

University of Florida
College of Public Health & Health Professions Syllabus
HSA 6105: Professional Skills Seminar
Section 5846 – Class of 2016
Section 3133 – Class of 2017
Semester: Fall 2015
Delivery Format: On-Campus
G-103 HPNP
Fridays 1:00-3:00pm

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Preferred Course
Communications: Email

Course Overview

The Professional Skills Seminar is one-credit S/U course designed to serve as a bridge between MHA graduate coursework and the world of practice, with a focus on developing career planning and professional skills. Some time is devoted to interpreting CAHME criteria, MHA program goals and underpinnings of the curriculum.

The value in this course is in being fully present, engaged, participatory and inquisitive. In addition to in-class lectures, panel discussions, and participation, there are a number of other outside seminars, professional meetings and other offerings to broaden students' exposure to the field.

Relationship to Program Outcomes

This is the one class in the curriculum that allows first and second-year students to interact together with industry experts, practitioners, and alumni in informal non-academic discussion and small group exercises. Speakers provide diverse career previews and strategies for professional networking and personal presentation, directed to the early career MHA student. Assessment tools include attendance, active participation, and textbook chapter synopses/reactions statements.

Questions of speakers and direct engagement is encouraged. Students are challenged to examine learning activities for relevant competency development.

Course Objectives and/or Goals

The objectives of the course are designed to contribute towards mastery of key competencies for the MHA program. Course assignments, activities, and assessments are linked to the learning objectives and competencies.

Course Objective	MHA Competency	Activities	Assessment
Identify various career opportunities within the healthcare industry. Demonstrate critical thinking and comprehension of industry sectors, trends & issues.	Analyze, synthesize, and act on key trends and activities, and government policies in the healthcare environment. (HEC-0)	Large Group Discussion Q & A Expert Panels Discussion Posts	Pre/Post Skills Testing Short Answer Essays Journal/Reflective Writing
Examine the complexity of cultural competency and how you might relate to others different from you.	Demonstrate sensitivity to cultural, ethnic, and social characteristics in the design and delivery of healthcare programs and services. (HOP-2)	Diversity Day key note address Diversity Day expert panel discussion, Q & A	Cultural Competency Continuum
Cultivate professional relationships with guest speakers and alumni for mutual support and career development.	Establish and engage a network of professional and community relationships. (LP-1)	Expert Panels & Discussion Association Events Internship, Job & Fellowship Interviews	Pre/Post Skills Testing Short Answer Essays Journal/Reflective Writing
Critique the composition and achievements of senior leadership	Articulate the criteria to assemble a team with balanced capabilities and utilization of effective group processes to hold team members accountable	C-Suite Tours Executive Panel Discussions Q & A	Pre/Post Skills Testing Short Answer Essays Journal/Reflective Writing

Course Objective	MHA Competency	Activities	Assessment
	individually and collectively for results (LP-2).		
Generate, organize and compose written critique of learning activities in terms of the MHA competencies	Apply effective and appropriate oral and written communication vehicles (LP-3).	Discussion Posts Essay Questions	Journal/Reflective Writing
Interpret in-class exercises and discussions to identify individual goals for personal and professional development. Evaluate constructive feedback and counsel shared among peers, mentors, faculty, and guest speakers. Engage in appropriate career development activities.	Assess individual strengths and weaknesses (including the impact that you have on others) and engage in continual professional development including reflection and self-directed learning (LP-4).	Readings Small Group / Large Group Discussion Etiquette Training Seminar	Pre/Post Skills Testing Short Answer Essays
Compare and contrast management and leadership styles of industry executives from a variety of settings	Articulate how leaders energize stakeholders with a compelling vision that fosters and sustains shared commitment to organizational goals (LP-5)	Executive Panel Large Group Discussion C-Suite Site Visits	Pre/Post Skills Testing Short Answer Essays Journal/Reflective Writing
Conduct oneself in a manner that cultivates confidence and trust.	Model professional values and ethics (LP-6)	Discussion Board Exercise using website resources Internship, Job & Fellowship Interviews	Short Answer Essays Journal/Reflective Writing

COURSE CONTENT

Course Readings and Materials

Text: The Emerging Healthcare Leader: A Field Guide.
 Authors: Baedke, Lamberton
 ISBN: 978-1-56793-729-9

Additional resources and readings may be posted in the course website.

