ASPIRE COLLEGE

Advanced Diploma in Social / Healthcare Management

COURSE CURRICULUM

2021

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1.0   Course Objective

The Advanced Diploma of Social / Healthcare Management focuses on assisting students in identifying and developing their leadership potential in healthcare management and leadership practices through healthcare industry. This course gives you the optimal mix of core business and health-care specific skills to launch your career in one of the fastest growing sectors.

You will also gain valuable experience that focuses on real world and contemporary issues in health-care management. Upon completion of the program, you will be well prepared and qualified for entry-level positions in health-care management in several sectors, including government, hospitals, agencies, private sector providers and consulting.

2.0   Course duration

The Advanced Diploma of in Social / Healthcare Management is a full-time course that is delivered in 4 semesters that include 2400 equivalent instructional hours.

3.0   Admission Requirements

- Secondary School Diploma or equivalent, or a mature applicant
- English: Grade 12 - C, or equivalent course
- Mathematics: Grade 12 - C, or equivalent course

For students whose English is not their first language, English language requirements are outlined as follows:

Test	Required Minimum Scores
TOEFL (Test of English as a Foreign Language)	80 (20L,W,S,R) iBT (Internet-based TOEFL) **or** 550 Paper-based
iTEP Academic**	3.7
IELTS -Academic Module	6 – Overall with no Band below 5.5
PTE A	58 - Overall Minimum Score (49L,W,S,R)
FCE (Cambridge English First)	174 - Cambridge English Scale or FCE B
CAE (Cambridge English: Advanced)	180 - Cambridge English Scale or CAE C
CPE (Cambridge English Proficiency)	200 - Cambridge English Scale or CPE C
CAEL (Canadian Academic English Language)	60 - Overall score with no band below 50

4.0   Course Learning Outcomes

Students who complete the Advanced Diploma in Social / Healthcare Management should expect to gain the following competencies:

- Discuss contemporary health policy issues from political, social and economic perspectives and analyze current debates in health policy.
- Evaluate the contribution of human resources management to healthcare organizational effectiveness.
- Explain the management and use of business information systems, including health informatics, for organizational and personal success.
- Explain how economics can be used to understand and improve health and healthcare.
- Explain the concept of value in health care and describe the use of quality indicators for quality improvement, public reporting and payment.
- Collect, interpret, analyze, evaluate and employ health related data, both qualitative and quantitative, from primary and secondary sources.
- Interpret and prepare financial reports, calculate standard healthcare financial benchmarking and indicators, and assess the overall financial performance of an organization.
- Apply the techniques and methods used to evaluate health information systems and identify current threats and opportunities associated with the management of information systems.
- Develop and implement project plans and schedules that make efficient use of resources and achieve organizational goals.
- Adhere to professional, ethical and legal codes of conduct.

5.0   Assessments and grading standards

For each course module, the aim is to assess a student's competence in a range of social / healthcare management skills relevant to the course content and learning outcomes.

Students are required to demonstrate an understanding of key concepts, the application of skills to real work environments and an ability to conduct independent research and analysis. Here are the following assessment tools utilized by Aspire College:

Quizzes
Quizzes are meant to test a student's comprehension of all lessons as they progress through the course.

Assignments
Assignments are intended to assess the student's application, analysis, and critical thinking skills in relation to the concepts you learn in the course. One assignment is required for this course

Final Exam
The final exam is a cumulative test designed to ensure that students have mastered the material in the course.

The grading standards used by Aspire College are defined in the following charts and apply to all courses unless otherwise stated on the course outline.

Alpha Grade	Grade Point	Low Range	High Range	Description	Guideline
A+ A	4.00 3.75	90 80	100 89	Achievement in course outcomes is outstanding and warrants unique and distinguished recognition.	Considerable evidence of original thinking; demonstrated capacity to analyze, integrate and extend concepts; outstanding grasp of subject matter; consistent demonstration of practice with no supervision and guidance.
B+ B	3.50 3.00	75 70	79 74	Achievement in course outcomes is acceptable and meets above average standards.	Evidence of solid grasp of subject matter; reasonable understanding of relevant ideas; some evidence of critical capacity and analysis; clear connections of ideas and numerous extensions; reasonable demonstration of practice with minimal supervision and guidance.
C+ C	2.50 2.00	65 60	69 64	Achievement in course outcomes meets average standards.	Evidence of some understanding of subject matter and relevant ideas; ability to develop/apply solutions to simple problems; minimal connections of ideas and extensions; demonstration of practice with periodic supervision and guidance.
D	1.00	55	59	Achievement in course outcomes is marginal and meets minimal standards.	Evidence of minimal understanding of subject matter and relevant ideas; minimal connections of ideas; demonstration of practice with constant supervision and guidance.
F	0.00	0.00	54	Achievement in course outcomes is inadequate and fails to meet minimal standards.	Insufficient evidence of understanding subject matter and relevant ideas; inability to connect and extend ideas; inability to demonstrate practice.

