

University of Arkansas - Fort Smith
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General Syllabus

MHCA 5023 Healthcare Organizational Behavior and Leadership

Credit Hours: 3

Lecture Hours: 3

Laboratory Hours: 0

Prerequisite: Admission in the MHCA program

Effective Catalog: 2024

I. Course Information

A. Catalog Description

This course focuses on organizational behavior and leadership in healthcare organizations. Students will understand theories and models that contribute to effective leadership. The course examines organizational behavior and leadership from an individual, group, and institutional perspective, emphasizing leadership and management tools in healthcare settings. The course 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 teams in today's complex health service organizations.
6. Discuss organizational leadership and 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 and leadership in healthcare
- C. Organizational concepts, structures, culture and change
- D. Interactive process of effective organizational leadership
- E. Decision making and conflict management
- F. Organizational ethics in healthcare
- G. Continuous quality improvement in healthcare, risk management and evaluation