Lake Sumter State College · Business and Technologies · Health Services Management

Internship Health Services Man HSA-2940

Spring Full Term 2024   CRN 20405   1 Credits   01/08/2024 to 04/27/2024   Modified 01/07/2024

🕐 Class days, Location, Time

COURSE INFO

Instructional Method: Traditional Online
Start and End Dates: Monday, January 08, 2024 to Saturday, April 27, 2024

CLASS DETAIL

Lead Instructor: Ziesemer, Brandy
Class Location: Online (Textbooks: Leesburg Bookstore)

👤 Instructor Information

Instructor: Professor (Part-time) Brandy Ziesemer

Email: ziesemeb@lssc.edu
Office: See Notes
Phone: N/A

To set-up an appointment by Zoom or in-person, please contact me at the email address listed or via Canvas Mail. In-person appointments will be on the Leesburg Campus, Science-Math Building, Office Suite 225-231 Lobby

You may expect replies to email or course messages within 24 hours of receipt if the message was sent Sunday-Thursday and within 48 hours if sent Friday-Saturday or on holidays.

🖥 Course Description

This course is a work-based experience that provides students with an opportunity to fine-tune skill sets learned in coursework and enhance workplace skills through supervised practical experiences related to their career objectives. This course is intended to be taken in the last semester of the Medical Office Management certificate program or the Health Services Management AS degree. Individual objectives will be developed. This course also helps prepare students to take the Professional Association of Health Care Office Managers (PAHCOM), certified medical manager ï¿½ academic (CMM-A) exam if they choose to do so. This internship requires 50 hours of work in a medical or health services office/department. Refer to the Internship Handbook for additional information

Requisites
> Prerequisite: C or higher in HSA 1100, HIM 1273, HIM 2253, and HSA 2182 (HSA 2182 may be taken as a corequisite)

◎ Course Objectives

Objectives are defined as what the course will do and/or what the students will do as part of the course. After successful completion of this course, the student will demonstrate the characteristics, skills, knowledge and abilities necessary to successfully work in a medical office or health services management setting with promotional opportunities

ᴵᴵᴵ Student Learning Outcomes

Student Learning Outcomes & Assessment:

Lake-Sumter State College (LSSC) aims to provide students with a broad foundation of knowledge and skills across the various academic disciplines and programs. A "learning outcome" is defined as the knowledge, skills, attitudes, or habits of mind that students take with them beyond the learning experience.

The following learning outcomes will be assessed in this course:

HSA2940.1 – Demonstrate employability skills in health care:
• Identify personal traits or attitudes desirable in a member of the healthcare team
• Demonstrate basic professional standards of healthcare workers as they apply to hygiene, dress, language, and behavior (i.e., telephone & email etiquette, social media, courtesy, and self-introductions)
• Identify necessary documents to complete a job application
• Write an effective resume
• Conduct a job search to include the required levels of education and credentialing, types of workplace settings, and career growth potential
• Identify skills for completing and conducting an interview
HSA2940.2 – Understand benefits and correct method to put on and disrobe from personal protective equipment (PPE)
HSA2940.3 – Demonstrate the ability to manage human resources through knowledge of leadership concepts, communication skills, principles of management, and application of labor laws
HSA2940.4 – Observe or perform as many of the following functions (or work on a project that encompasses a minimum of 3), related to how the site accomplishes processes typical to most health services organizations:
• Revenue management functions (e.g., documentation, coding, billing & collections)
• Risk management functions (e.g., compliance, medical liabilities)
• Human Resources management functions (e.g. in accordance with labor laws: recruiting, hiring, developing and motivating an excellent team)
• Finance management functions (e.g., payroll, accounting and financial planning)
• Contract management functions (e.g., contracts, patient agreements)
• Business management functions (facilities management, licensure and credentials mgmt.)

