

**WESTERN KENTUCKY UNIVERSITY  
COLLEGE OF HEALTH AND HUMAN SERVICES  
DEPARTMENT OF PUBLIC HEALTH  
HCA 342: HUMAN RESOURCES MANAGEMENT  
FOR HEALTHCARE MANAGERS  
Spring 2025**

**Instructor:** Michael E. D'Eramo, MHA, DHA  
**Email:** [michael.deramo@wku.edu](mailto:michael.deramo@wku.edu)  
**Phone:** 614-499-0667 (Leave a message, a call will be returned within 24 hours)  
**Office:** Virtual  
**Office Hours:** By appointment  
Appointments may be face-to-face or via Zoom.

**GA Support:** TBD

### **Purpose of the Course**

This course explores human resource management issues experienced by supervisors within healthcare organizations. Course topics include core human resources management functions and skills (job analysis, recruitment, retention, selection, placement, training/education, performance evaluation, and compensation) related to clinical, administrative and paraprofessional employees within the healthcare setting.

This course is designed to introduce new and existing challenges that Healthcare Managers face every day in the department of Human Resources. Often, as a healthcare Administrator, we may not find ourselves working directly in a human resources department in some hospital, but instead, managing a small office or unit of a hospital. Therefore, as managers or administrators there are key competencies we must learn when it comes to communication and interaction with employees. This course is designed to prepare students to understand the laws related to human resource management, as well as how to deal with current and upcoming challenges in the workforce.

### **Objectives of the Course**

Upon successful completion of this course, students are expected to:

1. Compare and contrast the roles of staff within the healthcare industry.
2. Develop components of the recruitment process including planning, job description development, and recruitment, selection, and training of staff.
3. Develop components of the staff retention process including methods of providing staff motivation, salary and wages, labor relations, performance evaluation, and ongoing staff training.
4. Discuss meeting the needs of staff from various generations and cultural backgrounds.
5. Develop job designs, roles and positions with respect to organization strategy.
6. Develop a personal career plan, including resume, career progression, and career succession planning.

**Required Text:** *THIS EDITION IS REQUIRED*

Niles, N. J. (2020). Basic concepts of Health Care Human Resource Management. Jones & Bartlett Learning.  
ISBN: 978-1284149463

#### **Relevant Resources/References:**

Published articles to supplement text chapters will be posted to their respective module, on the blackboard course site, when applicable.

#### **Course Content**

The course will be covered based on lectures, articles, and case studies. Student assessment will be facilitated through the following methods:

1. Assignments
2. Quizzes
3. Case Studies
4. Presentation
5. Exams

Refer to Course Calendar for due dates and other details.

#### **Class Attendance**

This is a 100% online class. There is no requirement for class attendance.

#### **Participation**

Students are expected to visit the course site on Blackboard daily to follow up on course information and actively participate in class activities. There will be tasks to be completed online. All submissions must be made through Blackboard to obtain the points allocated. Students need to manage their time responsibly to ensure full participation. In addition, students must build a habit of reading materials from the assigned text and other sources materials to grasp the module content and facilitate participation in discussions. Student preparation and contribution is important for enriching class experience.

There is significant amount of group work in this class. Groups will be assigned randomly. Please make sure to reach out to your group members and create convenient communications protocol for the group during the first week of classes.

#### **Availability of Timed Assessments & Late Submission Policy**

All assigned material will be available with adequate time to complete before due date. Deadlines are strictly adhered to in this course. Exceptions for make-up quizzes or exams beyond the indicated dates will be made for genuine and documented family or medical reasons. Late work will be penalized by point deductions depending on how late it is submitted after the deadline. For administrative purposes, no late work will be accepted after the specific date indicated on course calendar. Having said that, I do understand that life happens. As long as you are sincere in the course, and communicate with me on a regular basis as and when needed, I will work with you.

## Working Ahead

Students may work ahead and submit their assignments early if and when possible. However, this does not preclude students from attending weekly classes.

