

HCA 345: Long-Term Care Administration

Instructor Information:

Mrs. Melanie Eaton

Melanie.Eaton@wku.edu

Academic Complex 140

Phone: 270-745-5854

Office Hours and Communication: Office visits can be conducted by appointment via SKYPE, Zoom or phone conferencing for online courses. Please email to set up an appointment.

Course Information:

Recommended text, newest edition: McSweeney, M. H. & Oetjen, R. (2012). *Dimensions of Long-Term Care Management: An Introduction*. Chicago, IL: Health Administration Press, 2nd or Newest Edition. Ebook access provided at WKU Libraries.

Course Description & Overview:

This course introduces the special topics and operating environment facing both administrators and other career paths in long-term care, providing a broad overview of the market. The text book offers an excellent introduction to long-term services and supports and management issues with long-term care service delivery. The fun and challenge of this class will be developing an understanding of how all the parts work together and deciding for yourself if you have a future career in the exciting and constantly evolving long-term care continuum.

Course Prerequisite: HCA 340 or permission of Instructor.

Course Learning Objectives:

By successfully completing this course, students will be able to demonstrate an understanding of:

- Recall a variety of chronic, disabling conditions that impact the unique care needs or models of long-term care consumers and organizations.
- After completing all assigned readings and coursework, assess in broad terms the competencies required of leaders and managers in long-term care, supports and services
- Using the course textbook, supplemental materials and any available regulatory materials, demonstrate key differences in residential settings for long-term care services and home and community-based services and supports.
- Without the aid of notes or references, differentiate long-term care supports and services from other healthcare delivery models/services.

WKU Course Policies:

All students taking this course are expected to have read policies regarding *Academic Dishonesty*: <https://www.wku.edu/studentconduct/process-for-academic-dishonesty.php>.

WKU Policy on Academic Integrity:

Academic integrity is an essential component of an academic community. Every student is responsible for fostering and maintaining a culture of academic honesty by committing to the academic values of honesty, integrity, responsibility, trust, respect for self and others, fairness, and justice. In addition,

students are expected to abide by the code of ethics for their profession and the student code of conduct for the university. Violations of academic integrity include cheating, plagiarism, or lying about academic matters. Plagiarism is defined as any use of another writer's words, concepts, or sequence of ideas without acknowledging that writer properly. This includes not only direct quotations of another writer's words, but also paraphrases or summaries of another writer's concepts or ideas without acknowledging the writer properly (i.e., citing them). Cheating includes behaviors such as giving or receiving data or information under any circumstances not permitted by the instructor. Lying about academic matters includes falsification of data or information as part of an academic exercise, or knowingly providing false information to a faculty member.

Students who have plagiarized an assignment or otherwise cheated in their academic work or examination may expect an "F" for the assignment in question or "F" for the course, at the instructor's discretion. All incidents of cheating or plagiarism, reported by the instructor, will follow the Student Remediation Process as described in the departmental Graduate Student Handbook. Please note: The University uses web-based products to detect plagiarism.

*Student work may be checked by plagiarism detection software at the instructor's discretion.

WKU Policy on Title IX Sexual Misconduct and Discrimination and Harassment:

Western Kentucky University (WKU) is committed to supporting faculty, staff and students by upholding WKU's [Sex and Gender-Based Discrimination, Harassment, and Retaliation](#) (#0.070) and [Discrimination and Harassment Policy](#) (#0.2040). Under these policies, discrimination, harassment and/or sexual misconduct based on sex/gender are prohibited. If you experience an incident of sex/gender-based discrimination, harassment and/or sexual misconduct, you are encouraged to report it to the Executive Director, Office of Institutional Equity/Title IX Coordinator, Ena Demir, 270-745-6867 or Title IX Investigators or Michael Crowe, 270-745-5429. Please note that while you may report an incident of sex/gender based discrimination, harassment and/or sexual misconduct to a faculty member, WKU faculty are "Responsible Employees" of the University and MUST report what you share to WKU's Title IX Coordinator or Title IX Investigator. If you would like to speak with someone who may be able to afford you confidentiality, you may contact WKU's [Counseling and Testing Center](#) at 270-745-3159.

Students with disabilities who require accommodations:

In compliance with University policy, students with disabilities who require academic and/or auxiliary accommodations for this course must contact the Student Accessibility Resource Center located in Downing Student Union, Room 1074. The SARC can be reached by phone number at 270-745-5004 [270-745-3030 TTY] or via email at sarc.connect@wku.edu. Please do not request accommodations directly from the professor or instructor without a faculty notification letter (FNL) from The Student Accessibility Resource Center.

AI tools prohibited:

Artificial intelligence (AI) tools are not permitted for any type of work in this class. If you choose to use these tools, your actions will be considered academically dishonest and a violation of the [WKU Student Code of Conduct](#).

