Health Care Management

The Health Care Management (HCM) major provides coursework and experience across the spectrum of health care supervision and management. Many Health Care Management graduates obtain supervisory and administrative positions in various health and medical facilities such as hospitals, nursing homes, public health departments, health insurance companies, or physician practices. Other graduates successfully complete graduate programs in a variety of business or health-related areas of study. The Bachelor of Science degree in Health Care Management accommodates beginning students as well as students who have professional preparation in health-oriented fields from colleges and universities, technical institutes, community colleges, proprietary institutions or military schools. Graduates of diploma programs also may be eligible for admission. Students in health care education build upon their background through a combination of major core courses, electives within HCM, approved electives and the SIU University Core. The HCM program is certified by the Association of University Programs in Health Administration (AUPHA).

Students in the major must meet with the HCM Academic Advisor to plan their courses of study. Prospective students may complete their University Core Curriculum requirements and career electives at approved institutions, provided that four-year school and residence requirements are met. Completing courses at any accredited college or university may satisfy the 39-hour University Core Curriculum requirements; credit received through CLEP, USAFI, DANTES; or through proficiency examinations. The Capstone Option is available to students who have obtained a business or health care-related Associate in Applied Science degree or its equivalent, and who have a GPA of at least 2.3 on a 4.0 scale (SIU calculation) on all work prior to the completion of the Associate in Applied Science degree. for more information please view the Capstone Option section.

Students may apply for credit toward degree completion for previous work experience (HCM 258) or educational and occupational experience (HCM 259). Credit is established by the HCM Academic Review Committee. This committee meets once during the spring and once during the fall. No summer submissions are accepted. Application for credit should be made by contacting the HCM Academic Advisor no later than the end of the student’s first semester or no later than after 12 semester hours of completed HCM coursework. Submissions not following these guidelines will not be considered.

Students may request Individual Study opportunities (HCM 299 or HCM 499) through the HCM Academic Advisor. Approval to supervise an Individual Study is at the discretion of the HCM Faculty member that typically teaches the class on-campus. Students need to submit their request for an Individual Study, in writing, to the HCM Academic Advisor by the 6th week of the semester PRIOR to the semester in which the student wishes to complete the Individual Study. The Academic Advisor will forward the student’s request to the Program Director for distribution to the appropriate Faculty member for consideration.

In addition to University requirements, students must successfully complete all HCM core courses with a grade of C or higher prior to completing their required HCM 422 internship. Students receiving lower than a C in any HCM core course can only repeat that course once with the exception of HCM 422 which cannot be repeated if failed unless special circumstances apply as determined by the HCM Academic Review Committee. Students must maintain a minimum GPA of 2.3 within the Health Care Management major for graduation. Students receiving a grade lower than a C twice in any individual core HCM course and those who fall below a 2.3 GPA for two subsequent semesters are immediately dropped from the HCM program due to lack of academic performance.

Students participating in internships may be required to undergo a criminal background check and drug screening. Students who do not satisfactorily pass the background check and drug screening may find
it difficult to secure an internship in the field of health care and may be removed from the HCM program unless special circumstances apply as determined by the HCM Academic Review Committee. The Internship requirement cannot be waived. Students will initiate and complete the processes involved with internship site selection and applicable SIUC approval processes. Internship hours cannot begin until all approvals have been obtained from the faculty member overseeing the internship processes, the internship site, and SIUC. Any contact hours students participate in prior to the internship being appropriately approved cannot be counted toward the required 150 contact hours.

Given the nature of the industry, there may be class projects or presentations when students are required, by an individual professor and/or the HCM Program Director, to dress professionally.

Online core courses in the HCM program are restricted to online HCM students only. On campus core courses in the HCM program are restricted to on campus HCM students. The HCM program prohibits moving from one format to the other. Students may petition the Program Director to change formats due to a documental medical condition. Such petitions will be taken under consideration only when the proper documentation is received for review.