6.0   Program Core Units

CORE UNITS (16 COURSE UNITS)

Principles of Health	Medical Terminology
Ethical and Legal Issues in Healthcare	Healthcare Organization & Management
Intro to Sociology	Ethics in Social Sciences
Social Psychology	Health Services Policy
Healthcare Delivery Systems	Healthcare Finance and Budgeting
Healthcare Quality & Outcome Measurements	Human Resource Management in Healthcare
Diversity and Intercultural Communication	The Data Science of Health Informatics** (Delivered by John Hopkins University)
Evaluating Public Health Programs** (Delivered by John Hopkins University)	Foundations of Health Equity Research** (Delivered by John Hopkins University)

OPTIONAL UNITS (4 COURSE UNITS)

Principles of Management	Business Communications
Principles of Finance	Managerial Accounting
Foundations of Leadership	Leading Organizational change
Advanced Technical Writing	Business Essentials

7.0 Course Objectives, Learning Outcomes & Course Topics

7.1 Principles of Health

Course Objective	The course objective is to study factors affecting human health and wellness, including psychosocial health, physical health and chronic disease and disorders.
Learning outcomes	Upon completion of this course, you will be able to: • Examine the definition of wellness and sources of health information, factors affecting psychosocial health, the impacts of stress on health, and assessment methods for health • Compare and contrast symptoms, causes, and treatment options for psychosocial disorders, improving psychosocial health, and the role of psychiatrists & psychologists • Analyze qualities of successful relationships, the nature of sexual identity and expression, human reproduction, and family planning • Describe the methods for determining an individual's nutritional needs, benefits of regular physical activity, risk factors and health problems associated with obesity and being overweight, and methods for determining optimal weight • Discuss theories of aging alongside the physical and psychosocial changes that occur among older adults, causes of morbidity and mortality, stages of dying and patterns of bereavement, and end-of-life issues • Break down how the circulatory system changes with age, the prevalence of cardiovascular disease, types of heart, respiratory and endocrine diseases, risk factors for different types of cancer, autoimmune and immune deficiency disorders, and diabetes • Synthesize how risk management strategies can mitigate the effects of environmental toxicants like disease-causing agents and chemicals, legislation and human concerns associated with environmental health issues • Generate an overview of violence in American society including intentional and unintentional injuries, homicide, and incorporate measures for maintaining workplace, recreational, residential and automotive safety • Appraise the structure of the U.S. health care system, factors to consider when making health care decisions and survey types of health care and insurance
Course topics	1. Health and Wellness Fundamentals 2. Psychosocial Disorders & Mental Health 3. Stress Risks & Disorders 4. Drugs & Addictive Behavior 5. Impact of Alcohol & Tobacco on Health 6. Substance Use Risks & Disorders 7. Healthy Platonic & Sexual Relationships 8. Understanding Nutrition in Health 9. Fitness & Weight in Personal Health 10. Personal Health for Aging Populations 11. Understanding Death & Bereavement 12. Heart, Lung & Endocrine System Health

	13. Understanding Cancer Risks & Treatment
	14. Immune Disorders & Infections
	15. Understanding Diabetes & Genetic Disorders
	16. Environmental Health Basics
	17. Pollution & Environmental Issues
	18. Violence, Injury & Personal Safety
	19. Making Smart Health Care Choices
	20. Studying for Health 101

7.2   Medical Terminology

Course Objective	The course objective is to provide a thorough understanding of medical terminology, from its origins to vocabulary and uses for all types of systems. The course goes over terms covering topics from the planes of the body to internal organ systems and pathology.
Learning outcomes	Upon completion of this course, you will be able to: • Determine the correct medical abbreviation for terms commonly used in medical practice • Explain how certain prefixes or suffixes modify or enhance medical terms • Define and refer to parts of the body's internal systems, including lymphatic, immune, skeletal, muscular, gastrointestinal, cardiovascular, endocrine, and more • List the structures, functions, and diseases that can afflict the eyes, ears, and integumentary system • Differentiate and understand terminology used for various types and stages of pathology • Understand and choose correct terminology to describe different aspects of diagnostic exams • Articulate the interactions and reactions related to drug administration and use in radiology, pharmacology, and oncology
Course topics	1. Overview of Medical Terminology 2. Suffixes, Prefixes & Roots in Medical Terminology 3. Terms for Direction, Planes & Regions of the Body 4. Pathology Overview & Vocabulary 5. Vocabulary for Genetics, Cells & Tissues 6. Terminology for the Lymphatic & Immune Systems 7. Medical Terms for the Skeletal System 8. Terminology & Functions of the Muscular System 9. Terminology for the Cardiovascular System 10. Medical Terms for the Respiratory System, Diseases & Treatments 11. Terminology for the Gastrointestinal System 12. Terms for GI Tract Pathology, Diagnosis & Treatment 13. Medical Terminology for the Urinary System 14. Medical Terminology for the Nervous System 15. Terms for Nervous System-Related Conditions & Treatment 16. Medical Terminology Related to the Eyes 17. Medical Terms Related to the Ears 18. Medical Terms for the Integumentary System 19. Medical Terms for the Endocrine System 20. Medical Terminology for the Reproductive Systems 21. Medical Terms for Diagnostic Exams 22. Medical Terms for Radiology, Pharmacology & Oncology

