San Diego State University  
Graduate School of Public Health  
Division of Health Management & Policy

**PH 605: Health Services Administration**  
*Spring 2011*  
3 Units

**Class Day/Time:** Thursdays, 1600-1840 (4-6:40pm)  
**Class Location:** GMCS-310

**Schedule #** 22287  
**Instructor e-mail:** tfinlays@mail.sdsu.edu

→ Email often best way to reach me. Please put “PH605” in subject heading for faster reply. I try to reply to emails within a day or two, if not, resend.

**Office Hours:** Thurs. 2-3:30 & by appt.

**Office Location:** Hardy Tower (HT) 153  
**Office Phone:** 619-594-0559

→ Office phone best if need to reach me during regular office hours.

**COURSE DESCRIPTION**

This course provides an overview to health services administration and an introduction to the U.S. health care system. Characteristics of utilization of health care, financing and system structure, types of providers, nonfinancial resources, and assessment and regulation will be addressed.

**COURSE GOALS & LEARNING OBJECTIVES**

In this course, students will gain an understanding of the following:

1. Structure, function, and operation of the U.S. health care system, including private insurance, Medicare, Medicaid, and other large-scale programs.
2. Basic roles of public health agencies and other health care organizations, including health plans and hospitals.
3. Most important features of health insurance and mechanisms of financing health services.
4. Basic concepts, components, and operation of managed care, including how it affects services provided and decisions by patients and providers.
5. Implications of the current U.S. health delivery system for quality, access, and cost of healthcare services.
6. Workforce trends for all healthcare professionals, and the forces affecting those trends.
7. Key characteristics of current health care reform efforts, and important issues related to their implementation.
8. Issues and challenges related to providing long-term care, mental health, ambulatory care, and other types of health care services to vulnerable or other special populations.
REQUIRED COURSE MATERIALS

Course Reader (R): The reader contains two required readings and will be available at the SDSU bookstore by the end of January for about $12. (Note: Fall 2010 PH 641 Reader will also work if you can get your hands on it. We won’t get to these readings until after the midterm exam). It should include these 2 book chapters:

- Wing & Gilbert, eds. CH 1: The law and the legal system. The law and the public's health, 7th ed. Health Administration Press. 2007.

Blackboard (B): Be sure to check Blackboard regularly (at least weekly) for any announcements and additional materials in Course Documents. Most assigned readings outside of the textbook and reader (handouts, class discussion materials, journal articles, etc) will be posted there at least a week in advance. Note that some materials are on the web. Each week’s class lecture notes will also be posted there, usually by the night before class, if not sooner. Be sure your e-mail address is current and check your e-mail regularly for any important class announcements sent via Blackboard.

Full references for required Blackboard readings:

- California Healthcare Foundation. 2007. Medi-Cal case study, excerpt from No appointment needed: The resurgence of urgent care centers in the U.S.
- Institute of Medicine. March 2002. Unequal Treatment: What health care system administrators need to know about racial and ethnic disparities in healthcare
- USA Today article. Davis, R. 8/12/08. For strokes, closest hospital might not be best

Recommended readings & other good resources:

- Current healthcare reform: http://healthreform.kff.org/
COURSE REQUIREMENTS
The final course grade will be determined as follows:

Attendance/Participation  10%
Paper                   15%
Midterm Exam            35%
Final Exam (not cumulative)  40%
100%

Attendance/Participation
This is a larger, primarily lecture-based course, but you are expected to attend all classes.
Attendance will be taken. You are expected to be prepared, and complete the week’s
assigned reading before class, and participate in the in-class discussions and activities. It
is your responsibility to get class notes and learn the material if you must miss class. You
can not pass the class if you miss more than four sessions.

Paper
Hard copies of the papers are due in class (to be graded) and you must also upload
electronic copies of your papers to SafeAssign (these will be screened for plagiarism) on
BlackBoard. You will receive separate paper instructions in advance.

Exams
The midterm and final are each 2 hour, in-class, closed book/closed notes exams. Exam
format will include a combination of short answer, multiple choice, true/false, matching
and fill-in type questions. The exams are not cumulative. No exams will be given early
under any circumstances, and make-ups given only under valid extenuating
circumstances with provided documentation. Therefore, please note the exam dates:
MIDTERM EXAM – March 17, 2011 from 4-6pm
FINAL EXAM – May 12, 2011 from 4-6pm

COURSE GRADING SCALE
The following scale gives the approximate percentage cutoffs for grades in this course,
there is no curve. Note this is a core course in GSPH, and students must earn a grade of
B- or above to pass the class. GSPH issues written midterm warnings to any student in
danger of failing the class. If you are in danger of failing, contact the instructor
immediately to discuss how you might work to improve your grade. Also note that a
passing midterm grade does not guarantee a passing grade in the class.

