



Nursing Administration: Delivery of Care NURS 5337 Spring 2022

Scheduled Class Days and Times: Online

Instructor's Name: (060/060L)

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Office Hours: Virtual Office Hours: (List the Days/Times – Office hours by appointment Based on graduate student's preferred time. Monday – Friday 5pm -8:00pm) CST and available via appointment, email, conference call, and/or Zoom/Skype/or Cisco Webex.

*Best way to contact me.

Email is preferred.

Course Description: Focuses on the delivery of care within the healthcare environment at the organizational, community, state, national, and international levels. Enables the professional nurse to participate in the design of care delivery systems within healthcare organization in community, state, and national environments.

Prerequisite: NURS 5335

SEMESTER CREDIT HOURS: Three (3) credit hours, allocated as follows: Two (2) lecture hours per week. Thirty-seven and one half (37.5) clinical hours over the entire semester, with a mutually agreed upon clinical preceptor.

Student Learning Outcomes:

Upon successful completion of this course, the student will have demonstrated the ability to do the following:

- 1) Utilize state, national and organizational indicators of healthcare evaluation and outcomes incorporating interdisciplinary healthcare teams.
- 2) Synthesize strategic plan and vision integrating workflow design with emerging technologies, performance improvement and risk management strategies to assure positive patient outcomes.
- 3) Incorporate theories of management systems, process and analysis in the design and implementation of new models of care delivery and coordination.

4) Integrate socio-cultural competence, effective communication, and state, national and international quality indicators to facilitate patient centered care within community organizations.

Required Textbooks and Readings:

1. Shi, L. & Singh, D. A. (2022). *Delivering health care in America: A systems approach*, (8th ed.). Jones & Bartlett Learning. ISBN-13: 978-1284224610 ISBN-10: 1284224619

2. American Psychological Association. (2020). *Publication manual of the American Psychological Association* (7th ed.). <https://doi.org/10.1037/0000165-000>

Supplemental Resources: <https://apastyle.apa.org/products/supplemental-resources>

3. The American Nurses' Association. (2016). *Nursing administration. Scope & standards of practice* (2nded.). Silver Springs, MD: Nursebooks.org. (ISBN-13: 9781558106437)

4. All students are required to have an active ***InPlace Clinical Placement subscription***.

Assignments and Weights/Point Values:

Grading Policy and Criteria

Specific guidelines and grading criteria for all assignments are in the Modules and Assignment Links. Final grades for the course will be determined based upon the following point assignments:

A - 90-100

B - 80-89

C - 70-79

D - 60-69

F - Below 60

Grades will not be rounded when calculating the average (79.5 is not rounded to 80 and 89.5 is not rounded to 90). Students are required to achieve an average of 80% (B) to successfully complete the course.

Late policy: 5% will be deducted each day an assignment is past due unless prior arrangements have been made with your course faculty. Extenuating circumstances may apply.

Group assignments: all students in a group will be expected to contribute equally to the group assignment. Collaboration, communication, and discussion board posts will be monitored by faculty to determine participation.

Criteria for Evaluation:

Percentage of Grade:

Discussion Boards (4 @ 5% each)	20%
Environmental Scan Reports (ESRs) (Two @ 20% each)	40%
International Health Care Delivery Group Presentation	20%
Clinical Reflective Journal (CRJ)	20%

Clinical (to include satisfactory completion of 37.5 clinical hours and submission of required clinical logs, journals, and preceptor evaluation by due dates on Calendar *Pass/Fail

*Clinical failure will constitute a course failure. Total: 100%

The requirements for these can be found under the [Assignment Link](#) and on the following Canvas tabs:

- Discussion Boards: on the Discussions tab
- ESRs, CRJ on Clinical Section under “Assignments
- International Health Care Delivery Group Presentation on the Assignment tab
- All other clinical-related documents are located on the Clinical Section in Canvas or inPlace

Exam and homework materials, questions, and problems are the intellectual property of faculty, UT Tyler, or publishers.

- These materials may not be distributed without permission.
- Distributing them or uploading them to online resources destroys the integrity of the assignment and the course, allowing others an unfair advantage by letting them view the materials.
- Uploading these materials to online resources is a violation of UT Tyler’s academic misconduct policies and may result in formal conduct charges.
- Sanctions for uploading or otherwise divulging the contents of these materials can include:
 - a reduced or failing grade on an assignment
 - a reduced or failing grade for the course
 - removal from the Nursing program
 - removal from UT Tyler

Repeating a Course: Students repeating this course may not use previously submitted assignments nor utilize the same patients for an assignment. Submitting the same or slightly modified assignments from previous semesters is considered self-plagiarism and is subject to academic discipline, including failing the assignment or the course.