### Bachelor of Science Degree in Health Care Management Requirements

<table>
<thead>
<tr>
<th>Degree Requirements</th>
<th>Credit Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Core Curriculum Requirements - (Recommend ECON 240, PSYC 102, HED 101/HND 101/KIN 101).</td>
<td>39</td>
</tr>
<tr>
<td>Required Prerequisite/Background Courses: AH 105; ISAT 229; ACCT 210 or ACCT 220; ECON 240 (or equivalents).</td>
<td>11-15</td>
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<tr>
<td>Requirements for Major in Health Care Management</td>
<td>48</td>
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<tr>
<td>Core Requirements: HCM 320, HCM 340, HCM 360, HCM 364, HCM 365, HCM 366, HCM 375, HCM 382, HCM 384, HCM 385, HCM 388, HCM 390, HCM 410, HCM 413, HCM 420, HCM 421</td>
<td>46</td>
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<tr>
<td>Internship: HCM 422</td>
<td>2</td>
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<tr>
<td>Electives (Health Care Management, Business and Administration, Finance, Psychology, are encouraged)</td>
<td>16-20</td>
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<tr>
<td>Total</td>
<td>120</td>
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### Minor in Health Care Management

The Health Care Management program offers three minors. All prerequisites of courses in the minors must be satisfied. Students must consult the HCM Academic Advisor in the School of Allied Health to declare a minor.

The minor in Health Care Management (HCM) is designed to prepare undergraduate students interested in health care management with the skills and knowledge to prepare for graduate study or work in the health care field. A “C” or higher is required in all HCM core courses taken and all 18 semester hours must be completed at SIU. Students must complete these courses:

- HCM 320-Health Policy and Politics
- HCM 340-Managerial Epidemiology in Healthcare
- HCM 360-U.S. Healthcare Systems
- HCM 388-Legal Aspects and Current Issues in Healthcare
- HCM 413-Long Term Care Administration
Minor in Long Term Care Administration

The minor in Long Term Care is designed for students with an interest in a Long Term Care (LTC) specialization. The LTC minor is comprised of 17 credit hours of coursework. The course sequence is part of the eligibility requirements for those who wish to sit for the Illinois Nursing Home Administrator Licensure Examination. Students must complete these courses:

AH 105-Medical Terminology  
HCM 364-Organizational Behavior in Healthcare Organizations  
HCM 385-Health Care Finance  
HCM 390-Human Resources in Healthcare  
HCM 413-Long Term Care Administration

In addition to the courses above, students must choose one of the following:

AH 415-Issues Related to Social Gerontology and Mortality  
HED 440 or GRON 440-Health Issues in Aging  
REHB 405 or GRON 405-Introduction to Aging and Rehabilitation  
REHB 446 or GRON 446-Psychosocial Aspects of Aging

Note: Eligibility requirements, as published by the Illinois Department of Professional Regulation (IDPR), are subject to change without notification. It is the student's responsibility to verify IDPR regulations to assure their requirements have not changed. Reciprocity of eligibility to sit for the Licensure Examination, or serve in an administrative role, in other states is the student's responsibility to verify.

Health Information and Informatics Management

The minor in Health Information and Informatics Management (HIM) is designed for students with an interest in a medical billing, reimbursement, auditing, and/or compliance specialization. The HIM minor is comprised of 20 credit hours of coursework. A grade of "C" or higher is required in all courses and all 20 semester hours must be completed at SIU. Students must complete these courses:

AH 105-Medical Terminology  
HCM 360-U.S. Health Care Systems  
HCM 366-Health Information Management  
HCM 368-Health Care Coding Procedures I  
HCM 388-Legal Aspects and Current Issues in Health Care  
HCM 410-Operations Management and Quality Improvement in Health Care  
HCM 468-Health Care Coding Procedures II

Health Care Management Courses

**HCM258 - Work Experience Credit** 258-1 to 30 Work Experience Credit. Credit granted for management or supervisory experience in the health care industry. Credit may be applied only to the approved career electives requirement of the health care management degree. Credit is determined by the HCM Academic Review Committee. Restricted to HCM majors.