A    =  95%  B+  =  87%  B-  =  80%  C    =  75%  D+  =  67%  D-  = 60%
A-   =  90  B    =  85%  C+  =  77%  C-  =  70%  D  = 65%  F    =<59%

Course Syllabus Subject to Change
Every effort will be made to follow the syllabus content and schedule; however, if
circumstances dictate there may be modifications necessary during the semester. If such
is the case the instructor will make every effort to notify the class in a timely manner
(likely through Blackboard and email announcements).
**COURSE POLICIES**

**Missing class:** If you miss a class, it is your responsibility to contact the instructor to discuss alternatives to any quiz or exercise you miss, and to obtain lecture notes, handouts, other materials or instructions from the course Blackboard site or a classmate.

**Religious holidays:** The University Policy File includes the following statement on absence for Religious Observances: By the end of the second week of classes, students should notify the instructors of affected courses of planned absences for religious observances.

**Extenuating circumstances:** If severe difficulties (e.g., illness, injury, death of a family member) prevent you from completing an assignment on time, please contact the instructor to discuss alternative arrangements as soon as possible.

**Academic misconduct:** Misconduct by a student shall include, but not be limited to: disrupting classes; giving or receiving unauthorized aid on examinations, reports or other assignments; knowingly misrepresenting the source of any academic work; falsifying research results; plagiarizing another’s work; violating regulations or ethical codes for the treatment of human subjects; or otherwise acting dishonestly. If an instance of academic misconduct is suspected, the student will be informed of the infraction and the penalty to be imposed. If appropriate, the matter will be referred to the Department Chair and Dean of the College for mediation. Potential sanctions include a warning, an admonition, censure, reduction of grade (including a grade of F for the course), disciplinary probation, suspension, or expulsion.

**Computers:** Every student must have access to the internet and a computer in order to obtain communications from the professor, download reading material and conduct document searches of on-line publications.

**Safety:** Students are encouraged to consult with SDSU public safety regarding parking and other safety issues. San Diego State University is dedicated to a safe, supportive and nondiscriminatory environment. It is the responsibility of all students to familiarize themselves with University policies regarding nondiscrimination, misconduct and academic honesty.

**Statement on Nondiscrimination Policy**

San Diego State University complies with the requirements of Title VI and Title VII of the Civil Rights Act of 1964, as well as other applicable federal and state laws prohibiting discrimination. No person shall, on the basis of race, color, or national origin be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination in any program of the California State University

SDSU does not discriminate on the basis of disability in admission or access to, or treatment or employment in, its programs and activities. Students should direct inquiries concerning San Diego State University’s compliance with all relevant disability laws to the Director of Student Disability Services (SDS), Calpulli Center, Room 3101, San Diego State University, San Diego, CA 92128 or call 619-594-6473 (TDD: 619-594-2929).

SDSU does not discriminate on the basis of sex, gender, or sexual orientation in the educational programs or activities it conducts. More detail on SDSU’s Nondiscrimination Policy can be found in the SDSU General Catalog, University Policies.
Student Conduct and Grievances

SDSU is committed to maintaining a safe and healthy living and learning environment for students, faculty and staff. Sections 41301, Standards for Student Conduct, and Sections 41302-41304 of the University Policies regarding student conduct should be reviewed.

If a student believes that a professor's treatment is grossly unfair or that a professor’s behavior is clearly unprofessional, the student may bring the complaint to the proper university authorities and official reviewing bodies. See University policies on Student Grievances.

Statement on Plagiarism and Academic Dishonesty

Academic dishonesty includes cheating, plagiarism or other forms of academic dishonesty that are intended to gain unfair academic advantage. See section 41301 of the University policies. Plagiarism is an important element of this policy. Plagiarism is defined as ‘formal work publicly misrepresented as original; it is any activity wherein one person knowingly, directly and for lucre, status, recognition, or any public gain resorts to the published or unpublished work of another in order to represent it as one’s own’. Any work, in whole or in part, taken from the Internet or other computer-based source without referencing the source is considered plagiarism.

