Healthcare Administration and Management

Subject: Career Development and Career and Technical Education

Grade: 11

Expectations: 24

Breakouts: 54

(a) Introduction.

1. Career and technical education instruction provides content aligned with challenging academic standards, industry-relevant technical knowledge, and college and career readiness skills for students to further their education and succeed in current and emerging professions.

2. The Health Science Career Cluster focuses on planning, managing, and providing therapeutic services, diagnostic services, health informatics, support services, and biotechnology research and development.

3. Healthcare Administration and Management is designed to familiarize students with the concepts related to healthcare administration as well as the functions of management, including planning, organizing, staffing, leading, and controlling. Students will also demonstrate interpersonal and project-management skills.

4. Students are encouraged to participate in extended learning experiences such as career and technical student organizations and other leadership or extracurricular organizations.

5. Statements that contain the word "including" reference content that must be mastered, while those containing the phrase "such as" are intended as possible illustrative examples.

(b) Knowledge and Skills Statements

(1) The student demonstrates professional standards/employability skills required by the healthcare industry. The student is expected to:

    (A) role play examples of effective written and oral communication in various scenarios such as customer service, marketing, and public relations;

        (i) role play examples of effective written communication in various scenarios

        (ii) role play examples of effective oral communication in various scenarios

    (B) demonstrate collaboration skills through teamwork;

        (i) demonstrate collaboration skills through teamwork

    (C) demonstrate professionalism by conducting oneself in a manner appropriate for the profession and workplace;

        (i) demonstrate professionalism by conducting oneself in a manner appropriate for the profession

        (ii) demonstrate professionalism by conducting oneself in a manner appropriate for the workplace

    (D) demonstrate a positive, productive work ethic by performing assigned tasks as directed;

        (i) demonstrate a positive, productive work ethic by performing assigned tasks as directed

(E) comply with all applicable rules, laws, and regulations; and

    (i) comply with all applicable rules

    (ii) comply with all applicable laws

    (iii) comply with all applicable regulations

(F) demonstrate time-management skills by prioritizing tasks, following schedules, and tending to goal-relevant activities in a way that uses time wisely and optimizes efficiency and results.

    (i) demonstrate time-management skills by prioritizing tasks

    (ii) demonstrate time-management skills by following schedules

    (iii) demonstrate time-management skills by tending to goal-relevant activities in a way that uses time wisely

    (iv) demonstrate time-management skills by tending to goal-relevant activities in a way that optimizes efficiency and results

(2) The student demonstrates an understanding of the healthcare management concept. The student is expected to:

(A) define the term healthcare management;

    (i) define the term healthcare management

(B) explain the roles and responsibilities of healthcare professionals, including the management functions of planning, organizing, staffing, leading, and controlling;

    (i) explain the roles of healthcare professionals

    (ii) explain the responsibilities of healthcare professionals, including the management functions of planning

    (iii) explain the responsibilities of healthcare professionals, including the management functions of organizing

    (iv) explain the responsibilities of healthcare professionals, including the management functions of staffing

    (v) explain the responsibilities of healthcare professionals, including the management functions of leading

    (vi) explain the roles and responsibilities of healthcare professionals, including the management functions of controlling

(C) explain how organizational behavior and teamwork in healthcare impact patient outcomes and effective day-to-day operations;

    (i) explain how organizational behavior in healthcare impact[s] patient outcomes

    (ii) explain how organizational behavior in healthcare impact[s] effective day-to-day operations

    (iii) explain how teamwork in healthcare impact[s] patient outcomes

    (iv) explain how teamwork in healthcare impact[s] effective day-to-day operations

(D) explore and discuss the factors that influence healthcare management such as governmental regulations, payment models, employee turnover, and workforce shortages;

    (i) explore the factors that influence healthcare management

    (ii) discuss the factors that influence healthcare management

(E) define ethical workplace behavior and role play how to make ethical decisions; and

    (i) define ethical workplace behavior

    (ii) role play how to make ethical decisions

(F) explain how socially responsible management policies such as healthcare equity access, inclusion, and diversity policies are initiated and implemented.

    (i) explain how socially responsible management policies are initiated

    (ii) explain how socially responsible management policies are implemented

(3) The student recognizes the business functions of healthcare systems. The student is expected to:

(A) differentiate among the major healthcare delivery systems such as hospitals, outpatient care facilities, community-based organizations, insurance companies, and pharmaceutical companies;

    (i) differentiate among the major healthcare delivery systems

(B) define and discuss healthcare quality and quality improvement;

    (i) define healthcare quality

    (ii) define [healthcare] quality improvement

    (iii) discuss healthcare quality

    (iv) discuss [healthcare] quality improvement

(C) specify various types of health information technology and discuss barriers to health information technology adoption;

    (i) specify various types of health information technology

    (ii) discuss barriers to health information technology adoption

(D) investigate healthcare financing models;

    (i) investigate healthcare financing models

(E) explain the difference between and provide examples of healthcare revenues and healthcare expenses;

    (i) explain the difference between healthcare revenues and healthcare expenses

    (ii) provide examples of healthcare revenues

    (iii) provide examples of healthcare expenses

(F) define revenue-cycle management; and

    (i) define revenue-cycle management

(G) describe the roles of customer service and marketing in health care.

    (i) describe the role of customer service in health care

    (ii) describe the role of marketing in health care

(4) The student evaluates ethical behavioral standards and legal responsibilities. The student is expected to:

    (A) research and describe the role of professional associations and regulatory agencies;

        (i) research the role of professional associations

        (ii) research the role of regulatory agencies

        (iii) describe the role of professional associations

        (iv) describe the role of regulatory agencies

    (B) examine legal and ethical behavior standards such as Patient Bill of Rights, Advanced Directives, and the Health Insurance Portability and Accountability Act (HIPAA);

        (i) examine legal behavior standards

        (ii) examine ethical behavior standards

    (C) investigate the legal and ethical ramifications of unacceptable behavior;

        (i) investigate the legal ramifications of unacceptable behavior

        (ii) investigate the ethical ramifications of unacceptable behavior

    (D) identify examples of conflicts of interest; and

        (i) identify examples of conflicts of interest

    (E) differentiate between the concepts of fraud, waste, and abuse.

        (i) differentiate between the concepts of fraud, waste, and abuse