7.3   Ethical & Legal Issues in Healthcare

Course Objective	The course objective is to identify and explain issues in healthcare management, electronic record keeping, patient privacy, health insurance, health reporting, and healthcare prevention.
Learning outcomes	Upon completion of this course, you will be able to: • Identify sources of law and ethical codes that apply to healthcare and healthcare management • Apply ethical frameworks to resolve dilemmas that may be encountered in healthcare management • Analyze risks of civil and criminal liability that exist for healthcare organizations and providers • Evaluate strategies to for healthcare organizations and providers to mitigate risks of civil and criminal liability • Develop a risk mitigation plan for healthcare organizations and providers
Course topics	1. Ethics & Decision-Making in Healthcare 2. Ethical Issues & Legal Regulation in Healthcare 3. Licensure & Accreditation of Healthcare Providers 4. Licensure & Accreditation of Healthcare Providers & Professionals 5. Electronic Record Keeping & Patient Confidentiality 6. Patient Privacy & HIPAA Compliance 7. Informed Consent, Patient Rights & Health Reporting 8. Health Insurance & The Affordable Care Act 9. Ethical Issues Involving Lack of Capacity & End-of-Life Care 10. Patient Rights & Major Ethical & Political Dilemmas 11. The U.S. Court System & Healthcare Decisions 12. Criminal Liability Risks & Prevention Strategies in Healthcare 13. Tort Liability Risks & Prevention in Healthcare 14. Contract Liability Risk & Prevention in Healthcare 15. Workplace Liability for Healthcare Organizations 16. Risk Mitigation in Healthcare & Prevention Strategies 17. Required Assignments for Health 301

7.4   Healthcare Organization & Management

Course Objective	The course objective is to understand healthcare systems, ethical and legal healthcare issues, management functions, leadership styles, and healthcare marketing concepts.
Learning outcomes	Upon completion of this course, you will be able to: • Describe the concepts and theories of healthcare management. • Demonstrate new skills through the use of materials, tools, and/or technology that are central to healthcare management. • Interpret and explain significant laws and ethics of healthcare management and delivery. • Administer basic management skills and foster productive team environments. • Select, construct, and critically analyze current strategic analysis and planning tools. • Integrate management theory and evidence-based solutions with real world situations.
Course topics	1. Overview of Healthcare Management & Systems 2. Legal Issues in Healthcare 3. Ethical Issues in Healthcare 4. Theories of Organizational Behavior 5. Functions of Management 6. Leaders & Leadership 7. Team Building & Communication In Healthcare 8. Healthcare Management Process & Planning 9. Strategic Planning & Goal Setting in Healthcare 10. Managing Information & Technology in Healthcare 11. Managing Costs & Budgets in Healthcare 12. Quality Improvement in Healthcare 13. Staff Development & Training 14. Managing Human Resources 15. Healthcare Marketing 16. Strategic Alliances & Evidence-based Practice in Healthcare 17. Required Assignments for Health 303

7.5   Intro to Sociology

Course Objective	The course objective is to understand the importance of sociology and examine basic sociological theories.
Learning outcomes	Upon completion of this course, you will be able to: • Explain the definition of sociology, types of research methods, and some basic theories and perspectives, including the work of Marx, Weber, Durkheim and DuBois • Interpret what culture is and identify social roles in a culture • Summarize theories of how individuals develop socially through perspectives from Freud, Piaget, Kohlberg, Gilligan, Mead, and Erikson • Distinguish how social groups form and the characteristics of these groups • Identify why diversity is both important and sometimes harmful to a society • Outline the roles gender, race, and ethnicity play in individuals and society and explain the role of sex in society • Identify the effects that aging has on society and individuals • Connect the economy, politics and society by exploring the evolution of the economy, political parties, labor unions, and social power • Examine a range of social institutions, such as family units, religious groups, schooling and healthcare systems, to see how these groups play a role in society • Describe how a society changes over time including the role of collective behavior, social movements, and population growth
Course topics	1. Introduction to Sociology: The Basics 2. Key Sociology Theorists 3. Sociology Research Methods 4. Foundations of Society 5. Theories of Individual Social Development 6. Social Groups & Organizations 7. Diversity in Society 8. Sex and Gender in Society 9. Race and Ethnicity in Society 10. Aging in Society 11. Economics and Politics 12. Social Institutions 13. Social Change Over Time

7.6   Ethics in Social Sciences

Course Objective	The course objective is for you to be able to understand and discuss ethics in the social sciences, such as moral reasoning, ethics theory and ethical decision-making models.
Learning outcomes	Upon completion of this course, you will be able to: • Define and discuss morality, moral law, stages of moral development and identify several historical aspects of moral theory. • Analyze the nationally recognized codes of ethics in several social science disciplines. • Discover different aspects and processes associated with ethical decision-making. • Understand the nuanced aspects of working in different counseling relationships and the unique ethical issues that can arise in these relationships, including duty to warn, duel relationships, and counselor supervision. • Implement ethical practices in different types of research design including the use of informed consents and Institutional Review Boards. • Understand the need for maintaining client confidentiality, maintaining records, and the use of technology in treatment as well as the regulations that govern them. • Define copyright infringement and plagiarism, and understand the importance of doing neither.
Course topics	1. Moral Reasoning 2. Theories of Ethics 3. Professional Codes of Ethics 4. Ethical Decision-Making Models 5. Fostering Ethical Counseling Relationships 6. Common Ethical Issues in Helping Professions 7. Ethics in Social Science Research Design 8. Human Subject Research 9. Ethical Data Collection, Storage & Technology Use 10. Intellectual Property and Plagiarism