• Technology & Data management functions (e.g., EHRs, Interoperability, cybersecurity, telehealth, mobile health applications, systems analysis)
• Clinical Performance reporting functions (e.g., achieving value-based reimbursement criteria)
• Patient Clinical Education and Practice Marketing functions

As a result of completing courses as part of the Health Services Management A.S. program, students will be able to achieve the following learning outcomes:

1. Demonstrate the ability to select, manage and use a variety of information technology applications in healthcare.
2. Demonstrate employability skills relevant to health service careers.
3. Demonstrate leadership, human resources management, and administrative skills basic to management in any health facility.
4. Interpret federal, state, and local laws as they apply to health care facilities while upholding legal and ethical responsibilities
5. Explain the economics involved in healthcare.

📒 Textbooks & Other Course Materials

This course does not have any requirements for textbooks or other materials. All necessary reading is embedded in the course or found free on the Internet

📋 Technology Requirements

Canvas is a required component of this course. Students unfamiliar with Canvas are expected to complete the Canvas Orientation within the first week of classes.

Major writing assignments need to be created and saved in a file format that is compatible with Microsoft Word. If using a word processing program other than Word, it is the student's responsibility to adhere to all formatting and submission requirements. Please ask for help if you are unsure how to save a file in a Word-compatible format.

See the LSSC student Technology Help Desk website for more information on how to **obtain Microsoft Office 365 as an LSSC student.**

✔ Methods of Evaluation

Grading Information

90-100% A, 80-89% B, 70-79% C, 60-69% D, 59% and below F

Each project will be graded electronically using a rubric provided when the assignment is given. Your work will be judged against accepted academic standards for writing and documentation.

Breakdown

Topic	Description	Points
Career Preparation	Final resume, Interview with site supervisor, e-portfolio, LinkedIn Site	50
Description of Experience	A log of all hours worked and tasks performed (this may be project-based or task-based), a chart depicting the workflow in the health setting, and a descriptive paper of the experience based on the course learning outcomes described above along with resources used, skills learned , how prepared you felt for the work experience, and any other observations you found interesting	250
Supervisor Evaluation	Supervisor's evaluation of student professionalism and performance	200
CMM-A Prep	Optional prep for taking the CMM-A. No points but ask instructor how to order study guide for self-study in order to take the Certified Medical Manager (CMM) exam in the future.	Extra Credit
	Total	500

✳ Instructor Policies

Academic Honesty:

Academic Honesty:

1. This class may make use of Artificial Intelligence (AI) in various ways. You are permitted to use AI only in the manner described in the assignments. Any attempt to represent AI output inappropriately as your own work will be treated as plagiarism. (If in doubt, ask your instructor)

2. Please refer to the LSSC policy. Students are expected to uphold Lake-Sumter State College's standard of conduct relating to academic honesty. Students assume full responsibility for the content and integrity of the academic work they submit. The guiding principle of academic integrity shall be that a student's submitted work, exams, quizzes, assignments and projects must be that of the student's own work. Students shall be guilty of violating the honor code when and if they: (a) Represent the work of others as their own, (b) use or obtain unauthorized assistance in any academic work, (c) give unauthorized assistance to other students, and/or (d) use another student's documents without permission. Any student violating the honor code is

subject to receiving an "F" grade for the course and will be reported to the Office of Student Affairs. If a student is unclear about whether a particular situation may constitute an honor code violation, the student should contact the instructor prior to beginning the assignment to discuss the situation.

Online Course Etiquette:

Taking an online course and corresponding via the World Wide Web presents communicators with the task of overcoming the lack of nonverbal in communication. When taking a course online, it is important to remember several points of etiquette that will smooth communication between the students and their instructors.

1. Avoid language that may come across as strong or offensive. Language can be easily misinterpreted in written communication. If a point must be stressed, review the statement to make sure that an outsider reading it would not be offended, then post the statement. Humor and sarcasm may easily be misinterpreted as well, so try to be as matter-of-fact and professional as possible.

2. Keep writing to a point and stay on topic. Online courses require a lot of reading. When writing, keep sentences poignant and brief so that readers do not get lost in wordy paragraphs and miss the point of the statement. Also, do not introduce new topics; it may just confuse the readers.

3. Read first, write later. It is important to read all posts or comments of students and instructors within the course discussion before personally commenting to prevent repeating commentary or asking questions that have already been answered.

