From: Dennis Palkon <dpalkon@fau.edu>
Sent: Wednesday, January 16, 2013 4:31 PM
To: Allen Smith
Cc: Peggy Golden; Dennis Palkon; Najia Hamid
Subject: Approval for New Course Proposals-MHA Electives

Allen,

Please see the responses of approval below from the various departments. Let's move forward on this. Much thanks...Dennis

Dear Dr. Palkon:

I am supporting your new course proposals. Our School of Public Administration does not offer health care administration. Actually these courses will complement our Ph.D. program as once a while our Ph.D. students select health care policy as their specialization.

I wish you luck with your new course proposals.

Khi V. Thai, Ph.D., Professor
Director, School of Public Administration & Interim Director, School of Criminology & Criminal Justice
Florida Atlantic University
Editor, Journal of Public Budgeting, Accounting & Financial Management
Editor, Journal of Public Procurement
Editor, International Journal of Organization Theory and Behavior

Hi Dennis

I have reviewed the syllabi for these two health care administration courses (Global Health Delivery and Managed Care) that we currently encourage our Nursing Administration students to take as electives. Neither one is duplicative of any course we offer in the College of Nursing. The feedback on both from our nursing graduate students has been very positive.

I am putting our Dean on this email for her information as you move these courses forward for approval. Let us know if we can be of any further assistance to you.

Rose O Sherman, RN, NEA-BC, FAAN

The College of Medicine has no objections to these courses.

David J. Bjorkman, M.D., M.S.P.H.
Dean and Professor
Charles E. Schmidt College of Medicine
Florida Atlantic University
777 Glades Road BC 71 Room 239
Boca Raton, FL 33431

Dear Dennis,

The Department of Anthropology has no objection to your new course proposals.

Best,
Michael Harris
Chair, Anthropology

Dr. Dennis S. Palkon
Professor and Director
Health Administration Programs
College of Business
Florida Atlantic University
777 Glades Road
Fleming Hall, Room 311
Boca Raton, FL 33431
Phone: 561-297-3208
Fax: 561-297-2675
Email: dpalkon@fau.edu

Allen Smith

From: David Bjorkman <dbjorkm1@fau.edu>
Sent: Thursday, January 10, 2013 1:11 PM
To: Dennis Palkon; Rose Sherman; Michael Harris; Khi Thai
Cc: Allen Smith; Peggy Golden; Najia Hamid
Subject: Re: New Course Proposals

The College of Medicine has no objections to these courses.

David J. Bjorkman, M.D., M.S.P.H.
Dean and Professor
Charles E. Schmidt College of Medicine
Florida Atlantic University
777 Glades Road BC 71 Room 239
Boca Raton, FL 33431

tel: 561.297.4341
fax: 561.297.0914
email: dbjorkm1@fau.edu
www.med.fau.edu

From: Dennis Palkon <dpalkon@fau.edu>
Date: Tuesday, January 8, 2013 5:07 PM
To: Rose Sherman <rsherman@fau.edu>, David Bjorkman <dbjorkm1@fau.edu>, Michael Harris <mharris@fau.edu>, Khi Thai <THAI@fau.edu>
Cc: Dennis Palkon <dpalkon@fau.edu>, Allen Smith <AESMITH@fau.edu>, Peggy Golden <GOLDEN@fau.edu>, Najia Hamid <nhamid1@my.fau.edu>
Subject: New Course Proposals

Dear Drs. Sherman, Bjorkman, Harris, and Thai,

Attached are the new course proposal forms and syllabi for our MHA Program, namely Managed Care and Global Issues in Healthcare Delivery. These courses have been approved but need permission from your colleges and/or departments in order to be finalized and offered. Please feel free to contact me if you have any questions. A simple email stating your approval will suffice. Much thanks...Dr. Palkon

Dr. Dennis S. Palkon
Professor and Director
Health Administration Programs
College of Business
Florida Atlantic University
777 Glades Road
Fleming Hall, Room 311
Boca Raton, FL 33431
Phone: 561-297-3208
Fax: 561-297-2675
Email: dpalkon@fau.edu



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HSA 6127
CRN
MANAGED HEALTHCARE
Term
100% online

Professor Information

Dr. Marlene Mahle
mbernal@fau.edu
347-617-7778

Office Hours

This is a 100% Web-based course and I do not have an office on campus. However, given the distance learning mode of the course, office hours are Tuesdays from 6-8pm and I will be available via telephone during those times, or other times by appointment. I am always available via email: mbernal@fau.edu and I will get back to you in less than 24 hrs.