7.7   Social Psychology

Course Objective	The course objective of this course is to provide an overview of the work of prominent researchers in the field and introduce important psychological theories and research methods. Topics covered include research methods and ethics, social cognition and perception, attitudes and persuasion, and applied social psychology.
Learning outcomes	Upon completion of this course, you will be able to: • Define and summarize social psychology • Compare and contrast the work of social psychology researchers, including Lewin, Milgram, Asch, Zimbardo and Elliot • Outline the types of research used in the social psychology field • Model and appraise memory tools, including schemas • Break down the role of emotions in attitudes • Appraise how people work in groups and make group decisions • Interpret the theories related to attraction • Outline and explain the ideas of stereotypes, prejudice and discrimination • Examine the misinformation effect • Summarize perceived helplessness •
Course topics	1. Introduction to Social Psychology 2. Research Methods and Ethics 3. Social Cognition & Perception 4. The Self in a Social Context 5. Attitudes and Persuasion 6. Group Decisions 7. Attraction & Close Relationships 8. Stereotypes, Prejudice, & Discrimination 9. Applied Social Psychology

7.8 Health Services Policy

Course Objective	The course objective is to students with an overview of the health care system; its organization and the various components that play a role in the assessment for, development of and implementation of health policy.
Learning outcomes	Upon completion of this course, you will be able to: • Understand the US health system, its organization and financing, and the different sectors within the system that make up the whole; and apply this information to the development of health policy • Comprehend the general development, implementation and use of 'policies' in society • Analyze health policy, and the variants, determinants and analysis of health policy as it relates to the health care system • Contrast the differences between individual health and community health; outlining gap and overlap areas, while distinguishing the uses of health policies in both sectors • Compare the various 'stakeholders' in health policy development and implementation; and evaluate the roles they play • Identify and evaluate health policies that impact individuals and communities on local, state, national and international levels • Interpret and summarize the role of research, analysis, and peer review in the development of solid, impact oriented health policies
Course topics	1. Introduction to Health & Public Policy 2. Overview of the U.S. Health Care System 3. Organization of Health Services & Systems 4. Health Care Financing 5. Health Service Providers, Care & Delivery 6. Public Health & U.S. Health Care 7. U.S. Health Services & Policy 8. Determinants in Health Policy 9. Health Policy Development, Implementation & Impact 10. Understanding Health Policy Analysis 11. Analyzing Health Programs & Systems 12. Health Policy Research 13. Required Assignments for Health 302

7.9   Healthcare Delivery Systems

Course Objective	The course objective is to describe and analyze issues in health care system access, health care financing and ethics in health care systems.
Learning outcomes	Upon completion of this course, you will be able to: • Analyze the connections between personal health and the healthcare delivery system- past, present and future. • Evaluate the impact of systems, policies, and practices on the healthcare system, both nationally and globally. • Identify and understand the role of healthcare professionals/leaders in the healthcare system; and the importance of ethics in both individual and system delivery. • Evaluate the roles health care costs and health care financing play in key areas such as access to care, quality of care, and current and advancing healthcare technology. • Create linkages from information to application through writings, interviews and research regarding the healthcare delivery system, its current impact and future trends.
Course topics	1. Connecting Health with Health Care Delivery 2. Overview of the Health Care System 3. Systems for Health Care Delivery 4. Health Care Delivery Professionals 5. Health Care Delivery Technology 6. Health Care System Access 7. Health Care Systems: Quality & Ethics 8. Health Care System Policy & Practice 9. Health Care Costs & Financing 10. Health Care Delivery Systems: Future Considerations 11. Required Assignments for Health 307

7.10 Healthcare Finance & Budgeting

Course Objective	The course objective is to describe and analyze healthcare system finance and budgeting. The course covers various processes of healthcare financial management on individual and organizational level.
Learning outcomes	Upon completion of this course, you will be able to: - Define healthcare finance and identify the role of financial reporting, management, and budgeting in healthcare organizations. - Identify types of healthcare organizations and describe various organizational structures. - Define healthcare compliance, identify fraud and abuse laws, and differentiate between error and fraud in financial reporting. - Identify types of health insurance and reimbursement methods and apply strategies to transition to value-based reimbursement. - Describe financial, receivable, cash, and supply chain management activities in healthcare organizations. - Identify and analyze components of financial statements. - Apply financial ration analysis and benchmarking procedures. - Classify capital projects and develop operating budgets for healthcare organizations. - Conduct various analyses to assess and manage risk in healthcare organizations. - Forecast staffing needs and calculate full-time equivalents and prevailing wage.
Course topics	1. Introduction to Healthcare Finance 2. Organizational Structure in Healthcare 3. Healthcare Organizations & Services 4. Financial Reporting in Healthcare 5. Health Insurance & Reimbursement 6. Estimating Healthcare Costs 7. Healthcare Financial Management 8. Accounting & Income Statements in Healthcare 9. Using Balance Sheets in Healthcare Finance 10. Financial Assessment in Healthcare 11. Healthcare Planning & Budgeting 12. Project Costs & Evaluation in Healthcare 13. Healthcare Staffing Needs & Forecasting 14. Trends in Healthcare 15. Required Assignment for Health 305