4. Review, review, then send. There's no taking back a comment that has already been sent, so it is important to double-check all writing to make sure that it clearly conveys the exact intended message.

5. An online classroom is still a classroom. Though the courses may be online, appropriate classroom behavior is still mandatory. Respect for fellow classmates and the instructors is as important as ever.

6. The language of the Internet. Though still a fairly young type of communication, certain aspects of this form of communication are becoming conventional. For example, do not write using all capital letters, because it will appear as shouting. Also, the use of emoticons can be helpful when used to convey nonverbal feelings (example: :-) or :-( ), but avoid overusing them.

7. Consider the privacy of others'. Ask permission prior to giving out a classmate's email address or other information.

8. No inappropriate material. Do not forward virus warnings, chain letters, jokes, etc. to classmates or instructors. The sharing of pornographic material is forbidden. Any students that persist in behavior deemed inappropriate by the instructor after being warned will be reported to the Office of Student Services.

Late Work/Extensions:

Health Services Management courses require time and effort for success. Full participation is expected and is essential for success in the course. Less than full participation and incomplete assignments will diminish your grade. Appropriate email and online etiquette are required. Please be sure to use complete sentences when using email and address the professor and each other in a professional manner. If you find you are having difficulty with the course material, it is YOUR responsibility to make an appointment with the instructor by first discussing your situation with your instructor by email or phone call. If you miss an assignment due to illness or court, you must submit written medical documentation (from a medical professional) or a court subpoena to support this. Persons caught cheating on any assignments will receive a zero for that assignment and the Dean's office will be notified.

Classroom Etiquette:

You are expected to (1) be responsible for your work, (2) be committed to learning, (3) be courteous to

students and instructors, (4) submit quality work, (5) submit all course work, assignments, and examinations on time; (6) participate in discussions and team assignments, (7) carefully edit all communications, and (8) be honest and maintain an ethical behavior.

🏛 Institutional Policies & Procedures

Academic Integrity

The successful functioning of the academic community demands honesty, which is the basis of respect for both ideas and persons. In the academic community, there is an ongoing assumption of academic integrity at all levels. There is the expectation that work will be independently thoughtful and responsible as to its sources of information and inspiration. Honesty is an appropriate consideration in other ways as well, including but not limited to the responsible use of library resources, responsible conduct in examinations, and the responsible use of the Internet. See the college catalog (https://lssc.smartcatalogiq.com/2019-2020/Catalog-and-Student-Handbook/College-Policies-Procedures/Academic-Integrity) for complete statement.

Basic Needs Statement

Any student who faces challenges securing basic needs such as food or housing and believes this may affect their performance in the course is encouraged to contact a campus dean at deanofstudents@lssc.edu (mailto:deanofstudents@lssc.edu). The deans will then be able to share any resources at their disposal.

Course Content

- All LSSC students will be exposed to a learning environment promoting the open exchange of ideas.
- LSSC course content is presented on an adult level and classroom discussions require a mature understanding of divergent viewpoints and the ability to think analytically. Courses will not be modified to accommodate variations in student age and/or maturity.
- This course will be presented objectively and is not presented to espouse, promote, advance, inculcate, or compel any individual to adopt as a belief any of the subjects of the discussion that may be construed as concepts constituting discrimination based on race, color, sex, or national origin as provided by Florida law. Please note that I do not endorse such concepts but present them for academic discussion and consideration. The law does not prohibit discussion of such concepts in an objective manner and without endorsement. Should a student feel uncomfortable with how course content is presented or discussed, please contact the instructor for further conversation.

Important Information for Students with Disabilities

Any student with a documented disability who requires assistance or academic accommodations should contact the Student Accessibility Services immediately to discuss eligibility. The Student Accessibility Services (SAS) is located on the Leesburg Campus, but arrangements can be made to

meet with a student on any campus. An appointment can be made by calling 352-365-3589 and specific information about SAS and potential services can be found at [Student Accessibility Services (https://www.lssc.edu/current-students/student-accessibility-services/)](https://www.lssc.edu/current-students/student-accessibility-services/).

