



**HPAA 350**  
**Introduction to Health Services Systems**  
(Credit Hours: 3)  
*Department of Health Policy and Management*  
**School of Public Health**

Fall 2008 Syllabus

Class Location (1304 McGavran-Greenberg Hall)  
Meeting Times (Tuesday & Thursday 9:30 – 10:45)

Faculty:	Melanie Studer	TA:	Michelle Sonia
Office:	1106H McGavran-Greenberg		
Email:	mstuder@email.unc.edu	Email:	msonia@email.unc.edu
Phone:	(919) 843-1219	Phone:	
Office	Mondays and Wednesdays	Office	By appointment
Hours:	9am – 10am	Hours:	

## Course Overview

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The course is designed to provide students with an overview of trends, issues, and systems of health care delivery in the United States. The course covers: (1) Introduction and overview of the U.S. system; (2) Historical development of the U.S. system; (3) Health, disease, and utilization of services; (4) System priorities: Cost, quality, and access; (5) System organization and management; (7) System financing, including health insurance and managed care; (8) System resources, including the health care workforce, research and technology, and the pharmaceutical industry; (9) The health care delivery system, including hospitals, ambulatory care, long-term care, and mental health care; (10) Healthcare policy and politics; and (11) Future directions of health services in the U.S.

## Learning Objectives and HPM Competencies

	<i>Course Learning Objective</i>	<i>Competencies</i>
1	Understand issues related to the evolution of the U.S. health care system	Information Seeking
2	Define key terms and understand key issues in health care organization, management, financing, resources, delivery, access, quality, and policy	Information Seeking

3	Distinguish among various health care payers, providers, organizations and functions	Analytical Thinking
4	Explore and analyze an unmet health care need and recommend a realistic new program or change in service to help meet the need	Analytical Thinking Change Management Information Seeking
5	Achieve #4 in a team of fellow students	Accountability Team Dynamics Interpersonal Awareness
6	Analyze the effect of programs and policies on health care delivery and individual and population health	Analytical Thinking Systems Thinking
7	Cogently discuss and debate public health and health services issues	Communication Skills Professionalism

## Resources

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### *Course Website*

The HPAA 350 course website can be accessed on Blackboard: <http://blackboard.unc.edu>

### *Texts*

Barton, Phoebe L. 2007. Understanding the U.S. Health Services System, 3<sup>rd</sup> ed., Chicago: Health Administration Press.

Starr, Paul. 1982. The Social Transformation of American Medicine, New York: Basic Books.

### *Articles*

Articles from recent health policy and administration literature will supplement the required readings from the texts. These articles will be available on Blackboard.

### *Helpful Websites*

Students are encouraged to explore the following websites:

The Commonwealth Fund: <http://www.commonwealthfund.org/>

Last Updated: August 19, 2008

Institute for Healthcare Improvement: <http://www.ihl.org/>

National Quality Forum: <http://www.qualityforum.org/>

Kaiser Family Foundation: <http://www.kff.org/>

Center for Studying Health System Change: <http://www.hschange.com/>

Rand Health: <http://www.rand.org/health/>

## Requirements and Expectations

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### *Article Reviews*

Students are expected to stay current in the health management and policy literature through regular readings in industry journals and periodicals. Students must prepare reviews (1-2 pages each) for five articles from at least three different journals.

Examples of appropriate health management and policy journals include:

Journal of Healthcare Management  
American Journal of Public Health  
Journal of Health Politics, Policy and Law  
Health Affairs  
Health Care Financing Review  
Health Services Research  
Healthcare Executive  
Hospital and Health Services Administration  
Hospitals and Health Networks  
Frontiers of Health Services Management  
Healthcare Financial Management  
Medical Care  
Medical Economics  
MGMA Connexion  
Modern Healthcare

NOTE: This is not an exhaustive list, merely a starting point from which to look for articles. These and more journals are indexed and stored in the Health Sciences Library, across the street from the School of Public Health. If there are other journals with articles you would like to review, please e-mail the instructor or TA for approval. Most healthcare administration or policy articles will work; we are just trying to steer people away from clinical journals, such as JAMA, and weekly news magazines like TIME.

Article reviews will be graded pass/fail.

### *Quizzes and Exams*

During the semester there will be two quizzes, both designed to encourage students to keep pace with the readings and material presented during class discussions.

There are two exams in the course, a midterm and a final. Exams require students to demonstrate basic knowledge and comprehension, to apply concepts to specific problems and situations, and to analyze how different concepts, trends, and issues influence health care delivery and policy. Testing material will include readings, lectures, guest speakers, and class discussion.

Quizzes and exams will be in-class, closed book, and may consist of multiple choice, true-false, short answer, and essay questions.

### *Group Project*

Students will work in groups of four to identify an unmet health care need in the U.S. and develop a proposal for a new program or service to help address this need.

Each group will prepare a written report and deliver a presentation during class.

Detailed guidelines for the group project will be distributed in class.

### *Class Participation*

Students are expected to engage in discussion while in class. Credit for participation will be earned through thoughtful questions and comments about topics related to the readings, lectures, and/or group presentations.

## Evaluation Method

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### *Grade Components*

Component	% of Grade
Article Reviews (5)	10%
Quizzes (2)	20%
Midterm Exam	20%
Final Exam	20%
Group Project	30%
TOTAL	100%

### *Grading Scale*

94 or above: A  
90 to 93: A-  
87 to 89: B+  
83 to 86: B  
80 to 82: B-  
77 to 79: C+  
73 to 76: C  
70 to 72: C-  
67 to 69: D+  
63 to 67: D  
60 to 62: D-  
Below 60: E

Note: The quality of a student's class participation can move the student up one notch on the above grading scale (i.e. from B to B+)

## UNC Honor Code

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The principles of academic honesty, integrity, and responsible citizenship govern the performance of all academic work and student conduct at the University as they have during the long life of this institution. Your acceptance of enrollment in the University presupposes a commitment to the principles embodied in the Code of Student Conduct and a respect for this most significant Carolina tradition. Your reward is in the practice of these principles.

Your participation in this course comes with the expectation that your work will be completed in full observance of the Honor Code. Academic dishonesty in any form is unacceptable, because any breach in academic integrity, however small, strikes destructively at the University's life and work.

If you have any questions about your responsibility or the responsibility of faculty members under the Honor Code, please consult with someone in either the Office of the Student Attorney General (966-4084) or the Office of the Dean of Students (966-4042).

Read "The Instrument of Student Judicial Governance" (<http://instrument.unc.edu>).

## Course Evaluation

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The Department of Health Policy and Management is participating in the Carolina Course Evaluation System (CES), the university's new online course evaluation tool, enabled at the end of each semester. Your responses will be anonymous, with feedback provided in the aggregate; open-ended comments will be shared with instructors, but not identified with individual students. Your participation in CES is a course requirement, as providing constructive feedback is a professional expectation. Such feedback is critical to improving the quality of our courses, as well as providing input to the assessment of your instructors.