Attendance and Make-up Policy: Attendance / participation is expected. Make-up for exams, quizzes, assignments, clinical time missed is at the discretion of the instructor.

Graded Course Requirements Information: All assignments will have detailed explanations, instructions, and grading rubrics outlined in each specific module and assignment pages.

List of Assignments is as follows

- 1. Discussion Board#1-part 1-**Introduction to the class and peers: This discussion board will allow you to introduce yourself to the faculty and class peers and write a succinct biography that includes your top 5 strengths from the Strength Finders Assessment to get to know one another.
- 2. DB#1-part 2:** you will discuss the delivery of care in your clinical or employer's agency. Furthermore, you will discuss the delivery of care system based on the framework discussed by Piña et. al (2015) or as discussed in additional references such as: Dangremond (2015), and Shi and Singh (2022). You will be required to discuss: In what ways is this system effective? How could it be improved? And lastly discuss if you think the ideas proposed by Porter and Lee (2013) could improve your organization?
- 3. DB#2-** you will discuss briefly describe the model of care delivery that is evident within your organization. And what you believe are the top 3 challenges (e.g., legal, financial, patient-specific needs, etc.) that your organization faces with this model of care delivery?
- 4. DB#3-** For this DB, you will focus on workflow design, emerging technologies, performance improvement, and risk management strategies that are meant to assure positive patient outcomes. You will discuss how you see these working together in your facility, especially regarding collaborative practice?
- 5. DB#4-** This DB will require that you review the module content on sociocultural competence and then you will be required to take the Implicit Bias Association Test (from Harvard University). From there you will discuss with the whole class your feelings about the test, implicit bias, and what you learned from Dr. Kimberly Papillon, and ways you plan to increase cultural competence as well as communication skills you plan to use as a nurse administrator/leader with other healthcare professionals and patients in the healthcare setting.

6. Scholarly Papers

You will write two scholarly papers in this course

The papers reflect the Environmental Scan Report (ESR)

For ESR#1- the focus will be: the social-cultural milieu of the community in which your healthcare clinical site is set.

For ESR#2- the focus will be: on the management system and model of care delivery at your clinical site.

7. International Healthcare Powerpoint


For this assignment you will work in small groups, research and develop a professional Powerpoint presentation that compares and contrasts the healthcare system of your chosen country with that of the United States. You will also write a professional abstract to accompany your slide presentation.

8. Clinical Assignments

Students will begin clinical by writing 3-4 clinical objectives. Students will complete 37.5 hours with a clinical preceptor. For each experience students will be required to write a Clinical Reflective Journal that outlines their clinical experiences and objectives met. Students will keep a running total of their clinical hours.

Calendar of Topics, Readings, and Due Dates:

NOTE: ALL assignments will be linked in the Canvas Calendar

Course Calendar Spring 2022		
Modules	Focus/Content	Due Dates (all are CST) Assignments, DBs, Clinical Docs
Modules 1&2 Weeks 1-4 1/10 – 2/5/2022 MLK Holiday 1/17/22 CENSUS DATE is 1/21/22	Introductions Let's get to know each other Strengths Course orientation 1. Organized Health Care Delivery Systems Beliefs, Values, & Health 2. International Health Care Systems  Don't forget you are required to post your initial DB posting 2 days in advance so peers can have time to respond!!	Discussion Boards: 1. Your introductions (post on Main DB) (1/15/22) 2. After reading and meeting your classmates, you will be in groups and create group names for each group. 3. Create your group name 4. Organized delivery systems (post on Main DB #1). after reading assigned chaps. DUE: 1/22/22 (11:59CST) Assignment Link Upload: Complete Student Information Sheet and upload to Assignment Link by 1/15/22 Clinical Requirements to be completed with your preceptor (See Clinical Link on Canvas Under "Assignments"): 1. Develop your clinical objectives for this semester (1/29/22) 2. Review Clinical Reflective Journal (CRJ) Guidelines and CRJ Template). (<i>Before starting clinical</i>)
Modules 3-4 Weeks 5-8 2/6-3/5/22 Note: 2/26 is week 7 thus CRJ- Submission#1 will be due	3. Synthesize strategic plan and vision integrating workflow design with emerging technologies, performance improvement and risk management strategies to assure positive patient outcomes.	1. On the class Main Discussion Board, post your group's choice of country for International Health Care Delivery Presentation Due: 2/12/22 DUE: 2/19/22 ESR#1 DB#2: Due: 3/5/22 Due 3/5/22 Intl PPT Group Contract 1. Due 2/26/22: Clinical Reflective Journal#1 (minimum of 10 hours posted in this journal; notify faculty if you have less than 10 by this date)
SPRING BREAK MARCH 7-12		
Modules 5-6 Weeks 9-11 3/13-4/2	3. Incorporate theories of management systems, process and analysis in the design and implementation of new models of care delivery and coordination.	DB#3: Collaboration, Workflow, Accountability DUE 3/19/22 ESR#2 Due 4/2/22
Modules 7-8 Weeks 12-13 4/3 -4/16	4. Integrate socio-cultural competence, effective communication, and state, national and international quality indicators to facilitate patient centered care within community organizations.	Watch Papillion Video for DB#4 DB#4 Sociocultural Competence & Effective Comm. DUE: 4/9/22 Group PPT International Care Delivery Due: 4/18/22 Post your individual student review (evaluation) of another group's presentation by 4/18/22 CRJSecond Submission Due 4/18/22
Week 14 4/17-4/23 Clinical Paperwork, logs, journal, evaluation		Clinical Log in inPlace and Canvas Assignment Link Turn in all final clinical paperwork by Monday April 18, 2022 11:59pm

