COLLEGE OF HEALTH AND HUMAN SERVICES  
California State University, Long Beach 
Health Care Administration Program

HCA 481 Internship & Careers in Health Care Administration  
Fall 2014

Instructor: Deborah Ludke, MSHCA  
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Phone: 562-505-7495  
Office Hours: On class meeting days W 6:00-7:00pm or by appointment  
Office Location: HHS2-118 (changes to be announced)

Class Number: 9215 Section: 4  
Class Meets Wednesdays per schedule below: 7:00 – 9:45 pm, in ET-105

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

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 on or 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,1B, (2D,4A-D,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 speech (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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</tbody>
</table>
| Session #1  
August 27 | Course introduction & expectations  
Lectures Learned from 480 | Sharing Lessons, Learning and Reflections From 480 Mentoring  
ICE 1: Student Information Sheet  
ICE 2: Lessons Learned |
| Session #2  
September 3 | Developing your professional image/message  
Networking  
Creating an effective introduction | Hook, Line, Sinker - Networking 2.0 Workshop  
ICE 3: Networking Worksheet  
ICE 4: Crafting Connections/Healthy Handshake  
Develop Interview protocol |
| Session #3  
September 10 | Transferable Skills Workshop – Guest Speaker  
Using Business Cards Effectively | Transferable Skills Workshop with Wayne Tokunaga  
ICE 5: Transferable Skills  
ICE 6: Guest Speaker Reflection  
Due: Resume & Cover Letter-September 10th (hard copy)  
Due: Monthly Report#1 –September 15th (dropbox) |
| Session #4  
September 17 | The professional interview, research, preparation and delivery.  
Strategic Job Search and Acquisition | Group Interview Prep exercise and role play  
Begin job search plan  
ICE 7: Interview Prep & role play  
Due: Business Cards Due-September 17th (hard copy)  
Learning Agreement B Due-September 17th (hard copy and dropbox) |
| Session #5  
October 8 | Guest Speaker: TBA  
Health Care Professional  
Discuss Interview Assignment | ICE 8: Learning worksheet on guest lecture  
Job Search Plan Review and Group Feedback  
Due: PROCESS Career Development and Job Search Plan-October 8th (drobos)  
Due: Monthly Report #2-October 15th (dropbox) |
| Session #6  
November 5 | Guest Speaker TBA  
Reflections and Group Sharing on lessons learned and Job Search Plan  
How to ask for a reference | ICE 9: Learning worksheet on guest lecture  
Due: Health Care Professional Interview-November 5th (dropbox)  
Due: Monthly Report #3-November 15th (dropbox)  
Due: E-portfolio and training video-November 26th (dropbox)  
Due: Professional Meeting Attendance Form-November 26th (dropbox) |
| Session #7  
December 3 | E-portfolio sharing  
Graduate School Preparation-Guest Speaker | Due: Satisfaction Survey-December 3rd (dropbox)  
Due: Preceptor evaluation of Intern-December 3rd (dropbox)  
Due: Monthly Report #4-December 3rd (dropbox)  
Due: 120 hour certification form-December 3rd (dropbox)  
ICE 10: Reflection and Learning |
| Session #8  
December 10 | Next Steps: One on One Meetings with Instructor | One on One Meetings with Instructor |

<table>
<thead>
<tr>
<th>Assignments and Point Allocations</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>a) In class exercises for each class session  10 X 5 = 35</td>
<td>50</td>
</tr>
<tr>
<td>o Student information sheet/ lessons learned (ICE 1 &amp; 2)</td>
<td></td>
</tr>
<tr>
<td>o Networking Worksheets (ICE 3)</td>
<td></td>
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<tr>
<td>o Crafting Connections/Handshake (ICE 4)</td>
<td></td>
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<tr>
<td>o Transferable Skills Assessment (ICE 5)</td>
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</table>
**Assignment Descriptions:**

- **Guest Learning Worksheets (ICE 6, 8 & 9)**
- **Group Interview preparation class exercise – role play (ICE 7)**
- **Final Reflections and Learning (ICE 10)**

