

# SURT-1720: INTRODUCTION TO HOSPITAL ADMINISTRATION

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## Cuyahoga Community College

**Viewing: SURT-1720 : Introduction to Hospital Administration**

**Board of Trustees:**

January 2024

**Academic Term:**

Fall 2024

**Subject Code**

SURT - Surgical Technology

**Course Number:**

1720

**Title:**

Introduction to Hospital Administration

**Catalog Description:**

Presentation and discussion of history, development and current trends in the daily operations of modern hospitals, including hospital governance, administration and management. Review of functions of clinical patient care area's of inpatient care, outpatient care, surgery, emergency services, ancillary diagnostic and rehabilitation services. Review of patient, facility and administrative support services. Discussion of critical interrelated functions of all departments of hospital to insure quality patient care is delivered. Introduction to hospital budgeting, marketing, financing, billing, quality improvement and accreditation. Presentation of case studies to emphasize actual ethical concerns that may be experienced in performance of duties.

**Credit Hour(s):**

1

**Lecture Hour(s):**

1

## Requisites

**Prerequisite and Corequisite**

Concurrent enrollment in SURT-1700 Sterile Processing Tech I and departmental approval: Admission to program.

## Outcomes

**Course Outcome(s):**

Discuss the different aspects of hospital administration, including history, identification of governance structure and departmental organization.

**Essential Learning Outcome Mapping:**

Not Applicable: No Essential Learning Outcomes mapped. This course does not require application-level assignments that demonstrate mastery in any of the Essential Learning Outcomes.

**Objective(s):**

1. Identify historical events of hospital development that have led to current model.
2. Identify the various types and classifications of hospitals.
3. Identify current and changing patient population demographics.
4. Identify various organizational structures of today's hospitals and integrated delivery systems.
5. Analyze the profile of the Governing Body and functions of the Board of Trustees.
6. Identify the role and functions of the Chief Executive Officer and other members of the administrative team.
7. Discuss the legal implications of the Federal Emergency Medical Treatment and Active Labor Act (EMTALA).

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**Course Outcome(s):**

Describe the various clinical departments and related functions within the hospital.

**Essential Learning Outcome Mapping:**

Not Applicable: No Essential Learning Outcomes mapped. This course does not require application-level assignments that demonstrate mastery in any of the Essential Learning Outcomes.

**Objective(s):**

1. List the educational paths and types of nurses employed in today's hospitals.
2. Explain the recent hospital response to the on-going shortage of nurses and its implications to the acuity of illness.
3. Describe the various inpatient areas of intensive care, surgery, coronary care and oncology
4. Identify functions of hospital diagnostic and rehabilitation services and their impact on the financial stability of the facility.
5. Discuss the various types of outpatient services of hospitals and their contribution to the level of care provided.
6. Identify the functional areas of a typical emergency department and the financial implications to the hospital.

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**Course Outcome(s):**

Analyze the relationship between patient, administrative and facility support services and how they promote quality patient care.

**Essential Learning Outcome Mapping:**

Not Applicable: No Essential Learning Outcomes mapped. This course does not require application-level assignments that demonstrate mastery in any of the Essential Learning Outcomes.

**Objective(s):**

1. Identify the various patient, administrative and facility support departments and functions of each.
2. Describe the implications of cost reimbursement, diagnostic-related groups (DRG) and capitated agreements and their effect on escalating healthcare costs.
3. Discuss Health Maintenance Organizations (HMOs) and Preferred Provider Organizations (PPOs).
4. Describe the importance of group purchasing organizations and competitive bidding process on the operating expense of the hospital.
5. Discuss accounts payable, accounts receivable and contract negotiation.
6. Discuss Medicare, Medicaid, Blue Cross/Blue Shield and private insurance in relationship to hospital revenues.
7. Identify the importance of patient confidentiality and the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
8. Discuss the process of Quality Improvement in hospitals to ensure the highest patient care is delivered.
9. Describe the accreditation process required by the Joint Commission on Accreditation of Health Care Organizations (JCAHO) and the implications for failure to pass standards.
10. Discuss strategic planning, public relations and marketing and their importance to future success of the hospital.
11. Demonstrate appropriate response to ethical concerns by utilization of case studies.

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**Methods of Evaluation:**

1. Quizzes
2. Examinations
3. Case Study Assignments
4. Class attendance and participation

**Course Content Outline:**

A.Orientation to Hospital Administration

1. History of Hospitals
2. Modern Era of Hospitals
3. Governmental Involvement
4. Types of Hospitals and Hospital Systems
5. Hospital Governance and Administration

B.Hospital and Healthcare Trends

1. Legal Issues
2. Ethical and Moral Issues
3. Reimbursement
4. Risk Management and Liability

C.Outpatient Services

1. Ambulatory Surgery
2. Imaging Services

3. Medical Office Buildings

4. Endoscopy

#### D. Inpatient Services

1. General Nursing

2. Surgery

3. Special Care Nursing

4. Staffing Issues and Challenges

#### E. Support Services

1. Patient Support Departments

2. Facilities Support Departments

3. Administrative Support Departments

#### F. Hospital Finance and Budgeting

1. Third Party Payment

2. Financial Reports

3. Hospital Accounting

4. Strategic Planning

5. Diagnostic Related Groups

#### G. Evaluation of Care

1. Environment of Care

2. Quality Improvement

3. Risk Management

4. Accreditation and Licensing

5. Sentinel Events

6. Patient Confidential Issues

7. Ethical Concerns

#### H. Hospital Marketing and Promotion

1. Market and Demographic Research

2. Planning New Facilities and Services

## Resources

Griffin, Donald J. *Hospitals: What They Are and How They Work*. 4th ed. Sudbury, MA: Jones and Bartlett Publishers, 2012.

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Healthcare Sterile Processing Association (CRCST). *Sterile Processing Technical Manual*. 9th ed. 2023.

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## Resources Other

N/A

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