## Final Grade Scale

A	90-100%
B	80-89%
C	70-79%
D	60-69%
F	0-59%

*All scores are final once deadline for Final Exam has passed.*

**Correspondence with Instructor – It is important we have effective means to communicate.**

Please make sure to include the following in **EVERY EMAIL THAT YOU SEND TO ME:**

- Full Name (ex. Jane Smith)
- 800# (ex. 800101010)
- Class (ex HCA 340)
- Section (001)

Give me a detail of the issue at hand and list any questions you have. If you are requesting a meeting date and time, list **3 different days and times** when you are available during my office hours (see above), so that we are able to reduce back and forth I expect formal and professional language, and respect in every email.

For example:

Dear Ms. Smith,

This email is in regard to Assignment 4. I am struggling to understand question 2, and also cannot find answer to question 6. Would you be able to assist or point me in the right direction?

I think it would help me to set up a meeting with you. Here are my availabilities:

- Monday 9am
- Wednesday 4pm
- Friday 10 am

Please let me know when we may be able to meet.

Thank you for your time.

Sincerely (respectfully/humbly/with regards/etc.),  
Jack Jones

It is important you follow the above instruction for communicating via email to avoid delay of response, or no response altogether. Allow between 24 and 48 hours for me to assist you. If you do not hear from me, forward your previous email, letting me know that you are forwarding a previous email. I try to answer my emails as soon as they come in, however, sometimes the volume and frequency of emails I receive can make that difficult, and some emails fall to the bottom and go unnoticed. Having said that, please do not wait until the last minute to email me.

## ADDITIONAL POLICIES

### ADA Accommodation

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](mailto:sarc.connect@wku.edu). Please do not request accommodation directly from the professor or instructor without a faculty notification letter (FNL) from The Student Accessibility Resource Center.

### Title IX/Discrimination & 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.

Sexual Assault Resources

Click here for [Sexual Assault Resources](#)

### ChatGPT & Generative AI Statement Options

Limited or Specific Use of AI Permitted:

In general, I expect that the work you submit in this class will be your own and you are not authorized to use artificial intelligence (AI) tools such as (list relevant examples). However, there will be specific assignments or activities in which we will utilize these tools to enhance your learning experience. In these instances, I will provide you with additional information about the assignment and how AI will be employed and cited. Again, unless permission is granted, you are expected to complete assignments without substantive assistance from others, including AI tools.

Artificial intelligence (AI) tools such as (list relevant examples) may be use for (list assignments or types of activities such as brainstorming or gathering ideas) with appropriate citation, but not for (list assignments). If you are unsure if you are using AI tools appropriately in this course, I encourage you to visit with me. Examples of how to cite AI tools are available at <https://libguides.wku.edu/stylewrite/ai>. (You may also want to provide additional resources appropriate to your course.)

***\*\*\*You may use AI tools only to complete case studies. However, you may use it only to obtain information. Copying and pasting directly from AI sources will be detected and considered plagiarism.***

### Inclusion Statement

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.

### **Process for Academic Dishonesty**

**Dishonesty:** Such as cheating, plagiarism, misrepresenting of oneself or an organization, knowingly furnishing false information to the University, or omitting relevant or necessary information to gain a benefit, to injure, or to defraud is prohibited.

**Academic Integrity:** The maintenance of academic integrity is of fundamental importance to the University. Thus it should be clearly understood that acts of plagiarism or any other form of cheating will not be tolerated and that anyone committing such acts risks punishment of a serious nature.

**Academic Dishonesty:** Students who commit any act of academic dishonesty may receive from the instructor a failing grade in that portion of the course work in which the act is detected or a failing grade in a course without possibility of withdrawal. The faculty member may also present the case to the Office of Judicial Affairs for disciplinary sanctions. A student who believes a faculty member has dealt unfairly with him/her in a course involving academic dishonesty may seek relief through the Student Complaint Procedure.