**HCM259 - Occupational Education Credit** 259-1 to 30 Occupational Education Credit. Credit granted for past occupational educational experiences related to the student's educational objectives. May be applied only to the approved career electives requirement of the health care management degree. Credit is determined by the HCM Academic Review Committee. Restricted to HCM majors.

**HCM320 - Health Policy & Politics** 320-3 Health Policy and Politics. A course focusing on the U.S. health policy-making process within the context of the political marketplace. Emphasis is on the ways in which health policy affects the determinants of health. Through real-world cases in health policy, health
care management students analyze the public policy environment and gain an understanding of how to exert influence and deal with the political environment. Restricted to SAH major/minor.

**HCM340 - Epidemiology/Population Health** 340-3 Managerial Epidemiology and Population Health. An exploration of managerial epidemiological principles as they relate to decision making processes involved with the delivery and management of healthcare services. Focuses on issues involved with population and community including outreach and campaigning, evidence based practice, prevention, and comparative effectiveness. Review governance issues in healthcare organizations and explore the role of epidemiology as a foundational tool for making management related decision making processes. A writing-intensive course. Prerequisite: ENGL 101. Restricted to HCM major/minor.

**HCM360 - The U.S. Health Care System** 360-3 The U.S. Health Care System. (Same as DH 480, RAD 480) This course is a study of the major components which comprise the U.S. health care system. This course will focus primarily on basic terminology, history, settings, personnel, access to care, types of care, utilization of services, vulnerable populations and future challenges for the delivery of health care services. Students will closely review clinical aspects and terminologies as they relate to medical conditions, medical equipment, and medical procedures for the purposes of interacting successfully with health care administrators, physicians/providers of care, and patients. This is a labor intensive course requiring extensive out-of-class study. Restricted to SAH major, HCM majors/minors.

**HCM364 - Org Behavior Healthcare Orgs** 364-3 Organizational Behavior in Healthcare Organizations. (Same as DH 481, RAD 481) An evaluation of relationships in healthcare organizations. Study of the motivational factors of those focused on patient care vs. those focused on profits and how to modify behaviors to achieve proper balance. Environmental factors of the healthcare field are evaluated for their impact on the behavior and employee-management relations of healthcare professionals and patient care providers. Promotes effective planning and organizing within the complex and highly regulated healthcare industry and assures alignment of organizational goals with the missions/visions/values as related to quality of patient life and organizational success. Restricted to SAH major/minor or with consent of SAH Academic Advisor.

**HCM365 - Stats/Research HC Professions** 365-3 Statistics and Research for Health Care Professions. A course for students beginning a major in health care professions. Students examine and apply data to their professions with an emphasis placed upon the understanding of the basic principles, techniques and applications involved with analysis, synthesis and utilization of data. Focus will be placed on using data for empirical research. Prerequisite: UCC MATH 101 or higher. Restricted to SAH major/minor.

**HCM366 - Health Information Management** 366-3 Health Information Management. This course provides a multi-disciplinary analysis of the strategic application of information systems technology and the management of such in health care organizations and focuses on using leveraging information systems to analyze clinical data. Students will review reimbursement mechanisms used to track service utilization patterns which assist in the decision making processes within an overall organizational capacity and for the purposes of quality/performance improvement. Leadership aspects pertaining to evidence based management and governance will be explored as well as challenges facing the health care industry in terms of the management of information systems. Restricted to HCM major/minor.

**HCM368 - HC Coding Procedures I** 368-3 Health Care Coding Procedures I. This course is a study of the major components and processes involved with medical coding as required for the reimbursement of health care services and for capturing data for information and informatics used in managerial decision making within the health care industry. Medical documentation, ICD-9/10-CM coding, CPT coding, HCPCS, the claims processes will be covered through hands-on course exercises and case studies. Prerequisites: AH 105, HCM 360, HCM 366 with grades of C or better.