<table>
<thead>
<tr>
<th>Description</th>
<th>Points</th>
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<tbody>
<tr>
<td>b) Resume and Cover Letter Hardcopy due in class</td>
<td>10</td>
</tr>
<tr>
<td>c) Business Card Assignment Hardcopy due in class</td>
<td>10</td>
</tr>
<tr>
<td>d) Learning agreement B Submit to dropbox and provide hardcopy to professor in class on date specified above. Must be fully completed, signed and dated for points. Please also provide preceptor with hardcopy</td>
<td>15</td>
</tr>
<tr>
<td>e) Process Career Development Plan and Job Search Plan. Submit to the dropbox</td>
<td>30</td>
</tr>
<tr>
<td>f) Interview Write-Up Assignment Submit to the dropbox</td>
<td>20</td>
</tr>
<tr>
<td>g) 4 Monthly progress reports (due 15th of each month September, October, November, December report due on the 3rd); document 120 hours total – 40 hours each month average (10 pts each report) Please submit to dropbox</td>
<td>40</td>
</tr>
<tr>
<td>h) Professional association meeting attendance- see form on Beachboard for write-up format. Please submit to dropbox</td>
<td>10</td>
</tr>
<tr>
<td>i) E portfolio Training Video and Updates - must be submitted to dropbox &amp; bring to class for presentation on December 3rd</td>
<td>30 (training video)</td>
</tr>
<tr>
<td>m) Preceptor Evaluation - Please submit to dropbox – must be completed and signed to complete course. No points provided for those taking incomplete</td>
<td>10</td>
</tr>
<tr>
<td>n) Satisfaction survey - Please submit to dropbox</td>
<td>10</td>
</tr>
<tr>
<td>o) 120 hour certification form signed by preceptor - Submit to dropbox. No points provided for those taking incomplete</td>
<td>5</td>
</tr>
<tr>
<td>p) Student/preceptor/instructor call (to be arranged by student)</td>
<td>10</td>
</tr>
<tr>
<td><strong>Total points that can be earned</strong></td>
<td><strong>260</strong></td>
</tr>
</tbody>
</table>

**481 Assignment Descriptions:**

a. **Learning Agreement B** - download this form from the "assignments" page in Beachboard. Complete it with your preceptor. Attain their signature. In addition, please make 3 hard copies, turn the original in during class on the date indicated above, and give one copy to your preceptor and retain a copy. Versions submitted in person and via dropbox must have a signature.

b. **Group Interview preparation class exercise – role play** – In a fish bowl style format students will take turns being the panel interviewers and panel interviewees. Peer feedback and reflection sheets will track learning.

c. **Transferable Skills Assessment & Reflection** (facilitated by Wayne of the Career Development Center) – This in class session workshop constitutes the “P” or personal assessment activity of the career development plan described above. In this session students will assess and evaluate important communication skills and identify areas of improvement.

d. **Interview a health care professional - Learning and Reflection Report.** Students will be assigned to interview at least 1 health care professional. Students are encouraged to interview a person who holds a position the student would like to hold in the future.

e. **Career Decision Making “Process” and Job Search Plan,** developed and used by the CSULB Career Development Center, will be used as a model and assignment guide to help students develop career plans. This model includes the following elements P = Personal Assessment, R = Research Careers or Graduate Schools, O = Organize findings, C = clarify career options, E = Evaluate Findings, S = Select Options and the final S = Set into Motion which will devise the students “Job Search Plan”. Each letter of the plan will have an assignment and deliverable associated with it. Instructions and forms for the plan components are listed on the “assignments” page. **The Job Search Plan will be the concluding step of the “Process” Model.** It will include a step-by-step description of how the student intends to search for a job placement after graduation.

f. **Monthly progress reports (due on dates indicated above)** document 120 hours total 30 – 40 hours each month - download forms from BeachBoard, Please turn in to dropbox. If you have not started your internship when the first report is due submit a monthly report stating what you are doing to get an internship. Also, you must have your preceptor’s signature on your reports, so plan ahead. No points given for incomplete and unsigned forms.

g. **Professional Association Meeting Attendance** – Student will be required to attend at least one Health Care Professional association Meeting, attendance verification and reflection assignment will document this activity and lessons learned.
h. **Final Reflections and group sharing** – a final in class exercise to debrief the student experience at CSULB and encourage continued support and networking among the group members.

i. **E-Portfolio* and training video HCA 481**

j. **Resume and Cover Letter**

k. **Business Card Development**

*The following elements are required for the HCA 481 portfolio:

1. **Training video** 3-5 minute video teaching your audience a skill you learned during your internship experience
2. **Career Vision Statement** (Written Career Development Plan - Full or Abridged)
3. **Current Resume** including updated internship and related skills/activities

**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 and sign in. 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:  

**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.


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 and zero points will be awarded for all late assignments.

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 only as indicated by instructor, otherwise turned off and out of the way. Violation of this policy will result in: First time per semester "verbal warning.", 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.
Supplemental Reading List and Other Resources

Journal Articles


Books:

  Ten Speed Press


Web Resources:

• CSULB Career Development Center: http://careers.csulb.edu/
• California Careers Info: http://www.californiacercaers.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.
• 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.

**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