7.11 Healthcare Quality & Outcome Measurement

Course Objective	The course objective is to describe and analyze healthcare quality management processes. This course covers different quality measures, interconnection among healthcare branches and its impact on healthcare quality.
Learning outcomes	Upon completion of this course, you will be able to: • Define and describe health care quality outcomes, methods, models in the U.S, including statistical methods and models. • Apply healthcare quality measurements, models, quality management, performance improvement and quality improvement measures and understand the context of the development of these tools. • Apply validity and reliability standards to outcomes research. • Differentiate among various outcome measures relating to patients, illnesses, costs, and quality. • Explain how finances, staff, human resources and risk management impacts healthcare quality and outcomes. • Incorporate health care technology and advances made in this area and how they have impacted and continue to change quality and outcome measures. • Recognize the standards set by government and key players in the establishment of quality benchmarks and outcomes. • Apply patient-centered approaches including healthcare consumerism as a means of improving healthcare quality.
Course topics	1. Introduction to Healthcare Quality 2. Healthcare Quality Organizations & Standards 3. Managing Health Data 4. Health Outcome Measurement 5. Basics of Statistical Analysis for Healthcare Quality 6. Validity & Reliability in Outcomes Measurement 7. Health Status & Quality of Life Measurements 8. Functional Health & Disability Measurements 9. Geriatric & Pediatric Patient Measurements 10. Mental, Behavioral & Social Health Measurements 11. Pharmaceutical Outcome Measurements 12. Patient Care & Safety Measurements 13. Patient Satisfaction Measurements 14. Cost-Effectiveness & Economic Measurements in Healthcare 15. Hospitals, Healthcare Consumerism & Quality Measures 16. Healthcare Quality Management & Improvement 17. Finances, Staff & Human Resources in Healthcare 18. Risk Exposure & Management in Healthcare 19. Trends in Healthcare Quality 20. Required Assignments for Health 308

7.12 Human Resource Management in Healthcare

Course Objective	The course objective is to understand employee rights in healthcare, legal and ethical issues for healthcare HRM, as well as employee benefit plans.
Learning outcomes	Upon completion of this course, you will be able to: • Describe Human Resource Management (HRM) including history, milestones, factors and fit within healthcare. • Define Strategic Human Resource Management, and discuss/detail tools, techniques and concepts as they relate to designing and implementing effective HRM departments. • Interpret and explain significant employment laws and ethical considerations as they relate to HRM and healthcare. • Apply the basic skills of job analysis and design, recruiting methods, and valid selection practices to facilitate effective organizational staffing for varied healthcare careers. • Select, construct, and critically analyze organizational training and development programs to assist employees meet performance goals and maximize organizational HRM. • Create a basic employee handbook that will identify employee rights, appropriate organizational discipline policies, and legal termination practices. • Integrate knowledge regarding Labor Unions and conflict resolution practices such as mediation and arbitration in HRM. • Integrate HRM theory, materials, tools, and techniques in health care considerations and new/changing trends.
Course topics	1. Human Resource Management (HRM) in Healthcare 2. Strategic Human Resource Management (SHRM) Overview 3. Legal & Ethical Issues for Healthcare HRM 4. Job Analysis & Design for HRM in Healthcare 5. Recruiting & Hiring for HRM in Healthcare 6. Careers & Roles in Healthcare 7. HRM & Employee Benefit Plans 8. HRM & Healthcare Employee Development 9. Employee Rights in Healthcare 10. Labor Unions, Mediation & Arbitration in Healthcare 11. Impact of Current Healthcare Trends on HRM 12. Required Assignments for Health 310

7.13 Diversity and Intercultural Communication

Course Objective	The course objective is to teach students the fundamental elements of diversity and intercultural communication. Students will learn about the influence culture has on communication; nuances in nonverbal communication; ethnocentricity, prejudice and stereotypes; sexism & gender roles; and intercultural communication in professional settings.
Learning outcomes	Upon completion of this course, you will be able to: • Explain the communication process and connect it to communicating with people from cultures other than your own • Compare and contrast how cultural differences in worldview, social experiences, and history shape the communication process • Distinguish between verbal and nonverbal communication patterns and behaviors • Compare and contrast the role of history, politics, and religion in the development of stereotypes, prejudices, and biases • Analyze and dissect the elements of intercultural communication including language, gender roles, ethnocentrism, privilege, racism, stereotypes, and nonverbal communication • Assess the influence of culture on communication in the workplace, in schools, and in healthcare settings • Evaluate ways to improve intercultural communication in the workplace, in schools, and in healthcare settings • Critique the influence of your own worldview, beliefs, culture, and biases on communicating with people of other cultures.
Course topics	1. Communication as a Process 2. Understanding Culture 3. The Influence of Culture on Communication 4. Cultural Differences in Nonverbal Communication 5. The Impact of Cultural Conflict on Communications 6. Sexism, Gender Roles & Communication 7. Ethnocentricity, Prejudice & Stereotypes 8. Intercultural Communication in the Workplace 9. Culture & Communication at School 10. Culture & Communication in Healthcare 11. Developing Competence in Intercultural Communication

