



JONES & BARTLETT LEARNING

5 Wall Street | Burlington, MA | 01803 | 978-443-5000 | www.jblearning.com

HEALTH CARE ORGANIZATIONAL BEHAVIOR Course Syllabus

COURSE OBJECTIVES

1. Define the concepts of organizational behavior in various healthcare settings.
2. Explain methods for becoming an organizational change agent to improve organizational standards of patient care and how the nurse influences change in the workplace culture.
3. Describe the role of the nurse professional in leadership roles as a manager of patient care and as a leader of fellow employees.
4. Identify and engage in the important components of continuous quality improvement initiatives in health care settings.
5. Demonstrate skill in motivating people to work together in teams to promote organizational well-being by understanding why people behave as they do in certain situations.

REQUIRED COURSE MATERIAL

Borkowski, Case Studies in Organizational Behavior and Theory for Health Care
9781449634285

Navigate Scenario: LearnScapes for Health Care Organizational Behavior 9781284065602

Bundle ISBN: 9781284072495



COURSE OUTLINE

IMPORTANT NOTE: This LearnScape is mapped to the course “Topics” below. These “episodes” are linked by a general overarching storyline. It is suggested, but not required, that instructors schedule the episodes in sequence.

Week	Chapter	Topic	Course Objective	LearnScape Episode
1	1,2,3	I Don't Want to Get Fired, But... / Multi-Disciplinary Collaboration / What Just Happened?	1	
2	4,5,6	Readiness and Change Management During Electronic Medical Records Adoption / Choosing the Appropriate Electronic Medical Records System / Joint Patient Liaison Office	2	
3	7,8,9	Working in a Critical Care Unit / The Tardy Drama Queen / It's Just Not Fair!	3	Episode 1: Behavior Influences
4	10,11,12	Broken Ribs / When Increased Diversity Improves Team Performance / Whose Patient Is It?	3	Episode 2: Group Development
5	13,14,15	The Impact of Profitability on Leadership and Accountability in a Public University / A Multicultural Health Care Team and Patient Care / Renovation of the Pediatrics Department	3	Episode 3: Teams and Teambuilding
6	16,17,18	Practice Transformation / Working Toward Collaborative Care / Managing Organizational Growth during a Time of Downsizing	4	
7	19,20,21	Mending Relationships After a Communication Breakdown / Too Busy To Care / Post-merger Impacts within a Health and Social Services Centre in Quebec	5	
8	22,23,24	Conflict at the Academic Medical Center / Budget Conflicts / Limited English Proficiency	5	
9	25,26,27	Discord in the Doctors' Domain / Smyrna University Hospital's Department of Internal Diseases / Bionix Diagnostics' Organizational Culture and Business Imperatives	4,5	
10	28,29,30	The Struggle for Power at Midwest Hospital System / EMR System / Enriching Jobs at Midwest Hospital System	4,5	
11	31,32,33	“Poof” You Are Now in Management / Is This Person-Centered Planning? Change Management in a Mental Health Center / Nurses from Other Lands	5	Episode 4: Leadership
12	34,35,36	The New Manager's Challenge / Reorganization and the Centers for Early Childhood Intervention / Retail Pharmacies	5	



SAMPLE: HOW TO USE LEARNSCAPES

WEEK 3 - Homework

- LearnScape Episode: “Behavior Influences”
 - Upon completion, students will save assessment responses as a Word document and email this to their instructor.

WEEK 4- Class Agenda (Options)

A. Discussion

LearnScapes are valuable tools for exposing students to authentic workplace environments and scenarios designed to provide meaningful “teachable moments”. Engage your students in a discussion about how they handled certain situations and what the experience was like. A few questions you might ask include:

- Did you feel prepared to play the role?
- If not, what additional knowledge and skills were you lacking?
- How can you fill that knowledge and skill gap?
- Did you enjoy playing this role? If yes, why? If no, why not?
- Did you learn anything new about the job and workplace? If so, what did you learn? How does that affect your attitude about the job and workplace?