Required Text and Materials

Kongstvedt, Peter R. (2013), *Essentials of Managed Health Care*, 6th Ed. Jones & Bartlett Publishers, Burlington, MA

Recommended Text and Materials and Additional Resources

Organizations

- American Academy of Nurse Practitioners: <http://www.aanp.org>
- American Academy of Physician Assistants: <http://www.aapa.org>
- American Association of Ambulatory Surgery: www.aaasc.org
- American College of Healthcare Executives: <http://www.ache.org>
- American Hospital Association: <http://www.aha.org>
- Commission for Case Manager Certification: <http://www.ccmcertification.org>
- Disease Management Association of America (DMAA): <http://www.dmaa.org>
- Integrated Healthcare Association (IHA): <http://www.ihc.org>
- Institute for Health Care Improvement (IHI): <http://www.ihc.org>
- Joint Commission on Accreditation of Healthcare Organizations (JCAHO): <http://www.jointcommission.org>
- National Committee on Quality Assurance (NCQA): <http://www.ncqa.org>
- National Association of Insurance Commissioners (NAIC): www.naic.org
- The Center for Medicare and Medicaid Services (CMS): <http://www.cms.gov>



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- The Centers for Disease Control and Prevention, National Center for Health Statistics: <http://www.cdc.gov/nchs/>
- The Center for Studying Health System Change: <http://www.hschange.com>
- The Henry J. Kaiser Family Foundation: <http://www.kff.org>
- The annually updated Sanofi-Aventis Managed Care Digest Series: <http://www.managedcaredigest.com>
- US Government Accountability Office: <http://www.gao.gov>
- World Health Organization: <http://www.who.int>

Books and Journals

- Fortenberry, Jr. J.I., 2009, *Healthcare Marketing: Tools and Techniques*. 3rd Ed., Jones and Bartlett, Boston
- Guenther, G. and Vittori, R, 2007, *Sustainable Healthcare Architecture*. Wiley, NY.
- Ledlow, J.R., Corry, A.P. and Cwick, M.A., 2007, *Optimize Your Healthcare Supply Chain Performance: A Strategic Approach*. Health Administration Press, Chicago.
- Kongstvedt, P.R., 2008, *Managed Care: What It Is and How It Works*. 3rd Ed. Jones & Bartlett, Boston.
- Managed Care E-Magazine: <http://www.managedcaremag.com/popular/all>
- Managed Healthcare Executive: <http://managedhealthcareexecutive.modernmedicine.com/>
- OKane, M. et al, 2008, "Crossroads in Quality." *Health Affairs* 27 (3):749.
- RAND current articles in Managed Healthcare: <http://www.rand.org/topics/managed-health-care.html>
- Samuels, D.I., 2011, *Managed Healthcare in the New Millenium: Innovative Financial Modeling for the 21st Century*. CRC Press, Fl.
- The American Journal of Managed Care: <http://www.aimc.com>
- White, K.R. and Griffith, J.R., 2007, *The Well-Managed Healthcare Organization*. 7th Ed. HAP, Chicago, IL.

Articles

- Beers, M.H., Baran, R.W. and Frenia, K. 2000, "Drugs and the Elderly, Part I: The Problems Facing Managed Care." *American Journal of Managed Care* 6(12): 1313-20
- Casalino, L.P., November, E.A., Berenson, R.A., and Pham, H.H., 2008, "Hospital Physician Relations: Two Tracks and the Decline of the Voluntary Medical staff Model." *Health Affairs* 27 (5):1305-14
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- Deal, L.W., Shiono, P.H. and Behrman, R.E., 1998, "Children and Managed Healthcare: Analysis and Recommendations." *Children and Managed Healthcare* 8(2):4
- Erickson, L.C. Et al. 2000, "Are Managed Care Patients Steered to Higher Risk Hospitals for Cardiac Surgery?" *JAMA* 283: 1976-1982
- Gilmartin, M.J., and D'Aunno, T.A., 2008, "Leadership Research in Healthcare". *Academy of Management Annals* 2:390-438.
- Griffith, J.R., Alexander, J.A. and Foster, D.A. 2006, "Is Anybody Managing The Store ? National Trends in Hospital Performance." *Journal of Healthcare Management* 51(6):392-405.
- Griffith, J.R., 2009, "Frontiers of Hospital Management." *Journal of Healthcare Management* 54(1):30-44.

Course Description

This course provides an introduction to the field of managed care. Topics include the history and structure of managed care, contracting, state and federal regulations, utilization review, and disease management.

Course Prerequisites and Credit Hours

This a 3 hour credit course, there are no pre-requisites.