7.14 The Data Science of Health Informatics

Delivered by John Hopkins University

Course Objective	Health data are notable for how many types there are, how complex they are, and how serious it is to get them straight. These data are used for treatment of the patient from whom they derive, but also for other uses. Examples of such secondary use of health data include population health (e.g., who requires more attention), research (e.g., which drug is more effective in practice), quality (e.g., is the institution meeting benchmarks), and translational research (e.g., are new technologies being applied appropriately). By the end of this course, students will recognize the different types of health and healthcare data, will articulate a coherent and complete question, will interpret queries designed for secondary use of EHR data, and will interpret the results of those queries.
Learning outcomes	Upon completion of this course, you will be able to: • Explain role of databases within the context of clinical informatics. • Understand the common health data types such as demographics, diagnosis, medications, procedures, and utilization data. • Discuss the common challenges in using health data, specifically issues with data quality, data interoperability, and data system architectures. • Describe the "Big Data" challenges of health data and explain some of the data problems that may hinder analytical efforts. • Formulate data questions • Understand and describe the real world applications of data science in health informatics
Course topics	1. Introduction to Databases and Data Types 2. Data Sources and Data Challenges 3. Formulating Data Questions 4. Real World Applications of Data Science in Health Informatics

7.15 Evaluating Public Health Programs

Delivered by John Hopkins University

Course Objective	This course provides an introduction to evaluating public health programs at scale. This course focuses on evaluating public health programs and policies in low- and middle-income countries, however, core skills of designing and carrying out an evaluation are applicable to any public health programs and policies.
Learning outcomes	Upon completion of this course, you will be able to: • Critique an evaluation of an international health program, identifying its strengths and possible weaknesses and how they could be addressed. • Develop a technically-sound evaluation plan for a reproductive, maternal, newborn, child health (RMNCAH) and nutrition program being implemented at scale in a low- or middle-income country, including evaluation design, key indicators, measurement methods, analysis, and communication of results. • Guide program managers and donors through a process of agreeing on priority evaluation activities included in an evaluation plan for a specific RMNCAH and nutrition program. • 4. Make informed decisions about whether they want to pursue further learning and/or a professional role as an evaluator of large-scale programs.
Course topics	1. learn how to design and carry out high-quality program evaluations 2. Designing the Evaluation - Part 1 3. Designing the Evaluation - Part 2 4. Learn the methods and tools to answer priority evaluation questions

7.16 Foundations of Health Equity Research

Delivered by John Hopkins University

Course Objective	Introduces students to the core principles of health equity research. Covers topics such as defining health equity, engaging community and policy stakeholders, patient-centeredness, cultural competence, and dissemination of research findings. Content will recognize different geographic, cultural, and social contexts where health inequities occur.
Learning outcomes	Upon completion of this course, you will be able to: • Discuss enhancing patient-centeredness, increasing cultural competence, and reducing bias to build community trust and implement interventions to eliminate health disparities. • Discuss engaging community stakeholders in health equity research and best practices in community-based participatory research (CBPR). • Describe ways to engage policymakers to address social determinants of health disparities. • Discuss engaging health system leaders and organizational stakeholders in health equity research, and share lessons learned and best practices.
Course topics	1. Introduction to Health Equity Research 2. Engaging Community Stakeholders in Health Equity Research 3. Engaging Policymakers to Address Social Determinants of Health 4. Engaging Health System Leaders and Organizational Stakeholders in Health Equity Research

7.17 Principles of Management

Course Objective	The Principles of Management course objective is to gain an understanding of business management, including historical and current management theory, types of managers and roles of managers in an organization.
Learning outcomes	Upon completion of this course, you will be able to: • Compare and contrast the levels, roles, and functions of management • Distinguish between modern theories of management, including quality management and systems management theory • Break down quantitative management and the roles of branches such as operations management • Illustrate the types of planning and its function in management • Model different types of organizations, including centralized and decentralized organizations • Examine leadership and its role in organizations and the difference between a manager and a leader • Analyze the role of motivation in the workplace and how managers affect motivation • Illustrate the communication process and the role of organizational communication • Investigate controlling and its function in management • Analyze the decision-making process and describe tools used to make informed decisions • Relate the managerial functions in international organizations and characteristics of an international manager • Outline the importance of business ethics in contemporary business
Course topics	1. Management Basics 2. Classical School of Management 3. Behavioral School of Management Theory 4. Contemporary and Future School of Management Theory 5. Organizational Change 6. Organizing in Business Management 7. Work Teams 8. Leading in Organizations 9. Leadership Theory 10. Motivation in the Workplace 11. Communication in the Workplace 12. Controlling in Organizations 13. Human Resources 14. Strategic Management and Managerial Decision Making 15. Production and Quality Assurance 16. International Management and Contemporary Issues

