# HCA 481 Internship & Careers in Health Care Administration

**Spring 2015**

**Instructor:** Cindy Gotz, DHSc, MPH, CHES  
**Office:** HCA Office – HHS2-003  
**Office Hours:** On class meeting days M 6:00 – 7:00 p.m. or W 6:00 – 7:00 p.m. or by appointment  
**E-mail:** cindy.gotz@csulb.edu  
**Phone:** 562-400-4849  
**Class Number:** 6876 (HCA 481-01)  
**Class Meets Mondays per schedule below:**  
7:00 – 9:45 pm, in ET-105

**Additional Contact Information:**  
HCA Program Administrative Coordinator:  
Deby McGill, deby.mcgill@csulb.edu  
Tel. 562/985-5694; fax 562/985-5886

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### Catalog Description

Prerequisite: HCA 480  
A minimum of 120 hours of structured work experience in a health care organization, under the direct supervision of a preceptor-employee. Career development planning, job search and networking. Letter grade only (A-F).

Placement Site: This course anticipates you are continuing with the placement you began in the HCA 480 course. Please contact the instructor before the first day of class if you will be changing your placement.

### Learning Objectives, Domain and Competency Table

<table>
<thead>
<tr>
<th>Learning Objective</th>
<th>Domain</th>
<th>Competency</th>
<th>Activity (A1), Assignment (A2) or Assessment (A3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide on-the-job training and exposure to health care management activities</td>
<td>5A</td>
<td>General business skills and management</td>
<td>Site specific on the job activities (A1), Defined in Learning Agreement (A2), Monthly progress report (A3).</td>
</tr>
<tr>
<td>Assist the organization to accomplish a defined task or project</td>
<td>3C</td>
<td>Contributions to the Community (organization) and Profession</td>
<td>Site specific on the job activities (A1), Defined in Learning Agreement (A2), Monthly progress report (A3).</td>
</tr>
<tr>
<td>Produce a report or other material demonstrating the student’s research, analytical and writing abilities.</td>
<td>3A,18, (2D,4A-0,5B-H, possible, site dependent.)</td>
<td>Personal and Professional Accountability Communication</td>
<td>E-portfolio (A1,2,3)</td>
</tr>
<tr>
<td>Facilitate the course members to transition from student to professional life.</td>
<td>3A 3B</td>
<td>Personal and Professional Accountability Professional Development &amp; Lifelong learning</td>
<td>ICE’s, workshops, prof. development events (A1), required attendance, career development and job search plans, elevator spch. (A2), Reflections sheets, evaluation of plans (A3), Mentorship meetings &amp; Reports</td>
</tr>
<tr>
<td>Week # - Date</td>
<td>Lecture Topic</td>
<td>Activities &amp; Assignments</td>
<td></td>
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<tr>
<td>1 Jan. 26</td>
<td>Course introduction &amp; expectations  Lessons Learned from 480</td>
<td>Sharing Lessons, Learning and Reflections From 480  ICE1: Student Information Sheet  ICE2: Lessons Learned</td>
<td></td>
</tr>
<tr>
<td>2 Feb. 2</td>
<td>Developing your professional image/message  Networking  Creating an effective introduction</td>
<td>Hook, Line, Sinker - Networking 2.0 Workshop  ICE 3: Networking worksheet  ICE 4: Crafting Connections/Healthy Handshake  Develop Interview protocol  Resume &amp; cover letter due: February 9th</td>
<td></td>
</tr>
<tr>
<td>3. Feb. 9</td>
<td>Transferable Skills Workshop  Meet at the Career Development Center</td>
<td>Transferable Skills Workshop with Wayne Tokunaga  ICE 5: Transferable skills  ICE 6: Guest speaker reflection</td>
<td></td>
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<tr>
<td>4 Feb. 16</td>
<td>The professional interview, research, preparation and delivery.  Strategic Job Search and Acquisition</td>
<td>Group Interview Prep exercise and role play  ICE 7: Interview prep &amp; role play  Business Cards Due: Feb. 23rd  Learning Agreement B Due: Feb. 23rd</td>
<td></td>
</tr>
<tr>
<td>7 Apr. 13</td>
<td>Guest Speaker: Stephanie Guastella  Health Care Professional  How to ask for a reference</td>
<td>ICE 10: Learning worksheet on guest lecture  Monthly Report Due April 30th  Due: E-portfolio w/training video (May 1th)  Due: Prof. Meeting Attendance Form (May 4th)</td>
<td></td>
</tr>
<tr>
<td>8 May 4</td>
<td>Training Video sharing</td>
<td>ICE 11: Training Video Assessment, learning &amp; reflection  Due: Preceptor evaluation of Intern (May 11th)  Monthly Report Due: May 11th</td>
<td></td>
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<tr>
<td>Final 5/11</td>
<td>Career Consulting</td>
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</tbody>
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### Assignments and Point Allocations