B. Reading Review

LearnScapes are designed to spark student’s intrinsic motivation and inspire them to investigate course concepts and materials in more depth. With that in mind, use the LearnScape episode to call students’ attention back to reading assignments and other course materials. A few questions you might ask include:

- Now that you’ve completed this episode, have you reviewed any of the course content to make connections between the course and the role you played?
 - If yes, what connections did you make?
 - If not, how might reviewing the course content be helpful if you were to play the episode again?

C. Guided Critical Thinking and Research Exercise

These student-centered, interactive exercises place students in control of their learning and encourage them to be proactive, life-long learners who can problem solve and identify information they need in order to be successful. Challenge students to consider additional resources outside of your course that might help them in future situations. A few questions you might ask include:

- What are some additional resources that you could use if you were to encounter situations like these in the future?
- What are some of the key words and phrases that you might use in an online search?



ASSESSMENT

LearnScape Episode: “Behavior Influences”

In this episode, students will receive an assessment in the form of an email.

Warren,
You're a lifesaver. Thanks again for meeting earlier! Here's the list of statements that the team members have made to me. I made the right-hand side the influences that we have been talking about.

Please let me know what you think, and, by the way, I reviewed the information you sent about Onward Bound, the team-building retreat. Let's do it! Looks like they have an opening in about two weeks. I will help facilitate, if you can provide the content.

Thank you very much!

(Complete the table before sending the email to Warren by selecting the appropriate Influence Category for each Statement. Click Send when complete.)

Statement	Influence Categories
Wait, what? You're late and you're not even prepared? If this is how you act when you're newly hired, what can I expect later?	Select a category
Now, the work is not as challenging, but there's more of it, and I get interrupted constantly – I can't get anything done.	Select a category
I'm not spending enough time with my wife because of the long commute.	Select a category
These people just don't seem to get it. I practically live here – I wouldn't think of leaving early when I have worked piled up.	Select a category
They think that free time and family are more important than work! That's why they want to telecommute.	Select a category
Ling and I are here – have you noticed that Ling is always available, enthusiastic, and on time? AND talented.	Select a category
always late,	Select a category
	Select a category
He should be at this meeting, work is important to him.	Select a category

Assign Influence categories to the statements.

ADDITIONAL SUGGESTIONS

- **Grading**
The LearnScape assessments should be a required activity counted as part of the final grade. The percentage of the final grade typically ranges from 20 to 40% depending on course design.
- **LearnScape Student Resources:** We recommend that all students take a few moments to familiarize themselves with LearnScape before beginning their first assignment. Here is some text instructors can paste into their syllabus:

Before beginning your first LearnScape assignment, all students are expected to review the LearnScape Orientation resources. This will take just a few minutes and will ensure that you take full advantage of all the LearnScapes have to offer. To access the orientation:



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1. Once the LearnScape episode is loaded, click on "**Menu**" in the top right hand corner.
 2. At the bottom of the dropdown **Menu**, click on "**Help/FAQs**".
 3. Watch the LearnScape Intro Video (1:55) by clicking on the "Play" icon.
 4. (Optional) - The "Faculty Guide" and "Quick Guide" are additional assets that reinforce information from the orientation video.
 5. (Optional) - If you still have questions, click on "FAQs".
- **LearnScape Help & Support:** As your learning partner, we want you and your students to have the best experience possible and look forward to supporting you every step of the way as you introduce this exciting learning tool into your course. We suggest that all instructors include the support information below in their course syllabi.

Additional Support

If you need help creating or managing your account along the way, please contact Jones & Bartlett Learning at www.jblearning.com/techsupport. You may also call us toll free Monday through Friday from 8:30 A.M. – 5:00 P.M. EST at 1-800-832-0034 (Option 5) from within the United States or Canada.

If you need help launching your lab or technical support along the way, please contact Toolwire at http://campus.toolwire.com/jb/web_case.asp. You may also call Toolwire toll free 24 hours a day, 365 days per year at 1-866-935-8665 (ext 200) from within the United States or Canada.