Course Learning Objectives

By the end of this course students will be able to:

- Describe the origins of managed care.
- Recognize the principle elements of control found in each type of managed care plan.
- Describe and discuss the most important functions of a board of directors in managed care organizations.
- Describe a typical credentialing process in managed care.
- Outline the key differences between different types of managed care reimbursement models.
- Outline the key advantages and disadvantages of the various managed care reimbursement systems for healthcare providers.
- Describe the key attributes of managing basic medical-surgical utilization and case management in different types of managed care plans.
- Describe and discuss the key attributes of managed care information systems.
- Discuss the purpose of benefits administration and claims adjudication within a managed care organization.
- Explain the basic goals of a member services department.



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- Discuss how different managed care entities are accredited and regulated.
- Describe the basic forms of premium rates used by managed care organizations.
- Describe the relationship between managed care and government programs such as Medicare and Medicaid.

Grading Scale

A 96-100 / A- 90-95 / B+ 87-89 / B 84-86 / B- 80-83 / C+ 77-79 / C 74-76 /
C- 70-73 / D+ 67-69 / D 65-66 / F less than 65

Course Evaluation Method

Discussion Forums: 50%

Tests: 40%

Final Assignment/Paper 10%

Additional Course Policies

Missing Exams/ Assignments

Missing exams will not be able to be made up. Exceptions may be made by the instructor with documentation of extreme circumstances.

Attendance Policy

This is a 100% Web course. Your attendance will be based on your login to the course and posting assignments.

Netiquette Policy

It is important to keep in mind that although we are in a "virtual" environment, we still need to interact properly with each other and maintain an appropriate level of etiquette. The term netiquette is used to refer to online etiquette. By following these rules you will improve the readability of your messages and you will help others handle the large volume of information in an online classroom:

- **Stay on topic.** While discussion is encouraged, rambling and tangential conversations do not make postings substantive and are not be conducive to a quality learning experience.
- **Use appropriate subject lines in your replies.** As a conversation evolves, it's helpful to change the subject line of a threaded message to reflect the changing topic.



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COLLEGE OF BUSINESS

- **Add multiple comments directly into messages in your replies.** While a straight-forward reply is usually appropriate, interspersing your comments throughout an original posting may be more effective if you wish to respond to multiple points. For example, interspersing *****multiple***** comments in the body of the original message *****like this***** increases the readability of a response that addresses various points.
- **Avoid "I agree" and "Me, too!" messages.** Spending time reading messages without substance can be frustrating for all parties.
- **Avoid the use of all caps.** (IT'S LIKE SHOUTING!) Use caps occasionally for strong emphasis, but only for individual words.
- **Avoid writing errors, even when "talking" with one another.** Messages in the **Main** forums can be at times conversational and informal. Nonetheless, you should check your spelling and grammar and write in an appropriate manner.
- **Carefully choose the format for your messages.** Long paragraphs are difficult to follow on-screen. As a general rule, limit each paragraph to five to seven lines. Avoid fonts that are difficult to read because of style, color, or size.

Anti-plagiarism Software

Written components of any assignment or project may be submitted to anti-plagiarism software to evaluate the originality of the work. Any students found to be submitting work that is not their own will be deemed in violation of the University's honor code discussed above.

Selected University and College Policies

Code of Academic Integrity Policy Statement

Students at Florida Atlantic University are expected to maintain the highest ethical standards. Academic dishonesty is considered a serious breach of these ethical standards, because it interferes with the university mission to provide a high quality education in which no student enjoys an unfair advantage over any other. Academic dishonesty is also destructive of the university community, which is grounded in a system of mutual trust and places high value on personal integrity and individual responsibility. Harsh penalties are associated with academic dishonesty. For more information, see University Regulation 4.001.



Florida Atlantic University
COLLEGE OF BUSINESS

Disability Policy Statement

In compliance with the Americans with Disabilities Act (ADA), students who require special accommodation due to a disability to properly execute coursework must register with the Office for Students with Disabilities (OSD) – in Boca Raton, SU 133, (561) 297-3880; in Davie, MOD 1, (954) 236-1222; in Jupiter, SR 117, (561) 799-8585; or, at the Treasure Coast, CO 128, (772) 873-3305 – and follow all OSD procedures.

Religious Accommodation Policy Statement

In accordance with rules of the Florida Board of Education and Florida law, students have the right to reasonable accommodations from the University in order to observe religious practices and beliefs with regard to admissions, registration, class attendance and the scheduling of examinations and work assignments. For further information, please see [Academic Policies and Regulations](#).