<table>
<thead>
<tr>
<th>Points</th>
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</thead>
<tbody>
<tr>
<td>40</td>
</tr>
<tr>
<td>30</td>
</tr>
<tr>
<td>10</td>
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<tr>
<td>15</td>
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</tbody>
</table>

**Assignments and Point Allocations**

a) In class exercises for each class session \(8 \times 5 = 40\)

- Student information sheet/Lessons Learned (ICE Session #1 & 2)  
- Networking Worksheets/Crafting connections & healthy handshake (ICE Session #3 & 4)  
- Transferable Skills Assessment & Reflection (Wayne) (ICE Session #5 & 6)  
- Group Interview preparation class exercise – role play (ICE Session #7)  
- Meeting Basics (ICE Session #8)  
- Guest Learning Worksheets (ICE Sessions, #9 & 10)  
- Final Reflections and Learning (ICE Session #11)  

b) Resume & Cover letter (Due 2/9) – hard copy given to professor in addition to submission to dropbox  

c) Business Card Assignment (Due 2/23) – hard copy only provided to professor at start of class  

d) Learning agreement B (Due 2/23) – hard copy given to professor in addition to submission to dropbox  

**Updated 1/11/15**
### Grading:
90% = A; 80% = B; 70% = C; 60%= D; <60% = F.

### Assignments are due on the date specified. **Late assignments will NOT be accepted.** Successful completion of a minimum of 120 hours and relevant course work is required to earn a passing grade. All assignments (except in class activities and business cards) must be submitted to dropbox for grading.


**ISBN:** 9780826193346.

### 481 Assignment Descriptions:

<table>
<thead>
<tr>
<th>Assignment Description</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>e) Interview Write-Up Assignment (Due 3/23)</td>
<td>20</td>
</tr>
<tr>
<td>f) PROCESS Career Development Plan and Job Search Plan (Due 4/13)</td>
<td>40</td>
</tr>
<tr>
<td>g) 4 Monthly progress reports (due 30th of each month, Feb., Mar., Apr. May report is due May 11th); document 120 hours total – 40 hours each month average (10 pts each report)</td>
<td>40</td>
</tr>
<tr>
<td>h) Professional association meeting attendance by (May 11th)- see form in &quot;assignments&quot; on Beachboard for write-up format</td>
<td>15</td>
</tr>
<tr>
<td>i) E portfolio Training Video and Updates Due: (May 1st) – must be submitted to dropbox</td>
<td>30 (training video) 10 (e-portfolio)</td>
</tr>
<tr>
<td>m) Preceptor Evaluation (Due May 11th)</td>
<td>10</td>
</tr>
<tr>
<td>n) Satisfaction survey (Due May 11th)</td>
<td>5</td>
</tr>
<tr>
<td>Total points that can be earned</td>
<td>245</td>
</tr>
</tbody>
</table>

**Note:** All assignments (except in class activities and business cards) must be submitted to dropbox for grading.
(2) **Training video**: 3-10 minute video teaching your audience a skill you learned during your internship experience - this may be done in a group with no more than 3 participants – the more participants the longer the video but not to exceed 10 minutes.

(3) **Career Vision Statement (Career Development Plan - summary)**

(4) **Current Resume** (updated to include internship)

(5) **Selected Course Work Products**
   - (a) include at least one Excel File project
   - (b) Include at least one PowerPoint Presentation
   - (c) Include at least one Research or data collection project
   - (d) Include at least one Written Paper sample

(6) **Updated Internship Activities**
   - (a) Overview of duties
   - (b) At least one work sample from internship (ask permission to post)

(7) The pages below are optional and can be included as appropriate
   - (a) Awards/Certificates
   - (b) Professional Affiliations (clubs or professional membership, positions)

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**DROP DATES AND INCOMPLETE GRADES**

a) If you have not found an internship by **Mar. 15, 2015** it is recommended that you drop the course and re-enroll the following semester.