**Plagiarism:** To represent written work taken from another source as one's own is plagiarism. Plagiarism is a serious offense. The academic work of a student must be his/her own. One must give any author credit for source material borrowed from him/her. To lift content directly from a source without giving credit is a flagrant act. To present a borrowed passage without reference to the source after having changed a few words is also plagiarism.

**Cheating:** No student shall receive or give assistance not authorized by the instructor in taking an examination or in the preparation of an essay, laboratory report, problem assignment or other project which is submitted for purposes of grade determination.

**Other Types of Academic Dishonesty:** Other types of academic offenses, such as the theft or sale of tests, electronic transmission of test, test sharing, etc. will be reported to the Office of Judicial Affairs for disciplinary action.

#### ***What if a student plagiarizes or in some other way is academically dishonest?***

The Faculty Syllabus, or Handbook may permit a faculty member to fail a student on the assignment or the entire class. Cases of academic dishonesty may be referred to The Office of Student Conduct for review and additional action. Faculty or reporting staff should meet with the offending student; inform them of the violation; and make them aware that they have been referred to The Office of Student Conduct prior to submission of your report and/or the start of the student conduct proceedings.

#### ***How do I file a report?***

Faculty or Staff members create incident reports and supporting documentation via email to the Office of Student Conduct. The IR should be referred to [student.conduct@wku.edu](mailto:student.conduct@wku.edu).

**REPORTS SHOULD BE SUBMITTED WITHIN 72 HOURS OF THE INCIDENT**

**Homework Assistance:**

If at any point you have any concerns or questions about any assignment or assessment for the course, I am your first go to. As I stated earlier, I will be happy to set up a phone call, Zoom session, or even face to face meeting (abiding by campus COVID-19 rules, and during class time) to address your issues and concerns. However, if you still need additional assistance you can contact the following resources available to you at no cost on campus.

<b>Tutoring</b>  For help within your courses, please contact The Learning Center.  Location: DSU, 2141 Phone: 270-745-5065 Email: <a href="mailto:tlc@wku.edu">tlc@wku.edu</a>	<b>Paper Assistance</b>  For assistance with written assignment, creating the lay-out or simply review for correct APA format, please contact The WKU Writing Center.  Location: Cherry Hall, 123 Phone: 270-745-5719 Email: <a href="mailto:writingcenter@wku.edu">writingcenter@wku.edu</a>
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# COURSE CALENDAR

HCA 342-701: HUMAN RESOURCES MANAGEMENT FOR HEALTHCARE MANAGERS				
Course Calendar Spring 2025 *				
Modules		Module Content	What is Due?	
Start Date	End Date			
Module I		Chapters 1 & 2	Introduction Discussion Board	
			Assignment 1	
Tuesday, January 21, 2025	February 2, 2025		Quiz 1	
Module II		Chapters 3 & 4	Assignment 2	
Monday, February 3, 2025	Sunday, February 16, 2025		Quiz 2	
Module III		Chapters 5 & 6	Assignment 3	
Monday, February 17, 2025	Sunday, February 23, 2025		Quiz 3	
Module IV		COVID 19 Impact on Human Resources Articles	Assignment 4 - Case Study	
Monday, February 24, 2025	Sunday, March 2, 2025		Quiz 4	
Module V		Chapters 7 & 8	Assignment 5	
Monday, March 3, 2025	Friday, March 14, 2025		Quiz 5	
Saturday March 15-Saturday March 21		Spring Break		
Module VI		Chapters 9, 10 & 11	Assignment 6	
Monday, March 23, 2025	Sunday, April 6, 2025		Quiz 6	
Module VII		Managing Multigenerational Staff in Healthcare Articles	Assignment 7 - Case Study	
Monday, April 7, 2025	Sunday, April 20 2025		Quiz 7	
Module VIII		All Material	Final Project	
Monday, April 21, 2025	Thursday, May 8, 2025			

*\* This calendar is subject to change at instructor's discretion; students will be notified in advance of any forthcoming changes.*