Topical Outline/Course Schedule

The Professional Skills seminar is scheduled every Friday. In special cases, the seminar may be held on another day of the week or at a different time, in numerous alternative venues. Students are expected to wear professional attire at all course meetings, unless otherwise noted. The schedule may change. If changes are necessary, students will be notified through Canvas, e-mail distribution lists, or both.

Date: 9/25/15		
Items in Red are Tentative at Time of Publishing		
Date	Topic	Dress Code
28-Aug	Course Introduction	Business Casual
	Words of Wisdom from the Class of 2016	
	Introductory Presentations, Class of 2017 (17)	
4-Sep	"C-Suite Tour" of UF Health 12-4 September 3rd	BP
	"MHA Program Philosophy and Fundamentals" - Daniel Estrada, PhD, MHS, MBA, MHA Program Director & Clinical Assistant Professor	Business Casual
	"HIPAA Orientation and Mobile Device Management Training" Susan A. Blair, MBA, MSJ, UF Chief Privacy Officer	
	"Johns Hopkins Fellowships," Ashley Kimberling, MBA, MHA, Administrative Fellow	
11-Sep	"Introduction to ACHE, Your Partner in Career Success" - Kevin DiLallo, CEO, Manatee Healthcare System and Group VP, Acute Care Division, UHS of Delaware, Inc.	Business Professional
	"HFMA Student Membership" - Dion Gabb, Reimbursement Specialist, Shands Healthcare	
	"MGMA Student Membership" - Meagan Lane, VP Sales, Choice Recovery	
	"Mayo Fellowships," Brandi Moore, Administrative Fellow, Mayo Clinic	

	Introductory Presentations, Class of 2017 (4)	
18-Sep	"C-Suite Tour" of Haven Hospice 1-3 September 17th	Business Professional
	"C-Suite Tour" of The Village Senior Living Community 1:00 pm to 2:30 pm at the Village	
	No Regular Class Meeting	
25-Sep	ACHE Seminar, Panel Discussions (8:00am to 1:00pm)	Business Professional
	"Medical Staff Relations" (8:30am to 10:00am)	
	"Healthcare Organization's Role in Formulating Public Policy" (10:15am to 11:45am)	
No Regular Class Meeting		
2-Oct	"Blue Cross Blue Shield Internships and Research Projects, Carl Goff, PhD, RN, Federal Programs (12:30 to 1:00pm G-103)	Business Casual
	"Emotional Intelligence: Leveraging Emotional Intelligence for Effective Leadership," Tricia Bachus, Sr. Leadership Development Specialist, UF Training and Organizational Development	
9-Oct	Florida Hospital Association - October 7th to 9th	Business Professional
	"Careers in Physician Practice Administration," Walt Atyeo, CEO of Accent Physician Specialists, Scott Johnson, Administrator of Digestive Disease Associates, Ken Murphy, COO of The Orthopaedic Institute, Jacob B. Fischer, Manager of Physician Practice Development	
	Mock Interview Week	
16-Oct	NAHSE Presentation Dress Rehearsal - TBD	Business Professional
	National Association of Health Services Executives - 13th to 16th	
	Internship Presentations, Class of 2016 (9)	
	Mock Interview Week	
23-Oct	Internship Presentations, Class of 2016 (2) - Ed Jimenez	Business Professional
	"Interviewing Tips," Gayla Beach	
	"Resume and LinkedIn Tips," Lonn McDowell "MBTI and DiSC," Lonn McDowell (Bring Laptops)	
30-Oct	Internship Presentations, Class of 2016 (10)	BP
6-Nov	Diversity Day - November 5th (3-5pm)	Business Casual
	UF Homecoming - No Regular Class Meeting	
13-Nov	MHA Open House (12 to 3:00pm)	Business Professional
	No Regular Class Meeting	
20-Nov	Class will run from 1:30pm to 3:00pm Due to preceding Leadership Seminar "What Clinicians Need From Administration?," Scott Brakenridge, MD, MSCS, Stephen J. Lemon, Jr. Pharm.D, BCPS, Tamara Lux, PA-C	Business Professional
27-Nov	Thanksgiving Holiday	N/A
	No Regular Class Meeting	