**HCM382 - Health Economics** 382-3 Health Economics. An analysis of the economics of health care in the United States and its effect on society and the health care profession. Includes analysis of supply and demand of medical care; consumer, producers, and insurers behavior; and public policies to regulate and
provide health care. Restricted to HCM majors or minors. Prerequisite: ECON 240 with a grade of C or better.

**HCM384 - Strategy and Marketing** 384-3 Strategic Planning and Marketing in Health Care. A course that analyzes the fundamentals of strategic planning and leadership in health care organizations. Emphasis is placed on governance, mission, vision, values, leadership styles, business plans, marketing principles and strategies, and SWOT analysis. Fundamental aspects of marketing will be introduced along with an exploration of the strategic planning processes involved with formulation, implementation, actions, execution, and control.

**HCM385 - Health Care Finance** 385-3 Health Care Finance. An introduction to the fiscal problems in healthcare organizations. Emphasis is placed on health care reimbursement, working capital, financial statements, and accounting/monetary control of the health care industry. Prerequisite: UCC MATH 101 or higher and Accounting 210 or 220. Restricted to SAH major/minor or with consent of an SAH Academic Advisor.

**HCM388 - Legal and Current Aspects** 388-3 Legal Aspects and Current Issues in Health Care. (Same as DH 482, RAD 482) Principles of law and the U.S. legal system are applied, in part, through case study and an exploration of current events, in the areas of health care management. Legal issues include malpractice, contracts, corporate liability, professional liability, patient rights, and the legal aspects of managed care. Restricted to SAH majors/minors.

**HCM390 - Human Resources** 390-3 Human Resources in the Health Professions. Examines factors impacting healthcare organizations and how effective human resources policies and procedures can improve organizational efficiencies within the context of emerging health care models/legislation. The recruitment, hiring, orientation, reviewing, and retention of healthcare professionals in the midst of labor shortages will be addressed with an emphasis of linking outcomes to patient care. Legal and ethical implications associated with the healthcare workforce, including credentialing, CEUs, and unionization will be discussed. Cultural competency will be explored with an emphasis on diversity and inclusiveness for both the health care professionals and as part of the patient experience. Prerequisite: ENGL 101 with a grade of C or better. Restricted to SAH major/minor.

**HCM410 - Operations Mgmt & QI** 410-3 Operations Management and Quality Improvement in Health Care. Examines the applications of operations management in the framework of health care organizations. Focus will be placed on supply chain and inventory management, forecasting, queuing models, and capacity planning. Determinants to achieve quality management in health care facilities will be explored. Utilizes analytical methods of systematic monitoring and evaluation and the application of quality improvement initiatives. Includes impact on quality of accreditations, credentialing, liability, and governmental regulations. Not for graduate credit. Restricted to SAH majors/minors.

**HCM413 - LTCA** 413-3 Long Term Care Administration. A study of the principles of nursing home management and assisted living services which examines administrative and staffing functions relating to clients, community, public policy, programming, state and federal laws, and financing. Examines post-acute care issues related to seamless transitions along the continuum of patient care. Not for Graduate Credit. Restricted to SAH major/minor.

**HCM420 - Health Care Ethics** 420-3 Health Care Ethics. Exploration of the ethical issues surrounding the delivery of health care services. Students will apply ethical principles and decision making processes to a series of cases involving ethical dilemmas unique to the health care environment. Students will carefully explore governance and regulatory issues associated with health care organizations and how their actions as future health care managers will impact the patients and employees they serve and will be microscopically examined by varying entities. Controversial topics such as abortion, religion, and right to die will be discussed as they relate to patient perspectives, values, beliefs and the health care managers' obligation to respect individuals without bias. Not for graduate credit. Restricted to SAH major/minor.