School of Nursing Policies and Additional Information:

https://www.uttyler.edu/nursing/college/student_guide_and_policies.php

Student Resources to assist you in this course:

[UT Tyler Student Accessibility and Resource \(SAR\) Office](#) (provides needed accommodations to students with document needs related to access and learning)

[UT Tyler Writing Center](#)

[The Mathematics Learning Center](#)

[UT Tyler PASS Tutoring Center](#)

[UT Tyler Supplemental Instruction](#)

[Upswing \(24/7 online tutoring\) - covers nearly all undergraduate course areas](#)

[Robert Muntz Library \(Links to an external site.\)](#) and [Library Liaison](#)

[Canvas 101](#) (learn to use Canvas, proctoring, Unicheck, and other software)

Digital Support Toolkit (for supported courses only. Students are automatically enrolled in the toolkit for supported courses)

LIB 422 -- Computer Lab where students can take a proctored exam

[The Career Success Center](#)

[UT Tyler Testing Center](#)

[Office of Research & Scholarship Design and Data Analysis Lab](#)

Resources available to UT Tyler Students

[UT Tyler Counseling Center](#) (available to all students)

[TAO Online Support Center](#) (online self-help modules related to mental & emotional health)

[Military and Veterans Success Center](#) (supports for all of our military affiliated students)

[UT Tyler Patriot Food Pantry](#)

[UT Tyler Financial Aid and Scholarships](#)

[UT Tyler Registrar's Office](#)

[Office of International Programs](#)

[Title IX Reporting](#)

[Patriots Engage](#) (available to all students. Get engaged at UT Tyler.)

University Policies and Information

Withdrawing from Class: Students you are allowed to [withdraw](#) (drop) from this course through the University's [Withdrawal Portal](#). Texas law prohibits students who began college for the first time in Fall 2007 or thereafter from dropping more than six courses during their entire undergraduate career. This includes courses dropped at other 2-year or 4-year Texas public colleges and universities. Make sure to consider the impact withdrawing from this class has on your academic progress as well as the financial implications. We encourage you to consult your advisor(s) and financial aid for additional guidance. CAUTION #1: Withdrawing before census day does not mean you get a full refund. Please see the [Tuition and Fee Refund Schedule](#). CAUTION #2: All international students must check with the [Office of International Programs](#) before withdrawing. All international students are required to enroll full-time for fall and spring terms.

Final Exam Policy: Final examinations are administered as scheduled. If unusual circumstances require that special arrangements be made for an individual student or class, the dean of the appropriate college, after consultation with the faculty member involved, may authorize an exception to the schedule. Faculty members are required to maintain student final examination papers for a minimum of three months following the examination date.

Incomplete Grade Policy: If a student, because of extenuating circumstances, is unable to complete all of the requirements for a course by the end of the semester, then the instructor may recommend an Incomplete (I) for the course. The "I" may be assigned in lieu of a grade only when all of the following conditions are met: (a) the student has been making satisfactory progress in the course; (b) the student is unable to complete all course work or final exam due to unusual circumstances that are beyond personal control and are acceptable to the instructor; and (c) the student presents these reasons prior to the time that the final grade roster is due. The semester credit hours for an Incomplete will not be used to calculate the grade point average for a student.