4-Dec	"Remember When We Thought DRGs Were a Big Change." Michael Stubee, Executive Director Managed Care UF Health, Thomas Nasby, Network VP Aetna, Barry Wagner, VP Claims and Service Operations, Chad Rubin, Senior Director Network Development	Business Professional
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Course Materials and Technology

Course materials are housed and available on CANVAS e-learning
For issues with technical difficulties for E-learning please contact the UF Help Desk at:

- Learning-support@ufl.edu
- (352) 392-HELP - select option 2
- <https://lss.at.ufl.edu/help.shtml>
<http://www.crc.ufl.edu/students/students.html>

ACADEMIC REQUIREMENTS AND GRADING

The course grade is Satisfactory/Unsatisfactory. Students must achieve 80% or greater of possible points to receive a Satisfactory grade for the course. The individual assignments, the points available for each and the grading method utilized are detailed and summarized in the table below:

Successfully completing the course depends on:

1. **Attendance at Friday Seminar Classes.** Your attendance is expected at scheduled regular class meeting times as scheduled above. Be sure to sign the attendance sheet at each class session.
2. **Introductory Power Point (1st Year Students).**
 - a. Create a Power Point Presentation (no longer than 5 slides) to Introduce yourself to the other students
 - b. Cover the following information:
 - i. Name, Hometown
 - ii. Undergraduate school and major
 - iii. Work and/or volunteer experience
 - iv. Your current interests in healthcare administration
 - v. Your hobbies and interests (outside of school/work)
 - c. Upload your slides to canvas by the due date indicated
 - d. Present your slides on one of the days indicated

3. **Internship Power Point (2nd Year Students).**
 - a. Create a Power Point Presentation (no longer than 6 slides) providing information about your summer internship
 - b. Cover the following information:
 - i. Your name/introduction
 - ii. Brief description of the organization
 - iii. Brief bio of preceptor and an assessment of their leadership style
 - iv. Discuss your “main” project, challenges, what you produced, etc.
 - v. Discuss other projects that you worked on
 - vi. Assessment of your internship experience, what did you learn, what would you have done differently, advice for future interns, etc.
 - c. Upload your slides to canvas by the due date indicated
 - d. Present your slides on one of the days indicated

4. **C-Suite Tours, Other Seminars/Meetings.** Your attendance is expected at other professional events listed on the schedule. Attendance will be recorded via sign-in sheets, or verification forms to be signed by classmates.

5. **Pre-Seminar Questions for Quest Speakers.** To increase engagement in guest lectures and panel discussions, you will be required to submit three questions before scheduled meetings as indicated. You should research the topics to be discussed, the organizations that the speakers represent and the speakers themselves. Submit three questions that you would like answered during the presentation.

6. **Mock Interview.** An opportunity will be provided for you to practice your interview skills with alumni and partners of the MHA program. Interviewers and interviewees will complete post-interview forms.

Assignments

All assignments are detailed in Canvas and should be submitted online through Canvas.