b) If, **for circumstances beyond your control**, you cannot complete the internship hours during the session for which you have registered, a grade of incomplete may be assigned. **If you have done a minimum of 60 hours of work and all other assignments are complete.** The final monthly report and preceptor evaluation, due at the end of internship hours, will receive 50% of the points you would otherwise have earned if the coursework had been completed on time. The incomplete will be converted to a letter grade as soon as your 120 hours and accompanying paperwork have been completed. **If you cannot complete 60 hours you should drop the course and re-enroll the following semester.**

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**Attendance policy**

Class attendance is critical. Unexcused absences will impact a student’s participation grade through the loss of opportunity to make up points for in class exercises. Students with excused absences per university policy, should contact the professor within 3 days of absence to receive a make-up assignment. All make up assignments are due within 2 weeks of absence date for full credit.

**Attendance policy** conforms to University policy:


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**Accommodation**

Students needing special consideration for class format and schedule due to religious observance or military obligations must provide the instructor with written notice of those needs by the second week of class.

Students who require additional time or other accommodation for assignments must secure verification/assistance from the CSULB Disabled Student Services (DSS) office located at 270 Brotman Hall. The Telephone number is (562) 985.5401.

Accommodation is a process in which the student, DSS, and instructor each play an important role. Students contact DSS so that their eligibility and need for accommodation can be determined. DSS identifies how much time is required for each exam. The student is responsible for discussing his/her need with the instructor and for making appropriate arrangements. Students who are eligible to receive accommodation should present an Accommodation Cover Letter and a DSS...
Student/Teacher Testing Agreement Form to the instructor as early in the semester as possible, but no later than a week before the first test. It takes one week to schedule taking an exam at the DSS office.) The instructor welcomes the opportunity to implement the accommodations determined by DSS. Please ask the instructor if you have any questions.

Cheating and Plagiarism.
Please be aware of and ensure that your behavior conforms to University Policy. See http://www.csulb.edu/divisions/aa/grad_undergrad/senate/documents/policy/2008/02/

Although the University catalog does not cover this aspect of plagiarism, please be aware that it is NOT acceptable to submit the same paper for two courses. If you want to write a paper on the same topic area for two different courses, you must submit two different papers. If I discover that you have submitted the same paper for another course, you will receive a failing grade for your paper in this course. For more information review the library web site http://www.csulb.libguides.com/style

Writing Style
All papers written for this course including monthly reports shall follow the established rubric for the assignment and when indicated follow APA guidelines. Assignments should be written in a narrative format.

Withdrawal policy. Per University policy:
Withdrawal after 2nd week and before final 3 weeks “permissible for serious and compelling reasons,” instructor will evaluate student withdrawal requests on a case-by-case basis.

Campus Behavior
“Civility Statement-Civility and mutual respect toward all members of the University community are intrinsic to the establishment of excellence in teaching and learning. The University espouses and practices zero tolerance for violence against any member of the University community. A threat of violence is an expression of intention that implies impending physical injury, abuse, or damage to an individual or his/her belongings. All allegations of such incidents will be aggressively investigated. Allegation that are sustained may result in disciplinary action up to and including dismissal from employment, expulsion from the University, and /or civil and criminal prosecution.” (CSULB Catalog, AY 2010-2011, p. 743).

Classroom Expectations—All students of the California State University system must adhere to the Student conduct code as stated in Section 41301 of the Title 5 of the California code of Regulations as well as all campus rules, regulations, codes and policies. Students as emerging professionals are expected to maintain courtesy, respect for difference, and respect for the rights of others.

Unprofessional and Disruptive Behavior—It is important to foster a climate of civility in the classroom where all are treated with dignity and respect. Therefore, students engaging in disruptive or disrespectful behavior in class will be counseled about this behavior. If the disruptive or disrespectful behavior continues, additional disciplinary actions may be taken.

Performance Expectations and Deadlines. Assignments are due on the date specified. Late assignments will not be accepted.

Updated 1/11/15
Class assignments will be due at the beginning of class. Once the instructor has collected the assignment, all other assignments are considered late. Students who miss class or appear late for class will be penalized. Students may have a valid reason to miss a class. When any of the following reasons directly conflict with class meeting times, students are responsible for informing the instructor of the reason for the absence and for arranging to make up missed assignments, tests, quizzes, and class work insofar as this is possible. Assignments/papers are NOT accepted by e-mail.

