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Note:

Course content may be changed, term to term, without notice. The information below is provided as a guide for course selection and is not binding in any form, and should <u>not</u> be used to purchase course materials.

NURS 522

PERFORMANCE MANAGEMENT IN HEALTHCARE

COURSE DESCRIPTION

This course will allow students to explore the concepts that support a sound approach to managing performance. Performance management is a proactive and ongoing process which strives to align individual, unit, and/or team performance with the mission, vision, and strategic goals of the organization. When organizational goals are established, performance metrics are created along with a methodical measurement process that will support analysis of performance. Performance management also implies that leaders are managing their individual staff through relationship and rapport building, investment in the ongoing growth of employees, goal setting, motivating and rewarding staff, and giving feedback at regular intervals.

RATIONALE

Effective leaders proactively manage the performance of their team(s). The aspiring healthcare and/or nurse leader will be exposed to concepts, strategies, and competencies that will fortify their approach to leading through strong relationship building, delineation of roles for team members, use of monitoring metrics, and attainment of desired outcomes/goal achievement.

I. **PREREQUISITES**

For information regarding prerequisites for this course, please refer to the Academic Course Catalog.

II. **REQUIRED RESOURCE PURCHASES**

Click on the following link to view the required resource(s) for the term in which you are registered: http://bookstore.mbsdirect.net/liberty.htm

III. **ADDITIONAL MATERIALS FOR LEARNING**

A.   Computer with basic audio/video output equipment

B.   Internet access (broadband recommended)

C.   Microsoft Office

IV. **MEASURABLE LEARNING OUTCOMES**

Upon successful completion of this course, the student will be able to:

A.   Explore the characteristics of high performing work teams.

B.   Examine corporations and entities that demonstrate outstanding performance management.

C.   Apply the principles of transformational leadership and emotional intelligence.

D.   Apply the principles of performance measurement.

E.   Apply proactive communication skills.

F.   Develop a performance management plan.

G.   Apply the Christian worldview to performance management.

V.   COURSE REQUIREMENTS AND ASSIGNMENTS

A.   Textbook readings and lecture presentations

B.   Course Requirements Checklist

After reading the Course Syllabus and Student Expectations, the student will complete the related checklist found in Module/Week 1.

C.   Group Discussion Board Forums (3)

For this collaborative discussion board, the instructor will place the student into a group at the beginning of the course. The student will use the forum to communicate with his/her group members and collaborate to produce assignments.

D.   Blogs (2)

The student will write 2 blog posts for this course. Each blog will be on a different topic outlined within the course. Each blog post must be at least 500 words and incorporate at least 1 peer-reviewed journal article published within the last 5 years in current APA format as well as biblical principles. In addition to the post, you must reply to at least 3 classmates' posts. Each reply must be at least 250 words, cite at least 1 peer-reviewed journal article published within the last 5 years, and integrate biblical principles.

E.   Reflection Paper

The student will write a 3–5-page research-based paper in current APA format that focuses on current impressions of performance management. The paper must include at least 2 peer-reviewed references published within the last 5 years in addition to the course textbooks and the Bible.

F.   Article Critique

The student will write a 2–4-page article critique in current APA format that evaluates the article provided within the course. The critique must include at least 2–3 peer-reviewed references published within the last 5 years in addition to the article being critiqued.

G.   Organization Support Checklist

The student will utilize the checklist from the Wheelan text to assess the team support status of their current employer.

H.   Papers (2)

Each paper will be 6–8 pages in current APA format that focuses on the topic outlined within the course. The paper must include at least 5 peer-reviewed journal articles in addition to the course textbooks and the Bible.

VI.   **COURSE GRADING AND POLICIES**

A.   Points

Course Requirements Checklist	10
Group Discussion Board Forums (3 at 100 pts ea)	300
Blog (2 at 75 pts ea)	150
Reflection Paper	100
Article Critique	100
Organization Support Checklist	50
Papers (1 at 100 pts, 1 at 200 pts)	300
Total	1010

B.   Scale

A = 940–1010   A- = 920–939   B+ = 900–919   B = 860–899   B- = 840–859

C+ = 820–839   C = 780–819   C- = 760–779   D+ = 740–759   D = 700–739

D- = 680–699   F = 0–679

Refer to MSN Handbook.

C.   Disability Assistance

Students with a documented disability may contact Liberty University Online's Office of Disability Academic Support (ODAS) at LUOODAS@liberty.edu to make arrangements for academic accommodations. Further information can be found at www.liberty.edu/disabilitysupport.

Course Schedule

NURS 522

Textbooks: Poister et al., *Managing and Measuring Performance in Public and Non-Profit Organizations* (2015).
Wheelan, *Creating Effective Teams* (2016).

MODULE/ WEEK	READING & STUDY	ASSIGNMENTS	POINTS
1	Poister et al.: chs. 1–2 1 presentation 2 websites	Course Requirements Checklist Class Introductions Reflection Paper	10 0 100
2	Poister et al.: chs. 3–5 1 presentation	Blog 1	75
3	Wheelan: chs. 1–4 1 presentation	Article Critique Organization Support Checklist	100 50
4	Poister et al.: ch. 10 Wheelan: chs. 5–6 1 presentation 1 website	Group DB Forum 1	100
5	Wheelan: chs. 7–10 1 presentation 1 website	Paper 1	100
6	Poister et al.: chs. 6–7 1 presentation	Group DB Forum 2	100
7	Poister et al.: chs. 8–9 1 presentation 1 article	Group DB Forum 3 Blog 2	100 75
8	Poister et al.: chs. 12–14 1 presentation	Paper 2	200
		TOTAL	**1010**

DB = Discussion Board

NOTE: Each course module/week begins on Monday morning at 12:00 a.m. (ET) and ends on Sunday night at 11:59 p.m. (ET). The final module/week ends at 11:59 p.m. (ET) on **Friday**.