



# A&M-COMMERCE

To access COVID-19 information, please visit the [Stay Healthy Lions Webpage](#).

## **HSCB 431: Critical Incident Management in Health Services** **COURSE SYLLABUS: May Mini 2022**

### **INSTRUCTOR INFORMATION**

Instructor: James Wall  
Office Location: Online  
Office Hours: Email or Virtual by Appointment  
University Email Address: James.Wall@tamuc.edu  
Preferred Form of Communication: **email**  
Communication Response Time: 24 hours

### **COURSE INFORMATION**

#### **Materials**

This course has been designed using Open Educational Resources (OER). All materials are embedded within the course and are accessible via the internet. After taking the pretest, students are encouraged to bookmark, download, or save materials provided via the internet for use during quizzes, assignments, and projects in this class.

#### **Supplemental Materials**

Links and files will be provided in the document sharing tab within the course.

### **HEALTH SERVICES ADMINISTRATION PROGRAM DESCRIPTION**

The Bachelor of Applied Arts and Sciences in Health Services Administration (HSCB) degree is a competency-based program that prepares innovative leaders for employment in an increasingly technological and global society. This program provides opportunities for students to receive credit for what they know and can do already, allows them to accelerate completion of their degree, and — because it is fully online — students are able to plan their study schedule around the rest of their day to complete the coursework.

### **COURSE DESCRIPTION**

This course exposes students to decision making, incident command, EOC operations, coordination and service delivery strategies will also be discussed. Students will apply these skills to develop leadership strategies to handle public relations scenarios in a range of health-related situations.

## STUDENT LEARNING OUTCOMES

Completion of this course provides the student with the knowledge to:

- Effectively communicate with staff and customers during extraordinary situations
  - Demonstrate effective verbal communication
  - Prepare effective written business communications
  - Demonstrate the ability to function in interdisciplinary teams with clinicians and managers
  - Integrate the knowledge and experiences of other professions, as appropriate, to inform and implement decisions
- Utilize leadership practices and strategies to best handle a range of healthcare related situations.
  - Use leadership practices that support team effectiveness
  - Perform effectively on teams and in different team roles as appropriate to the situation.
  - Support effective conflict management approaches in interpersonal and team situations.
  - Value the roles and relationships of governance, executive leadership, and external stake-holders in strategically addressing the health needs of a community or target population.
- Understand and manage available resources in a variety of scenarios and situations
  - Interpret balance sheets and income statements.
  - Compile and analyze financial information to develop a business plan for a new service or program.
  - Explain revenue cycle and its impact on financial stability.
  - Develop an evaluation plan based on operational or strategic goals.
  - Use organizational behavior concepts to solve problems and make decisions in the day to-day management of healthcare organizations.
  - Apply concepts and techniques related to the management of human resources in healthcare organizations.
  - Explain the roles of, and relationship between, electronic medical records and financial data systems for clinical and strategic decision-making and for evaluating the quality and efficiency of care.
- Employ critical thinking and decision making appropriate to any situation
  - Conduct an environmental assessment to identify changing needs/demands of a community, including an analysis of demographics, epidemiological data, organizational capacity, competitor strategies, technological changes, regulatory issues, and payment methods.
  - Develop a business plan to propose a new service or program, addressing strategic objectives, financial analysis, structural and staffing implications, and evaluation.
  - Exhibit the ability to utilize analytical, financial, quality improvement, technology, any problem-solving skills that will add value immediately to their organizations.
  - Think critically and assess the potential impact and consequences of decisions in a broad variety of situations.
  - Analyze data and use the results to address strategic, operational, financial, and quality performance indicators for healthcare organizations.
  - Assess healthcare workforce need projections and critical issues related to workforce needs for the future

## REGULAR AND SUBSTANTIVE COURSE INTERACTION

As a general guide, students enrolled in a three semester hour course should spend one hour engaged in instructional activities and two to three hours on out-of-class work per week in a traditional semester. Students are expected to double this effort of engagement given that this course is being delivered in a seven-week term. Educational activities in this course are designed to ensure regular and substantive interaction between students and faculty to ensure that students are able to demonstrate competency.

## COURSE REQUIREMENTS

**Minimal Technical Skills Needed:** Students will need reliable computer and internet access for this course. Students must be able to effectively use myLeo email, myLeo Online D2L, and Microsoft Office.

**Instructional Methods:** This course is an online course. To be successful in this course, all content and course modules should be read and reviewed. All assignments and quizzes (both graded and not graded) must be completed. Please contact the instructor by email for any assistance.

**Student Responsibilities or Tips for Success in the Course:** To be successful in this course, all content and course modules should be read and reviewed. All assignments and quizzes (both graded and not graded) should be completed. Please contact the instructor by email for any assistance.