Laptop and Cell phone policy - Cell phones to be turned off and out of view during class sessions. Laptops will be used on occasion for in-class exercises, otherwise turned off and out of the way. Violation of this policy will result in 1. First time per semester "verbal warning." 2. 2nd Time excused for class session that day and written warning. 3rd time per semester 5 points deducted from course score and each violation thereafter.

Commitment to Inclusion
California State University, Long Beach is committed to maintaining an inclusive learning community that values diversity and fosters mutual respect. All students have the right to participate fully in university programs and activities free from discrimination, harassment, sexual violence, and retaliation. Students who believe they have been subjected to discrimination, harassment, sexual violence, or retaliation on the basis of a protected status such as age, disability, gender, gender identity/expression, sexual orientation, race, color, ethnicity, religion, national origin, veteran/veteran status or any other status protected by law, should contact the Office of Equity and Diversity at (562) 985-8256, University Student Union (USU) Suite 301, http://www.csulb.edu/depts/oed.

Supplemental Reading List and Other Resources
Journal Articles

Books:

Updated 1/11/15
Web Resources:

- ACHE Career Guidance - http://www.gobookee.net/get_book.php?u=aHR0cDovL3d3dy55b2Zvc3JvZ2dpcGxhcmRfdGVzc29ydGluZ3RlcmFzaXplLmNvbS8=
- CSULB Career Development Center: http://careers.csulb.edu/
- California Careers Info: http://www.californiacareers.info/about.html
  The mission of the California Career Resource Network is to provide all persons in California with career development information and resources to enable them to reach their career goals
- Department of Labor O*Net: http://www.onetcenter.org/overview.html
  The O*NET program is the nation's primary source of occupational information. Central to the project is the O*NET database, containing information on hundreds of standardized and occupation-specific descriptors. The database, which is available to the public at no cost, is continually updated by surveying a broad range of workers from each occupation. Information from this database forms the heart of O*NET OnLine, an interactive application for exploring and searching occupations. The database also provides the basis for our Career Exploration Tools, a set of valuable assessment instruments for workers and students looking to find or change careers.
- Health Management Careers – www.healthmanagementcareers.org
- Human Capital Institute - HR and management articles and web-casts http://www.hci.org/
- HIMSS Career Development Page: http://www.himss.org/ASP/career_careerDev.asp
  HIMSS is a cause-based, not-for-profit organization exclusively focused on providing global leadership for the optimal use of information technology (IT) and management systems for the betterment of healthcare. Founded 50 years ago, HIMSS and its related organizations have offices in Chicago, Washington, DC, Brussels, Singapore, Leipzig, and other locations across the United States. HIMSS represents more than 30,000 individual members, of which two thirds work in healthcare provider, governmental and not-for-profit organizations.
  A wealth of up-to-date articles, information, reference materials and links are available here for your career enhancement and professional development. For over 10 years, this health administration website has reliably assisted millions of healthcare professionals and administrators in finding pertinent resources, both on and off the internet.

Updated 1/11/15
Appendix E

CSULB HCA COMPETENCIES

Domain 1 – Communication and Relationship Management. The ability to communicate clearly and concisely with internal customers, establish and maintain relations, and facilitate constructive interactions with individuals and groups.
   A. Relationship Management
   B. Communication Skills
   C. Facilitation and Negotiation

Domain 2 – Leadership. The ability to inspire individual and organizational excellence, create a shared vision and successfully manage change to attain the organization’s strategic ends and successful performance. According to the HLA model, leadership intersects with each of the other four domains.
   A. Leadership Skills and Behavior
   B. Organizational Climate and Culture
   C. Communicating Vision
   D. Manage Change

Domain 3 – Professionalism. The ability to align personal and organizational conduct with ethical and professional standards that include a responsibility to the patient and community, a service orientation, and a commitment to lifelong learning and improvement.
   A. Personal and Professional Accountability
   B. Professional Development and Lifelong Learning
   C. Contributions to the Community and Profession

Domain 4 – Knowledge of the Healthcare Environment. The understanding of the healthcare system and the environment in which healthcare managers and providers function.
   A. Healthcare Systems and Organizations
   B. Healthcare Personnel
   C. The Patient’s Perspective
   D. The Community and the Environment

Domain 5 – Business Skills and Knowledge. The ability to apply business principles, including systems thinking, to the healthcare environment.
   A. General Management
   B. Financial Management
   C. Human Resource Management
   D. Organizational Dynamics and Governance
   E. Strategic Planning and Marketing
   F. Information Management
   G. Risk Management
   H. Quality Improvement

Updated 1/11/15