7.18 Business Communications

Course Objective	The course objective is to equip you with communication tools and resources for the workplace, from everyday correspondence to special presentations. You will learn successful workplace communication methods in terms of writing, speaking, and more.
Learning outcomes	Upon completion of this course, you will be able to: • Upon completion of this course, student will be able to: • Identify the types of communication common in the workplace • Communicate appropriately with different social and cultural groups • Understand the roles of listening, nonverbal communication, and verbal communication in group settings • Describe how business theories, ethics, and management styles help supervisors communicate effectively with employees • Plan, develop, and finalize messages appropriate for the workplace • Use appropriate visuals to enhance and strengthen workplace communication • Draft proper business reports and proposals that are ready for publication • Evaluate business presentations using common technological tools • Write a resume and cover letter customized to fit a particular job opening
Course topics	1. Communicating in the Workplace 2. Communication and Diversity 3. Communicating in Groups 4. Interpersonal & Group Communication 5. Leadership in Management 6. Roles and Responsibilities of the Supervisor 7. Communication as a Supervisor 8. Messaging in Business Communication 9. Planning to Communicate in the Workplace 10. Developing Your Message in the Workplace 11. Completing Your Message in the Workplace 12. Using Visuals in Workplace Communication 13. Communicating with Technology in the Workplace 14. Business Reports and Proposals 15. Delivering Business Presentations 16. Resumes and Cover Letters

7.19 Principles of Finance

Course Objective	The Principles of Finance course objective is to give you a mastery of complex financial principles and the ability to apply knowledge to financial activities, such as examining financial statements and calculating interest rates.
Learning outcomes	Upon completion of this course, you will be able to: • Recognize and explain types and goals of financial management, business organizations, and agency relationships • Examine types of financial documents, including balance sheets and financial statements, and determine changes in cash flow • Diagram the financial planning process, growth rates, and planning models • Calculate valuation of money, investments, and compounding interest • Compute returns and distributions using various formulas • Explain the financial life cycle in regards to selling procedures, underwriting, and dilution of stock ownership • Describe cash and stock dividends and how stocks can be repurchased or split • Decide how to manage cash disbursements by considering cash float, cash collection, and investment models • Analyze the foreign currency exchange, purchasing power, forward rates, and international budgeting and finance
Course topics	1. Introduction to Corporate Finance 2. Financial Statements, Taxes & Cash Flow 3. Financial Statement Basics 4. Long-Term Financial Planning & Growth 5. Introduction to Valuation Methods 6. Discounted Cash Flow Valuation 7. Interest Rates & Bond Valuation 8. Stock Valuation 9. Net Present Value & Investment Basics 10. Capital Investment Decisions 11. Accounting Risk & Return 12. Return, Risk, & the Security Market Line 13. Options & Corporate Finance 14. Cost of Capital 15. Financial Leverage & Capital Structure 16. Dividends & Dividend Policy 17. Short-Term Financing & Planning 18. Cash & Liquidity Management 19. Credit & Inventory Management 20. International Corporate Finance

7.20 Managerial Accounting

Course Objective	The objective of this course is to give you a foundational understanding of accounting. You will learn to identify and describe various accounting methods as well as how to use and interpret basic accounting tools such as budgets, cost and profit analyses, the activity-based costing process, financial statements, income statements, and balance sheets.
Learning outcomes	Upon completion of this course, you will be able to: • Define and compare managerial accounting functions, processes and responsibilities • Distinguish between cash management, auditing and financial reporting methods • Understand cost classifications and formulas, and calculate cost and profit analyses • Evaluate cash flow, income statements and inventory and costing systems • Describe the activity-based costing process • Identify and distinguish between the components of budgets and standard cost evaluations • Examine accounting reporting tools and reporting responsibilities • Learn how to analyze and make decisions regarding costs, investments, budgeting, spending and cash flow • Explain how financial statements, income statements, balance sheets and cash flow statements are prepared and used • Interpret and analyze various types of financial statements
Course topics	1. Overview of Managerial Accounting 2. Cost Types 3. Cost Behavior Analysis & Cost-Volume Profit 4. Job-Order Costing & Process Costing 5. Basics of Activity-Based Costing 6. Budgeting & Standard Costs 7. Reporting Systems & Structures in Accounting 8. Short & Long-Term Decision-Making in Accounting 9. Basics of Financial Statement Analysis

7.21 Foundations of Leadership

Course Objective	Learn about different leadership styles, management functions, conflict resolution and the traits of effective leaders.
Learning outcomes	Upon completion of this course, you will be able to: • Understand and evaluate the characteristics and the role of leadership in the business environment. • Analyze business leadership management methods, styles and strategies utilized in effective business leadership. • Assess leadership practices, controls, communication skills and decision-making skills. • Identify the relationship between business leadership and management in business. • Evaluate leadership in international and culturally diverse business environments. • Describe how leaders resolve workplace conflict in a business setting. • Identify the ethical, legal, and social responsibilities in leadership management.
Course topics	1. Basics of Leadership in the Workplace 2. Leadership Styles & Traits 3. Leadership & Management Functions 4. Effective Leadership & Leadership Theories 5. Decision-Making in Leadership & Business 6. Communication in Leadership 7. Ethical, Social & Legal Responsibilities of Leadership 8. Leading Work Groups & Teams 9. Managing Conflict & Conflict Resolution 10. International Business Leadership