Students are encouraged to e-mail the professor as they encounter concepts that, after reading and utilizing course resources (supplemental documents, YouTube videos, etc.), they still do not fully understand.

Students are encouraged to engage with other classmates in discussions or thoughts that pertain to course material. Regular participation and engagement ensures the best chance at successful completion of the course.

## ASSESSMENT

Students must achieve 80% or higher for the both the posttest and culminating project to demonstrate competency and pass the course.

### Course Pre-test

The purpose of the pre-test is to provide a baseline understanding of your knowledge in this competency. The pre-test is required before you begin studying course materials. If you do not make at least 80% on the pre-test, students will be expected to complete assignments, quizzes, and other course content to prepare for the final post-test and culminating project. If you make at least an 80% on the module pre-test, this grade will count for the module post-test/assignment. You will still be responsible for the Course Project and Course Post Test.

Content	Description	Value	Notes
Pre-test	This is the initial assessment in each course module to provide a baseline understanding of a student's knowledge of the course content and competencies. Pretests are taken once and should be completed in a timely manner.	100 points each	Required before completing any other work in each module. The grade on the pre-test does <b>not</b> count in the final grade for this course.

### Learning Objective Quiz/Assignment

A brief assessment at the end of each module that is intended to emphasize key concepts, theories, processes, etc., introduced in the Learning Objective Module.

Content	Description	Value	Notes
Module posttest/ Assignment	Measures your competency of learning outcomes in each module or learning objective	100 points each	Required if you do not score an 80% or above on the pretest. You must score 80% or higher. You have up to three attempts on each

### Course Post-test

The end-of-course comprehensive exam that assesses student knowledge and understanding of major concepts, theories, processes, etc., in the course. A **score of 80% or higher is required** to demonstrate competency.

Content	Description	Value	Notes
Post-test	Measures your competency of learning outcomes through essay, short answer, and multiple-choice questions.	100 points each	Required and you must score 80% or higher. You have up to three attempts. <b>DUE: Last day of week 7, Friday by 11:59 PM CST</b>

If you score less than 80% on the post-test, you will have an opportunity to review the material and retake the post-test two additional times. If the posttest score is less than 80% within three attempts, students will receive a grade of "F" in the course and will be required to retake the course in the new term. Students who fail the posttest should review feedback from the instructor before reattempting the posttest.

## Culminating Project

The project assesses your knowledge of terms and the application of concepts presented in this course. A **score of 80% or higher is required** to demonstrate competency.

Content	Description	Value	Notes
Project	Measures your competency of learning outcomes the completion of a competency-based project.	100 points	Required and you must score 80% or higher. You have up to three attempts. <b>DUE DATE if you want feedback for revisions: End of week 6.</b> <b>HARD DUE DATE: Last day of week 7, Friday by 11:59 PM CST</b>

If students score less than 80% on the culminating project, they will have an opportunity to review the material and resubmit the project up to two additional times. If the culminating project is less than 80% within three attempts, students will receive a grade of “F” in the course and will be required to retake the course in the new term.

## GRADING

A score of 80% or higher on both the Culminating Project and Posttest is required to demonstrate competency and receive credit for the course. The following items will be used to calculate the final grade in the course.

Item	Worth	Weight towards Final Grade
Learning Objective Posttest / Assignment	100 points each	12.5% each (50% total)
Posttest	100 points each	25%
Culminating Project Attempt	100 points	25%
<b>Total</b>		<b>100%</b>

### Grading Scale

A = 90%-100%

B = 80%-89%

F = 79% or Below

## TECHNOLOGY REQUIREMENTS

### LMS

All course sections offered by Texas A&M University-Commerce have a corresponding course shell in the myLeo Online Learning Management System (LMS). Below are the technical requirements

Learning Management System (LMS) Requirements:

View the [Learning Management System Requirements Webpage](#).

LMS Browser Support:

Learn more on the [LMS Browser Support Webpage](#).

YouSeeU Virtual Classroom Requirements:

Visit the [Virtual Classroom Requirements Webpage](#).

## ACCESS AND NAVIGATION

You will need your campus-wide ID (CWID) and password to log into the course. If you do not know your CWID or have forgotten your password, contact the Center for IT Excellence (CITE) at 903.468.6000 or [helpdesk@tamuc.edu](mailto:helpdesk@tamuc.edu).

**Note:** Personal computer and internet connection problems do not excuse the requirement to complete all course work in a timely and satisfactory manner. Each student needs to have a backup method to deal with these inevitable problems. These methods might include the availability of a backup PC at home or work, the temporary use of a computer at a friend's home, the local library, office service companies, Starbucks, a TAMUC campus open computer lab, etc.