The student and the instructor must submit an Incomplete Form detailing the work required and the time by which the work must be completed to their respective department chair or college dean for approval. The time limit established must not exceed one year. Should the student fail to complete all of the work for the course within the time limit, then the instructor may assign zeros to the unfinished work, compute the course average for the student, and assign the appropriate grade. If a grade has not been assigned within one year, then the Incomplete will be changed to an F, or to NC if the course was originally taken under the CR/NC grading basis.

Grade Appeal Policy: UT Tyler's Grade Appeal policy requires the completion of a Grade Appeal form for this action to take place. The grade appeal begins with the instructor of your course. If you do not agree with the decision of the instructor, you may then move your appeal to the department chair/school director for that course. If you are still dissatisfied with the decision of

the chair/director, you may move the appeal to the Dean of the College offering that course who has the final decision. Grade appeals must be initiated within sixty (60) days from the date of receiving the final course grade. The Grade Appeal form is found on the [Registrar's Form Library](#).

Disability/Accessibility Services: The University of Texas at Tyler has a continuing commitment to providing reasonable accommodations for students with documented disabilities. Students with disabilities who may need accommodation(s) in order to fully participate in this class are urged to contact the Student Accessibility and Resources Office (SAR) as soon as possible to explore what arrangements need to be made to ensure access. If you have a disability, you are encouraged to visit the [SAR Portal \(https://hood.accessiblelearning.com/UTTyler/\)](https://hood.accessiblelearning.com/UTTyler/) and complete the New Student Application. For more information, please visit the [SAR webpage](#) or call 903.566.7079.

Military Affiliated Students: UT Tyler honors the service and sacrifices of our military affiliated students. If you are a student who is a veteran, on active duty, in the reserves or National Guard, or a military spouse or dependent, please stay in contact with me if any aspect of your present or prior service or family situation makes it difficult for you to fulfill the requirements of a course or creates disruption in your academic progress. It is important to make me aware of any complications as far in advance as possible. I am willing to work with you and, if needed, put you in contact with university staff who are trained to assist you. Campus resources for military affiliated students are in the [Military and Veterans Success Center \(MVSC\)](#). The MVSC can be reached at MVSC@uttyler.edu, or via phone at 903.565.5972.

Academic Honesty and Academic Misconduct: The UT Tyler community comes together to pledge that "Honor and integrity will not allow me to lie, cheat, or steal, nor to accept the actions of those who do." Therefore, we enforce the [Student Conduct and Discipline policy](#) in the Student Manual Of Operating Procedures (Section 8).

FERPA: UT Tyler follows the Family Educational Rights and Privacy Act (FERPA) as noted in [University Policy 5.2.3](#). The course instructor will follow all requirements in protecting your confidential information.

COVID Guidance

As of 12/6/2021: *"The COVID-19 situation continues to be fluid, with SON and university policies and procedures changing in response. Please keep apprised of the most recent updates through your SON program site in Canvas and the university website (<https://www.uttyler.edu/coronavirus/>)"*

[Campus Protocols](#)

Information for Classrooms and Laboratories: Students are required to wear face masks covering their nose and mouth, and follow social distancing guidelines, at all times in public

settings (including classrooms and laboratories), as specified by [Procedures for Fall 2020 Return to Normal Operations](#). The UT Tyler community of Patriots views adoption of these practices consistent with its [Honor Code](#) and a sign of good citizenship and respectful care of fellow classmates, faculty, and staff.

Students who are feeling ill or experiencing symptoms such as sneezing, coughing, or a higher than normal temperature will be excused from class and should stay at home and may join the class remotely. Students who have difficulty adhering to the Covid-19 safety policies for health reasons are also encouraged to join the class remotely. Students needing additional accommodations may contact the Office of Student Accessibility and Resources at University Center 3150, or call (903) 566-7079 or email saroffice@uttyler.edu.

Recording of Class Sessions: Class sessions may be recorded by the instructor for use by students enrolled in this course. Recordings that contain personally identifiable information or other information subject to FERPA shall not be shared with individuals not enrolled in this course unless appropriate consent is obtained from all relevant students. Class recordings are reserved only for the use of students enrolled in the course and only for educational purposes. Course recordings should not be shared outside of the course in any form without express permission.

Absence for Official University Events or Activities: This course follows the practices related to approved absences as noted by the Student Manual of Operating Procedures ([Sec. 1 -501](#)).

Absence for Religious Holidays: Students who anticipate being absent from class due to a religious holiday are requested to inform the instructor by the second class meeting of the semester.

Campus Carry: We respect the right and privacy of students who are duly licensed to carry concealed weapons in this class. License holders are expected to behave responsibly and keep a handgun secure and concealed. More information is available at <http://www.uttyler.edu/about/campus-carry/index.php>.