Western Kentucky University (WKU) is committed to ensuring all members of our campus community have access to equitable and inclusive learning, working, and living environments. At the heart of our mission, we seek to provide holistic education and employment experiences that prepare students, faculty, and staff to become effective scholars, contributors, and leaders in our diverse and evolving communities. Consistent with our campus purpose statement and creed, this classroom will be a respectful space,

welcoming all sexes, races, ages, national origins, ethnicities, gender identities/labels/expressions, intellectual and physical abilities, sexual orientations, faith/non-faith perspectives, income levels and socio-economic classes, political ideologies, educational backgrounds, primary languages, family statuses, military experiences, cognitive styles, and communication styles. If at any time during this course you are excluded or feel a sense of alienation from the course content, please feel free to contact me privately without fear of reprisal.

Participation:

The U.S. Department of Education requires that distance education courses must include regular and substantive interaction between students and faculty. For more information about Regular and Substantive Interaction at WKU, please visit the [Regular and Substantive Interaction in Online and Distance Learning webpage](#).

In this course, regular and substantive interaction will take place in the following ways:

- Faculty participation in discussion boards
- Weekly announcements
- Timely and detailed feedback on assignments as warranted.

In the event that the university cancels classes, such as for severe weather, students will be expected to continue with readings as originally scheduled. Any assignments scheduled during university closure, such as an exam or paper, are due as originally scheduled unless otherwise notified by the instructor.

Class Information:

·Late Work: make up work is only possible with permission from the Instructor. Points may be deducted from work submitted late.

·The class will include discussions on course topics. The student is free to express personal opinions and experiences, but also expected to respect the opinions and experiences of others. We will enjoy the right to “agree to disagree.”

·Regular class check in is expected and necessary to participate in discussions and class participation. In the event that the university cancels classes, such as for severe weather, students will be expected to continue with assignments and exams as originally scheduled unless other instructions are posted at the course website.

·Contacting Instructor: I do maintain regular office hours but meetings for online students require an appointment. I can be reached outside of hours by email and typically respond within 48 hours Monday through Thursday and 48-72 hours Friday through Sunday.

Evaluation: *Details about the following will be provided on Blackboard when the course opens.*

Class Participation/Discussion Boards: 20%

Assignments: 30%

Reading Quizzes: 50%

TOTAL: 100%

*The above is subject to change.

Long-Term Care Administration Certificate Program (LTCA): HCA 345 is a required course for the LTCA Certificate. The LTCA Certificate can be added to any undergraduate degree. More information can be found at <https://www.wku.edu/lzca/>

Students that wish to complete the National Association of Long Term Care Administrator Boards (NAB) accredited degree must complete a Bachelor of Science in Health Care Administration, the LTCA Certificate and the 1000 hour practicum. Currently there are less than 15 universities in the United States that have an undergraduate, NAB accredited program for the Health Services Executive (HSE) credential.

If you have interest in exploring long term care as a career option, visit <https://www.wku.edu/lzca/> and/or The National Association of Long Term Care Administrator Boards (NAB) at <https://www.nabweb.org/>

Competency Map			
Objectives of the Course	Competency Covered	Corresponding Chapter	Corresponding Assignment
Recall a variety of chronic, disabling conditions that impact the unique care needs or models of long-term care consumers and organizations.	4a, 4b, 4f	C4, C5, C7, C8, C12	C4DQ, RQ2, C5DQ, RQ3, C7DQ, RQ4, DB2, RQ5, C12DQ, RQ6
After completing all assigned readings and coursework, assess in broad terms the competencies required of leaders and managers in long-term care, supports and services	1a, 2a, 2b, 3a, 3b, 3c, 5b	C1, C7, C15, C11, C18	Intro DB, DB1, RQ1, C7DQ, RQ4, DB3, RQ7, DB4, RQFinal, Project
Using the course textbook, supplemental materials and any available regulatory materials, demonstrate key differences in residential settings for long-term care services and home and community-based services and supports.	4a, 4b, 4d	C4, C5, C7, C12, C16	C4DQ, RQ2, C5DQ, RQ3, C7DQ, RQ4, C12DQ, RQ6, C16DQ, RQ9 Project
Without the aid of notes or references, differentiate long-term care supports and services from other healthcare delivery models/services.	2b, 4a, 4b, 5a	C1, C16, C18	DB1, RQ1, C16DQ, RQ9, C18DQ, RQ8, Project

Course Competencies	
Domain 1: Communication and Relationship Management	
a.	Relationship Management
b.	Communication Skills
c.	Facilitation and Negotiation
d.	Conflict Resolution
Domain 2: Leadership	
a.	Leadership Skills and Behavior
b.	Organizational Culture
c.	Communicating Vision and Managing Change
d.	Effective Decision Making
e.	Strategic Management and Planning
Domain 3: Professionalism	
a.	Professional Development
b.	Community and Professional Engagement
c.	Integrity and Ethical Behavior
Domain 4: Knowledge of the Healthcare Environment	
a.	Healthcare Systems and Organization
b.	Stakeholders
c.	Population Health
d.	Consumer Perspective
e.	Data Analysis & Innovation
f.	Health Policy
Domain 5: Business Skills and Knowledge	
a.	Financial Management
b.	Human Resource Administration
c.	Marketing
d.	Risk Management and Quality Improvement