7.22 Leading Organizational Change

Course Objective	The objective of this course is to understand how communication, corporate vision, company culture and globalization all affect the ways that leaders approach organizational change.
Learning outcomes	Upon completion of this course, you will be able to: • Analyze the meaning of leadership, how leaders function leaders as change agents and their role in organizational change. • Evaluate the major internal and external factors that drive organizational change. • Compare and contrast the key leadership theories and their relevance to organizational change. • Describe the barriers to change within an organization and strategies to address them. • Explain the concept of corporate culture and its effect on organizational change. • Compare and contrast leadership styles and how they align with effective organizational change. • Analyze the concepts of vision and mission in the context of organizations. • Explain the meaning of organizational change and models of change. • Explain the role of communication in successful organizational change. • Connect the effects of globalization and global change to organizational change.
Course topics	1. How Leadership Affects Organizational Change 2. Leadership Theories & Organizational Change 3. Types of Leadership in Business 4. Power & Leadership in Business Organizations 5. Choosing Organizational Structures 6. Change Factors in Organizations 7. Management Functions & Organizational Change 8. Organizational Change Theories 9. Strategies for Implementing Changes in Business 10. Communicating Change in Business 11. Organizational Change & Company Culture 12. Corporate Vision, Mission & Change 13. Issues in Leading Organizational Change 14. Globalization & Organizational Change

7.23 Advanced Technical Writing

Course Objective	The course objective is to give you a thorough introduction to technical communication and its purpose. You will learn the steps in the technical writing process, from rhetorical awareness to writing manuals and proposals.
Learning outcomes	Upon completion of this course, you will be able to: • Define technical communication and examine its characteristics. • Choose the right tone and select the best words for a message using nondiscriminatory language, active verbs, and active voice in business communication. • Understand the purpose of messages and adapt messages for the selected audience with a focus on the different channels of communication, primary and secondary research, and methods for assessing validity of sources. • Determine how to achieve clarity in technical communication and identify five patterns of organization used for clarity. • Distinguish between formal and informal reports and compare different report types (e.g., progress reports, research and lab reports, incident reports, recommendation reports, feasibility reports, and evaluation reports). • Contrast technical descriptions and definitions and outline the purpose of introductions, conclusions, and recommendations. • Assess the different types of correspondence and communication (e.g., e-mails, print communication, memos, instant and text messaging). • Evaluate types of resumes and the purposes for letters of employment. • Demonstrate how to follow the writing process to create instructions and evaluate technical instructions. • Differentiate between different types of manuals (print vs. e-manual), assess standard operating procedure, and demonstrate how to follow the writing process to create manuals. • Analyze the content and structure of proposals and compare the different proposal types.
Course topics	1. Basics of Technical Writing 2. Prewriting for Technical Documents 3. Writing Technical Documents 4. Technical Editing & Rewriting 5. Elements of Technical Documents 6. Usability Testing & Technical Writing 7. Informal Technical Reports 8. Formal Technical Reports 9. Business Reports and Proposals 10. Technical Correspondence 11. Technical Writing in Business Correspondence 12. Technical Resumes & Cover Letters 13. Technical Instructions 14. Writing Technical Manuals 15. How to write proposals

7.24 Business Essentials

Course Objective	The Business Essentials course objective is to study the basics and essentials of business including global markets, leadership, human resources and business operations.
Learning outcomes	Upon completion of this course, you will be able to: • Analyze the nature of business and entrepreneurship • Evaluate how the economy, law, technology, competition and society impact businesses and the global market • Differentiate the forms and types of business ownership • Summarize organizational management in terms of management and leadership levels, skills and roles • Assess the importance of employee motivation and performance reviews • Break down the cycle of business production and sales • Investigate risk management through learning about ways to manage it and insurance coverage options • Describe the role of money in business, including accounting, securities and financial institutions
Course topics	1. The Dynamic Business Environment 2. Practicing Social Responsibility and Ethical Behavior in Business 3. Economics and Business 4. Business in Global Markets 5. Forms of Business Ownership 6. Entrepreneurship and Small Business 7. Managing and Leading in Business 8. Leadership Styles in Business 9. Organizational Management 10. Business Production and Operations 11. Workplace Productivity & Motivation 12. Basics of Human Resources 13. Managing the Employer-Worker Relationship 14. Business Marketing Basics 15. Product Development and Retailing 16. Product Distribution & Supply Chain Management 17. Pricing Strategy in Marketing 18. Product Promotion in Business 19. MIS Basics in Business 20. Implications of Information Technology 21. Risk Management in Business 22. Accounting Basics 23. Financial Management in Business 24. Securities Markets and Business 25. Money and Financial Institutions