By taking this course, you agree that all required papers may be subject to submission for textual similarity review to SafeAssign for the detection of plagiarism. All papers submitted for review will be included as source documents in SDSU's SafeAssign institutional archive. Students are also encouraged to include their papers as source documents in the SafeAssign Global Reference Database by checking the appropriate box during assignment submission. You may remove personally identifying information from your paper prior to submission.

If you do not wish to submit your work for review through SafeAssign, you may be asked to provide hard copies of all your reference materials.
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<thead>
<tr>
<th>Week</th>
<th>Date</th>
<th>Topics</th>
<th>Reading Assignments*</th>
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<tbody>
<tr>
<td>1</td>
<td>1/20</td>
<td>Introduction and course overview&lt;br&gt;Understanding the health services system&lt;br&gt;Public Health: Joint Public-Private responsibility</td>
<td>T: CH 1 &amp; 6</td>
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<td>2</td>
<td>1/27</td>
<td>Population and disease patterns, Access to care&lt;br&gt;Determinants of disease &amp; Health Disparities</td>
<td>T: CH 3&lt;br&gt;B: IOM 2002 Summary</td>
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<td>3</td>
<td>2/3</td>
<td>Financing &amp; structuring health systems&lt;br&gt;Healthcare costs&lt;br&gt;Private health insurance</td>
<td>T: CH 4, p 76-84&lt;br&gt;T: CH 5, p 109-122</td>
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<tr>
<td>4</td>
<td>2/10</td>
<td>Financing &amp; structuring health systems&lt;br&gt;Medicare</td>
<td>T: CH 4, p 84-90</td>
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<tr>
<td>5</td>
<td>2/17</td>
<td>Financing &amp; structuring health systems&lt;br&gt;Medicaid, SCHIP</td>
<td>T: CH 4, p 90-106</td>
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<tr>
<td>6</td>
<td>2/24</td>
<td>Financing &amp; structuring health systems&lt;br&gt;Healthcare reform&lt;br&gt;In-class group activity: Provider reimbursement</td>
<td>B: KFF 2010a &amp; b&lt;br&gt;B: Show me the money</td>
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<td>7</td>
<td>3/3</td>
<td>Managed care</td>
<td>T: CH 5, p 122-139&lt;br&gt;B: MC worksheet&lt;br&gt;PAPER DUE</td>
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<td>8</td>
<td>3/10</td>
<td>Ambulatory health care services&lt;br&gt;Midterm exam review</td>
<td>T: CH 7, p 161-176 only.&lt;br&gt;Optional: CH 16, p 346-352 recommended-review&lt;br&gt;B: Medi-Cal example</td>
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<td>9</td>
<td>3/17</td>
<td>MIDTERM EXAM</td>
<td>2 hours only (4-6 pm)</td>
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<tr>
<td>10</td>
<td>3/24</td>
<td>Hospitals and health systems&lt;br&gt;In-class group activity: Developing a hospital</td>
<td>T: CH 8&lt;br&gt;R: Harris CH 4</td>
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<td>3/31</td>
<td>SPRING RECESS</td>
<td>NO CLASS</td>
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<tr>
<td>11</td>
<td>4/7</td>
<td>Long term care</td>
<td>T: CH 9</td>
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<tr>
<td>12</td>
<td>4/14</td>
<td>Mental and behavioral health services</td>
<td>T: CH 10</td>
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<tr>
<td>13</td>
<td>4/21</td>
<td>Health care professionals</td>
<td>T: CH 12&lt;br&gt;B: Alexander 2001</td>
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<td>14</td>
<td>4/28</td>
<td>Quality of healthcare&lt;br&gt;[link to websites]</td>
<td>T: CH 14&lt;br&gt;B: Donabedian, 1990&lt;br&gt;B: USA Today article</td>
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<td>15</td>
<td>5/5</td>
<td>Health Policy and Law&lt;br&gt;Ethical issues&lt;br&gt;Course wrap-up&lt;br&gt;Final exam review</td>
<td>R: Wing &amp; Gilbert CH 1&lt;br&gt;T: CH 13 &amp; 15 required.&lt;br&gt;Optional: CH 16, p 353-6, 358-63</td>
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<td>16</td>
<td>5/12</td>
<td>FINAL EXAM</td>
<td>2 hours (4-6 pm)</td>
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**Note:** T: textbook. B: Blackboard. R: Reader.

You are expected to complete the reading assignments before class. Our class sessions will primarily be lecture, with some interactive class discussions and activities. You should also feel free to ask questions in class. Class sessions will emphasize key points in the reading, and are not meant to replace doing the readings.