Core Assignments

Due Date	Assignment	Grading Method	Points
8/28/2015	Attend Weekly Seminar on 8/28/15	Sign-In Sheet	4
8/28/2015	Introductory Power Point	Submit to Canvas	4
9/3/2015	Participate in C-Suite Tour of UF Health	Classmate Verification Form Submitted to Canvas	2
9/4/2015	Attend Weekly Seminar on 9/4/15	Sign-In Sheet	4
9/4/2015	Three questions for seminar on 9/11/15	Submit to Canvas	1
9/11/2015	Attend Weekly Seminar on 9/11/15	Sign-In Sheet	5

9/17/2015	Participate in C-Suite Tour of Haven Hospice	Classmate Verification Form Submitted to Canvas	2
9/18/2015	Participate in C-Suite Tour of The Village	Classmate Verification Form Submitted to Canvas	2
9/25/2015	Participate in ACHE Seminar	Sign-In Sheet	5
10/2/2015	Attend Weekly Seminar on 10/2/15	Sign-In Sheet	5
10/2/2015	Three questions for seminar on 10/9/15	Submit to Canvas	1
10/9/2015	Attend FHA Meeting OR Weekly Seminar on 10/9/15	Copy of Registration Submitted to Canvas OR Sign-In Sheet	5
10/9/2015	Three questions for seminar on 10/16/15	Submit to Canvas	1
10/9/2015	Internship Power Point	Submit to Canvas	4
TBA 10/16	Attend NAHSE Dress Rehearsal	Sign-In Sheet	4
10/16/2015	Attend NAHSE Mtg OR Weekly Seminar on 10/16/15	Copy of Registration Submitted to Canvas OR Sign-In Sheet	4
10/16/2015	Three questions for seminar on 10/23/15	Submit to Canvas	1
10/23/2015	Attend Weekly Seminar on 10/23/15	Sign-In Sheet	4
10/23/2015	Completed Mock Interview Form	Submit to Canvas	4
10/29/2015	Attend Diversity Day Presentation on 10/29/15	Classmate Verification Form Submitted to Canvas	2
10/30/2015	Attend Weekly Seminar on 10/30/15	Sign-In Sheet	4
11/13/2015	Attend MHA Open House	Sign-In Sheet	4
11/13/2015	Three questions for seminar on 11/20/15	Submit to Canvas	1
11/20/2015	Attend Weekly Seminar on 11/20/15	Sign-In Sheet	5
11/27/2015	Three questions for seminar on 12/4/15	Submit to Canvas	1
12/4/2015	Attend Weekly Seminar on 12/4/15	Sign-In Sheet	5
			80

Make-up Opportunities

Up to 2 HSLC Seminars

BCBS Association Information Session

Up to 3 Additional C-Suite Tours

Up to 3 Chapter Synopses

Due Date	Assignment	Grading Method	Points
9/11/2015	Health Sciences Leadership Council Seminar	Sign-In Sheet	2
10/2/2015	BCBS Association Information Session	Sign-In Sheet	3
11/20/2015	Health Sciences Leadership Council Seminar	Sign-In Sheet	2
11/28/2015	Additional C-Suite Tour	Classmate Verification Form Submitted to Canvas	3
11/29/2015	Additional C-Suite Tour	Classmate Verification Form Submitted to Canvas	2

11/30/2015	Additional C-Suite Tour	Classmate Verification Form Submitted to Canvas	2
12/4/2015	Chapter Synopsis	Submit to Canvas	3
12/5/2015	Chapter Synopsis	Submit to Canvas	3
12/6/2015	Chapter Synopsis	Submit to Canvas	3
			23
Total Points Available			103

Grading

Letter Grade	S	U
Grade Points	80 – 100 of total possible points	< 79.9 of total possible points

Greater than 80% of Possible Points = **Satisfactory**

Less than 80% of Possible Points = **Unsatisfactory**

For greater detail on the meaning of letter grades and university policies related to them, see the Registrar's Grade Policy regulations at:

<http://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx>

Policy Related to Make up Seminar Attendance and Assignments

Completing the core requirements of the course will ensure that you obtain the 80 points required to receive a satisfactory grade in the class. However, it is understood that it may be necessary to miss some of the scheduled classes/events. Therefore, there are make-up opportunities to ensure that each student can achieve a satisfactory grade in the class. The make-up opportunities, and the points associated with each, are detailed above and include the following:

1. **Health Science Leadership Council Seminars.** Attendance at up to two HSLC Seminars during the semester. The dates of the seminars are listed above.
2. **C-Suite Tours.** Up to three C-Suite Tours (in addition to the three tours already scheduled) may be completed. The tours must be class-sanctioned group activities scheduled by members of HASA.
3. **Book Chapter Synopses.** Up to three Chapter Synopses from your class book may be completed. Your synopsis needs to be no more than two pages in length and needs to include the following:

1.) Brief synopsis of what was covered. 2.) Your three most salient “take-aways.” And 3.) Three questions that you would have for the author(s).

Policy Related to Required Class Attendance

Please note all faculties are bound by the UF policy for excused absences. For information regarding the UF Attendance Policy see the Registrar website for additional details:

http://www.registrar.ufl.edu/catalogarchive/01-02-catalog/academic_regulations/academic_regulations_013_.htm

The expectation is that students will attend class and participate in discussions and in-class learning activities. Personal issues with respect to class attendance or fulfillment of course requirements will be handled on an individual basis.

Academic Integrity

Students are expected to act in accordance with the University of Florida policy on academic integrity. As a student at the University of Florida, you have committed yourself to uphold the Honor Code, which includes the following pledge:

“We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity. “

You are expected to exhibit behavior consistent with this commitment to the UF academic community, and on all work submitted for credit at the University of Florida, the following pledge is either required or implied:

“On my honor, I have neither given nor received unauthorized aid in doing this assignment.”

It is your individual responsibility to know and comply with all university policies and procedures regarding academic integrity and the Student Honor Code. Violations of the Honor Code at the University of Florida will not be tolerated. Violations will be reported to the Dean of Students Office for consideration of disciplinary action. For additional information regarding Academic Integrity, please see Student Conduct and Honor Code or the Graduate Student Website for additional details:

<https://www.dso.ufl.edu/sccr/process/student-conduct-honor-code/>

<http://gradschool.ufl.edu/students/introduction.html>

Please remember cheating, lying, misrepresentation, or plagiarism in any form is unacceptable and inexcusable behavior.

SUPPORT SERVICES

Accommodations for Students with Disabilities

If you require classroom accommodation because of a disability, you must register with the Dean of Students Office <http://www.dso.ufl.edu> within the first week of class. The Dean of Students Office will provide documentation to you, which you then give to the instructor when requesting accommodation. The College is committed to providing reasonable accommodations to assist students in their coursework.

Counseling and Student Health

Students sometimes experience stress from academic expectations and/or personal and interpersonal issues that may interfere with their academic performance. If you find yourself facing issues that have the potential to or are already negatively affecting your coursework, you are encouraged to talk with an instructor and/or seek help through University resources available to you.

- The Counseling and Wellness Center 352-392-1575 offers a variety of support services such as psychological assessment and intervention and assistance for math and test anxiety. Visit their web site for more information: <http://www.counseling.ufl.edu>. On line and in person assistance is available.
- You Matter We Care website: <http://www.umatter.ufl.edu/>. If you are feeling overwhelmed or stressed, you can reach out for help through the You Matter We Care website, which is staffed by Dean of Students and Counseling Center personnel.
- The Student Health Care Center at Shands is a satellite clinic of the main Student Health Care Center located on Fletcher Drive on campus. Student Health at Shands offers a variety of clinical services. The clinic is located on the second floor of the Dental Tower in the Health Science Center. For more information, contact the clinic at 392-0627 or check out the web site at: <https://shcc.ufl.edu/>
- Crisis intervention is always available 24/7 from:
Alachua County Crisis Center:
(352) 264-6789

<http://www.alachuacounty.us/DEPTS/CSS/CRISISCENTER/Pages/CrisisCenter.aspx>

BUT – Do not wait until you reach a crisis to come in and talk with us. We have helped many students through stressful situations impacting their academic performance. You are not alone so do not be afraid to ask for assistance.