**HCM421 - Professional Practice** 421-1 to 3 Professional Practice for Health Care Managers. Prepares students for their health care management internship. Resumes, cover letters, internship site selection, and MOUs will be completed by end of this course. Professional development topics such as interview skills and networking will be covered. Not for graduate credit. Restricted to HCM majors. Special approval needed from the academic advisor.
HCM422 - Internship 422-2 to 9 Health Care Management Internship. As an intern in a University approved healthcare facility, students will engage in activities related to the healthcare management field. Each student will perform duties as assigned to complete a managerial/analytical project useful to the organization. Report logs and performance evaluation required. Hours and credit to be arranged individually with course instructor and site supervisor. 1 credit hour=75 contact hours. A minimum of 150 contact hours required. No waiver of internship is permitted. No repeat of the course is allowed. Must have an internship site secured from HCM 421 prior to enrolling in HCM 422. End of program review and evaluation will be conducted. Prerequisite: completion of all HCM core courses with minimum grade of C. Restricted to HCM major with consent of Academic Advisor. Not for graduate credit.

HCM460 - Lean Six Sigma in HC 460-3 Lean Six Sigma in Healthcare. An introductory course focusing on the Lean Six Sigma approach to improving quality in healthcare organizations. An exploration of error prevention, problem solving, problem detection, change management, and effective and efficient process improvement. Cases will be used to demonstrate how the approach can be applied specifically to the healthcare industry. Restricted to junior standing and SAH majors or minors.

HCM461 - Phys Practice Operations 461-3 Introduction to Physician Practice Operations. An introductory course designed to examine the different aspects of operating a physician's practice. Focus is placed on licensing and professional regulation; selection of HMOs, PPOs, and other managed care programs; medical records and regulatory compliance; community outreach required for building a medical practice, and practical development of templates for practice activities such as streamlined appointment scheduling and encounter forms. Not for graduate credit.

HCM462 - HC Consumer 462-3 Healthcare Services and the Consumer. A course designed for users of health care services, students will explore the history of US healthcare reform and landmark healthcare legislation known as the Affordable Care Act. Focus is on the impact of healthcare organizations, employers, insurers, medical practice, the economy, and especially the consumer of health care services. Exploration of varying ACA plans, interpretation of EOBs, and a review of coding/billing mechanisms such as ICD, CPT, Co-Pays, Deductibles, Assignment of Benefits, Capitation, Co-Insurance, Coordination of Benefits, etc. will be explored aiding consumers of health care services in making informed health care decisions. Course uses microcomputer applications. Not for graduate credit.

HCM468 - HC Coding Procedures II 468-3 Health Care Coding Procedures II. Advanced course in medical coding and auditing. This course examines coding audits associated with regulatory bodies such as OIG, DOJ, CMS, and RAC. Students will learn to extract specific clinical data and utilize it for quality improvement initiatives, data analytics, patient marketing, reporting mechanisms, audits, and managerial decision making. Emphasis is placed on calculating and reporting healthcare outcomes and the legalities/ethical challenges of accurate medical coding for HER, physician practices, hospitals, hospice, and other organizations that provide health care services. Not for graduate credit. Prerequisite: HCM 368 with a grade of C or better.

HCM499 - Individual Study 499-1 to 6 Individual Study. Provides third or fourth year health care management students with the opportunity to develop a special program of studies to fit a particular need not met by other offerings. Each student will work under the supervision of a sponsoring program faculty member approved by the HCM Academic Review committee. Not for graduate credit. Restricted to HCM majors.

Health Care Management Faculty

Cataldo, Jessica, Clinical Instructor, MPH, University of Illinois at Chicago, 2014.
Collins, Sandra K., Professor, Ph.D., Southern Illinois University Carbondale, 2010.
Shaw, Thomas A., Associate Professor, Ph.D., Southern Illinois University, 2005.
Walter, Marcea L., Assistant Professor, MHSA, Xavier University, 2011.

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Catalog Year Statement:
Students starting their collegiate training during the period of time covered by this catalog (see bottom of this page) are subject to the curricular requirements as specified herein. The requirements herein will extend for a seven calendar-year period from the date of entry for baccalaureate programs and three years for associate programs. Should the University change the course requirements contained herein subsequently, students are assured that necessary adjustments will be made so that no additional time is required of them.