Initial Attendance

Initial attendance is recorded based on being present in class and/or submitting an assigned academic related activity during the first two weeks of the course. If marked as not attending during this period, the student will be financially responsible for the course and Financial Aid and Veteran benefits may be decreased. Students who are reported as not attending will remain in the class (PRO 3-05).

LSSC Safety Statement

Lake-Sumter State College values the safety of all campus community members. **If you have an emergency, call 911**. Otherwise, to report a concern, suspicious activity, or to request a courtesy escort, call Campus Safety:

(352) 516-3795 Leesburg

(352) 536-2143 South Lake

(352) 303-7296 Sumter

LSSC also has a free safety app, **Lake-Sumter Safe** that is available for download. You will receive important emergency alerts and safety messages regarding campus safety via LSSC Alert. You are opted into this system when you become an LSSC student. For more information regarding safety and to view available resources, visit the [Campus Safety (https://www.lssc.edu/safety/)](https://www.lssc.edu/safety/) web page.

Privacy Policy (FERPA)

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part99) is a Federal law that protects the privacy of a student's education records. In order for your information to be released, a form must be signed and, in your records, located in the Admissions/Registrar's Office.

Syllabus Disclaimer

Information contained in this syllabus is, to the best knowledge of this instructor, considered correct and complete when distributed to students. The instructor reserves the right, acting within policies and procedures of Lake-Sumter State College, to make necessary changes in course content or instructional techniques with notification to students.

Syllabus Statement

Students may, without prior notice, record video or audio of a class lecture for a class in which the student is enrolled for their own personal educational use. A class lecture is defined as a formal or methodical oral presentation as part of a college course intended to present information or teach enrolled students about a particular subject. Recording class activities other than class lectures, including but not limited to lab sessions, student presentations (whether individually or part of a group), class discussion (except when incidental to and incorporated within a class lecture), clinical

presentations such as patient history, academic exercises involving student participation, test or examination administrations, field trips, private conversations between students in the class or between a student and the faculty member, and invited guest speakers is **prohibited**. Recordings may not be used as a substitute for class participation and class attendance and may not be published or shared without the written consent of the faculty member. Failure to adhere to these requirements may constitute a violation of the LSSC Student Code of Conduct.

Zero-Tolerance for Violence Statement

Lake-Sumter State College has a policy of zero tolerance for violence as stated in College Board Rule 2.17. Appropriate disciplinary action will be taken in accordance with Board Rule 2.17.

Withdrawal

Once the Add/Drop period passes, students deciding to discontinue class attendance and/or online participation have the responsibility for formal withdrawal by the withdrawal deadline.

Student Assessment

Students will be evaluated using methods such as essays, tests, quizzes, assignments, discussions, oral presentations, and projects.

Withdrawal Deadline

Add Date: Sunday, January 14, 2024

Drop Date: Sunday, January 14, 2024

Withdrawal Date: Monday, March 25, 2024

Class Calendar

Week	Begins	Ends	Objectives & Reading Assignments	Items Due
1-2	1/8	1/21	Career Services Preparation – demonstrate readiness for on-site internship related to health services functions	Resume, Cover Letter, e-Portfolio, Linked-In (50 pts)
1-3	1/8	1/28	Interview with one or more potential sites: *CHRISTOPHER AND HILLARY IGNORE THIS PART AND START ON THE CODING/REVENUE ASSIGNMENTS*	Acceptance for Internship (Complete/Incomplete)

Week	Begins	Ends	Objectives & Reading Assignments	Items Due
4-16	1/29	4/26	Work in a medical office or health services setting a minimum of 45 hours per credit hour (credit can be given for related previous experience) CHRISTOPHER AND HILLARY Continue virtual assignments and study for CCS exam (PLEASE NOTE THE EXAM FORMAT AND CONTENT WILL CHANGE MAY 1; We'll have a ZOOM session to discuss strategies)	Description, log of hours and supervisor's evaluation (250 for detailed description and 200 for supervisor's evaluation of performance/professionalism
4-16	1/29	4/26	OPTIONAL: Concurrently prepare for the CMM-A exam. (Requires purchasing a prep guide)- see instructor for details)	Test Application if Student Chooses