## COMMUNICATION AND SUPPORT

If you have any questions or are having difficulties with the course material, please contact your Instructor.

### Technical Support

If you are having technical difficulty with any part of Brightspace, please contact Brightspace Technical Support at 1-877-325-7778. Other support options can be found on the [Brightspace Support Webpage](#).

### Interaction with Instructor Statement

This is an online course; therefore, expect most communication to be online as well. Correspondence will always be through university email (your "myLeo" mail) and announcements in myLeo online (D2L). The instructor will make every effort to respond to emails within 24 provided the correspondence follows the requirements listed below. Students are encouraged to check university email daily.

**All emails from students should include:**

- **Course name and subject in the subject line (ex. ORGL 3322 – Posttest)**
- **Salutation**
- **Proper email etiquette (no "text" emails – use proper grammar and punctuation)**
- **Student name and CWID after the body of the email**

## **COURSE AND UNIVERSITY PROCEDURES/POLICIES**

### **Syllabus Change Policy**

The syllabus is a guide. Circumstances and events, such as student progress, may make it necessary for the instructor to modify the syllabus during the semester. Any changes made to the syllabus will be announced in advance.

### **Student Conduct**

All students enrolled at the University shall follow the tenets of common decency and acceptable behavior conducive to a positive learning environment. The Code of Student Conduct is described in detail online in the [Student Guidebook](#).

Students should also consult the [Rules of Netiquette Webpage](#) for more information regarding how to interact with students in an online forum.

### **TAMUC Attendance**

For more information about the attendance policy, please view the [Attendance Webpage](#) and the [Class Attendance Policy](#)

### **Academic Integrity**

Students at Texas A&M University-Commerce are expected to maintain high standards of integrity and honesty in all of their scholastic work. For more details and the definition of academic dishonesty see the following procedures:

[Undergraduate Academic Dishonesty Policy](#)  
[Undergraduate Student Academic Dishonesty Form](#)

### **Students with Disabilities-- ADA Statement**

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you have a disability requiring an accommodation, please contact:

#### **Office of Student Disability Resources and Services**

Texas A&M University-Commerce  
Velma K. Waters Library Rm 162  
Phone (903) 886-5150 or (903) 886-5835  
Fax (903) 468-8148  
Email: [studentdisabilityservices@tamuc.edu](mailto:studentdisabilityservices@tamuc.edu)  
Website: [Office of Student Disability Resources and Services](#)

### **Nondiscrimination Notice**

Texas A&M University-Commerce will comply in the classroom, and in online courses, with all federal and state laws prohibiting discrimination and related retaliation on the basis of race, color, religion, sex, national origin, disability, age, genetic information, or veteran status. Further, an environment free from discrimination on the basis of sexual orientation, gender identity, or gender expression will be maintained.

### **Campus Concealed Carry Statement**

Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in Texas A&M University-Commerce buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and A&M-Commerce Rule 34.06.02.R1, license holders may not carry a concealed handgun in restricted locations.

For a list of locations, please refer to the [Carrying Concealed Handguns On Campus](#) document and/or consult your event organizer.

Pursuant to PC 46.035, the open carrying of handguns is prohibited on all A&M-Commerce campuses. Report violations to the University Police Department at 903-886-5868 or 9-1-1.

### **Counseling Services**

The Counseling Center at A&M-Commerce, located in the Halladay Building, Room 203, offers counseling services, educational programming, and connection to community resources for students. Students have 24/7 access to the Counseling Center's crisis assessment services by calling 903-886-5145. For more information regarding Counseling Center events and confidential services, please visit [www.tamuc.edu/counsel](http://www.tamuc.edu/counsel).

### **COURSE OUTLINE / CALENDAR**

<b>Learning Objectives and Competencies</b>	<b>Materials to Read or Review</b>	<b>Assignments</b>
LO1: Critical Incident Management and Preparedness	Hospital Emergency Management Program  Phases of Emergency Management  Critical Incident Stress Management	Complete the pretest  Read the material for the week.  Complete the module quiz.
LO2: Incident Command	Intro to the Hospital Incident Command System  Operationalizing HICS	Complete the pretest  Read the material for the week.  Complete the module quiz.
LO3: EOC Operations and Response	Incident Action Planning  Incident Response	Complete the pretest  Read the material for the week.  Complete the module quiz.

<b>Learning Objectives and Competencies</b>	<b>Materials to Read or Review</b>	<b>Assignments</b>
LO4: Preparedness, Mitigation, and Recovery	Recovery and Mitigation  Conducting a Hazard Vulnerability Analysis (HVA)	Complete the pretest  Read the material for the week.  Complete the module quiz.
Final Project and Final Post-Test	Review pre-tests and reading list	Submit Culminating Project.  Complete the Post-test.