University Approved Absence Policy Statement

In accordance with rules of the Florida Atlantic University, students have the right to reasonable accommodations to participate in University approved activities, including athletic or scholastics teams, musical and theatrical performances and debate activities. It is the student's responsibility to notify the course instructor at least one week prior to missing any course assignment.

College of Business Minimum Grade Policy Statement

The minimum grade for College of Business requirements is a "C". This includes all courses that are a part of the pre-business foundation, business core, and major program. In addition, courses that are used to satisfy the university's Writing Across the Curriculum and Gordon Rule math requirements also have a minimum grade requirement of a "C". Course syllabi give individualized information about grading as it pertains to the individual classes.

Incomplete Grade Policy Statement

A student who is passing a course, but has not completed all work due to exceptional circumstances, may, with consent of the instructor, temporarily receive a grade of incomplete ("I"). The assignment of the "I" grade is at the discretion of the instructor, but is allowed only if the student is passing the course.

The specific time required to make up an incomplete grade is at the discretion of the instructor. However, the College of Business policy on the resolution of incomplete grades requires that all work required to satisfy an incomplete ("I") grade must be completed within a period of time not exceeding one calendar year from the assignment of the incomplete grade. After one calendar year, the incomplete grade automatically becomes a failing ("F") grade.



Withdrawals

Any student who decides to drop is responsible for completing the proper paper work required to withdraw from the course.

Grade Appeal Process

A student may request a review of the final course grade when s/he believes that one of the following conditions apply:

- There was a computational or recording error in the grading.
- Non-academic criteria were applied in the grading process.
- There was a gross violation of the instructor's own grading system.

The procedures for a grade appeal may be found in Chapter 4 of the University Regulations.

Disruptive Behavior Policy Statement

Disruptive behavior is defined in the FAU Student Code of Conduct as "... activities which interfere with the educational mission within classroom." Students who behave in the classroom such that the educational experiences of other students and/or the instructor's course objectives are disrupted are subject to disciplinary action. Such behavior impedes students' ability to learn or an instructor's ability to teach. Disruptive behavior may include, but is not limited to: non-approved use of electronic devices (including cellular telephones); cursing or shouting at others in such a way as to be disruptive; or, other violations of an instructor's expectations for classroom conduct.

Faculty Rights and Responsibilities

Florida Atlantic University respects the right of instructors to teach and students to learn. Maintenance of these rights requires classroom conditions which do not impede their exercise. To ensure these rights, faculty members have the prerogative:

- To establish and implement academic standards
- To establish and enforce reasonable behavior standards in each class
- To refer disciplinary action to those students whose behavior may be judged to be disruptive under the Student Code of Conduct.



Course Outline
WEEKLY TOPICS, ASSIGNMENTS AND TESTS

WEEK 1	Part 1. Introduction to Managed Care Assigned readings: chapter 1 Post an introduction to the discussion board "Getting Acquainted".
WEEK 2	Part 1. Introduction to Managed Care (Continued) Assigned readings: chapters 2, 3 Discussion Forum 1
WEEK 3	Part 2. Network Contracting and Provider Payment Assigned readings: chapters 4, 5 Test 1(Part I)
WEEK 4	Part 2. Network Contracting and Provider Payment Assigned readings: chapters 6 Discussion Forum 2
WEEK 5	Part 3. Management of Utilization and Quality Assigned readings: chapters 7,8 Test 2 (Part 2)
WEEK 6	Part 3. Management of Utilization and Quality Assigned readings: chapters 9,10 Discussion Forum 3
WEEK 7	Part 3. Management of Utilization and Quality Assigned readings: chapters 11,12 Discussion Forum 4



Florida Atlantic University
COLLEGE OF BUSINESS

WEEK 8	Part 3. Management of Utilization and Quality Assigned readings: chapters 13, 14, 15 Discussion Forum 5
WEEK 9	Test 3 (Part 3)
WEEK 10	Part 4. Sales, Finance and Administration Assigned readings: chapters 16, 17 Discussion Forum 6
WEEK 11	Part 4. Sales, Finance and Administration Assigned readings: chapters 18, 19, 20 Discussion Forum 7
WEEK 12	Part 4. Sales, Finance and Administration Assigned readings: chapters 21, 22,23 Discussion Forum 8
WEEK 13	Test 4 (Part 4)
WEEK 14	Part 5. Special Markets Assigned readings: chapters 24, 25, 26 Discussion Forum 9
WEEK 15	Part 6. Laws and Regulations Assigned readings: chapters 28, 29, 30 Discussion Forum 10
WEEK 16	Test 5 (Parts 5 & 6) FINAL PAPER DUE