Syllabus for HCA 701
Senior Care and Service Systems

NOTE: This syllabus document contains the basic information of this course. The most current syllabus is available in the full course.

Course Description

Acquire the knowledge and tools for the development and implementation of programs and practices that advance a high quality and safe living or service environment for frail seniors and other populations in need of care or service. You will learn the foundation of academic and professional disciplines in senior services and examine regulations in senior care and service organizations.

Prerequisite(s)

None

Course Outcomes

Upon completing this course, you will be able to do the following:

- Demonstrate professional communication and interpersonal skills appropriate for healthcare settings.
- Display professional behavior skills that reflect an awareness of ethics, diversity, and generational dynamics.
- Demonstrate strategic leadership and decision-making skills necessary in healthcare.
- Address political, legal, regulatory, and ethical issues associated with diverse healthcare settings at all levels of government.
- Analyze and respond to trends that influence social and environmental determinants of health, population health management/medicine, and healthcare delivery in rural versus urban settings.
- Evaluate operational performance across diverse healthcare organizations.
- Apply continuous quality improvement and risk management techniques for operations, supply chain, and project management in a healthcare setting.
- Develop strategies to recruit, train, and sustain an effective healthcare workforce.
- Develop a people-centered, culturally competent approach to employee recruitment, training, retention, and satisfaction that considers the wide variety of roles and responsibilities in a healthcare workforce.

Course Requirements/Components
- Online discussions
- Online papers and presentations
- Online scenario response assignments
- Professional development plan

Grading
The following grading scale will be used to evaluate all course requirements and to determine your final grade:

Grade	Percentage Range
A	94% - 100%
A-	92% - 93.99%
B+	89%-91.99%
B	85%-88.99%
B-	83%-85.99%
C+	81%-82.99%
C	75%-80.99%
C-	70%-74.99%
D	65%-69.99%
F	Below 64.99%

Assignment	Points
Discussions	75
Webcrawl	100
Executive summary	100
Interview	100
GoReact scenario responses	75
Training presentation	100
Professional development plan	50
TOTAL	**600**