

**University of Arkansas - Fort Smith**  
**5210 Grand Avenue**  
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**Fort Smith, AR 72913-3649**  
**479-788-7000**

## **General Syllabus**

### **MHCA 5023 Organizational Behavior in Healthcare**

Credit Hours: 3

Lecture Hours: 3

Laboratory Hours: 0

Prerequisite: Admission into MHCA program

Prerequisite or corequisite: MHCA 5003 Healthcare Systems

Effective Catalog: 2017-2018

#### **I. Course Information**

##### **A. Catalog Description**

Explores individual and group dynamics within the healthcare environment. Emphasizes leadership and management tools for dealing with diverse individuals and groups in complex organizational settings. Focuses on explaining, predicting, understanding, and influencing human behavior in organizations to help accomplish organizational goals.

##### **B. Additional Information**

Serves as a foundation course for students.

#### **II. Student Learning Outcomes**

##### **A. Subject Matter**

Upon successful completion of this course, the student will be able to:

1. Analyze theories and models of organizational behavior.
2. Analyze theories and models of leadership.
3. Compare and contrast organizational behavior, organizational theory, organizational development, and human resources management.
4. Examine decision-making models within the context of stress and conflict management.
5. Evaluate group dynamics and the role of team's in today's complex health service organizations.
6. Discuss organizational change management.

## **B. Program Learning Outcomes**

This graduate course enhances student abilities in the following areas:

1. Goal: Healthcare Systems and Environment - Demonstrate an in-depth understanding of healthcare systems and the environment in which healthcare managers and providers operate.  
Objective: Demonstrate understanding of healthcare personnel and organizational structure in terms of support services, personnel roles, and workforce issues.
2. Goal: Healthcare Management and Business - Utilize business principles, including systems thinking, to the healthcare environment.  
Objective: Demonstrate understanding and the application of theories and tools in the areas of organizational dynamics and human resource management.
3. Goal: Communication and Relationships - Demonstrate clear and concise communicate skills, establish and maintain relationships, and facilitate constructive interactions with individuals and groups.
  - a. Objective: Demonstrate effective written, oral, and presentation skills.
  - b. Objective: Demonstrate effective interpersonal relations by developing and maintaining cooperative and collaborative relationships.
  - c. Objective: Demonstrate effective team building, negotiation, and facilitation techniques, including conflict resolution.

## **III. Major Course Topics**

- A. Overview of healthcare organizations, organizational dynamics and management
- B. Theories of organizational behavior
- C. Organizational concepts, structures, culture and change
- D. Interactive process of organizational leadership
- E. Decision making and conflict management
- F. Organizational ethics in healthcare
- G. Continuous quality improvement in healthcare, risk management and evaluation