

PH 605 – INTRODUCTION TO HEALTH SERVICES

**SAN DIEGO STATE UNIVERSITY
Graduate School of Public Health
College of Health and Human Services
Division of Health Services Administration**

Course No. PH 605

Spring 2007

HEALTH SERVICES ADMINISTRATION

Day: Thursday

Time: 7:00-8:40 PM

Room: HH-214

Instructor: Maria Lourdes F. Reyes, MD, MPH

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NOTE: All course information is available only on BLACKBOARD.

PH 605 – INTRODUCTION TO HEALTH SERVICES

INTRODUCTION

PH 605 presents an intensive introduction to the health services system in the United States. In sweeping, general terms, the course is designed to:

- * provide an overview and analysis of the national health services system, assuming only limited previous coursework in health services on the part of the student;
- * present the organization of the system and its constituent parts in some detail;
- * present a population-based approach rather than focusing on individuals per se;
- * raise questions about the role of services and what we get for our expenditures,
- * understand the impact of such key concepts as managed care, consolidation, and for-profit businesses on health and health care.

Bias and Politics

Health services has ideological, philosophical, and political contents which are of extreme importance. Throughout the course, keep the following in mind:

- * Your own biases and beliefs: What are your values and how do they affect how you view health services? For example, do you believe that health care is a public service that everyone should have access to?
- * Politics affects everything. During the course consider that politics behind public policies in health. Why do things happen? Who influences Congress? And so forth. Also, pay attention to current events and apply your knowledge of health services and insights into political motivations to further analyzing what is happening in the real world.

The Future

In addition to examining the current system, the course also asks questions about possible future changes. Throughout the course, keep in mind how you would like to see the health care system changed, if at all, and the strategies you would suggest for implementing change. Consider the various interests involved including providers and consumers, and the political, scientific, and philosophical factors that influence change.

PH 605 – INTRODUCTION TO HEALTH SERVICES

Course Goals

- * To provide an introduction to the social and economic forces in the environment which affect peoples' health and the provision of health services. This is broadly defined and is addressed especially in the initial sections of the course. However, these forces should be recognized throughout the course.
- * To describe the components of the health services system. These components include the facilities and structures used for health care and, more importantly, the manner in which the resources (capital, labor, and technology) are organized.
- * Learning to think analytically and critically about issues and problems in health services. Superficial solutions are frequently incorrect in health services. It is important to think about the ramifications of any solution. For example, the introduction of a new high-cost technology on the surface may appear to improve health; a more detailed analysis may reveal that the new technology would drain more essential resources, would require skilled personnel that does not exist, or may be difficult to provide to large segments of the population. Beyond the health services issues, one should keep in mind the considerable uncertainties of medicine and how they relate to the difficulties of providing health services.
- * To examine the resources required for producing health services. These include personnel (labor), capital, financing and operating funds, and technological capabilities.
- * To begin to think about social/public policies which can change the health services system. Public policy should result from a detailed and analytical understanding of the relationships within the health services system; proposed changes in law and public policy should be evaluated in terms of their potential effect on the system and on consumers and providers.
- * To think in terms of individual and societal values. Many judgments are needed in assessing the health care system. For example, are all segments of the population adequately able to obtain health services? We need to think about what values are appropriate and how they affect the provision of services.
- * To expose students to health services terminology and to some health services research. Familiarity with the terminology is essential in any field. There will also be some exposure to the health services research literature so that you can begin to understand the types of questions that are addressed and some of the methods used in analysis.

What the Course Will NOT Do

PH 605 – INTRODUCTION TO HEALTH SERVICES

It is difficult to comprehensively introduce all topics of health services in one semester. Therefore, there are a number of limitations to the course. These include the following:

- * There is no attempt to completely discuss every topic as this would be impossible. However, the topics are intensively introduced through the readings and lectures and the most important concepts will be discussed.
- * There are a wide variety of backgrounds among the students in this course. There are many disciplines and interests represented. Thus, the course cannot cover every topic that each student would like to discuss. The selection of topics is based on providing an introduction to the most important concepts and most prevalent services in health care.
- * There are a lot of unknowns in every field. Medicine is a prime example of this; health services is no exception. Anyone entering the course with the expectation of obtaining definitive answers to all of their questions will be disappointed. At best, we can tell you what the current state of the knowledge and practice is, and more important, help you develop appropriate frameworks to think about health services.

Core Themes to be Addressed During the Course

- * **Access and availability of health services:** The extent to which people can obtain health care and receive services that are appropriate to their needs (especially the most appropriate types of services from the most appropriate sources) is a critical issue in health care. Individual and personal values are also critical factors although the course is based on the assumption that all individuals in the population should have access to needed health services. How much they need, where they should obtain services, who should pay for services, and whether health services improves health and well-being are all highly complex issues that the course will address.
- * **Structure of the system:** How should the system be structured? What incentives should there be for consumers and providers? What changes are desirable? Can the system be rationalized? What will be the role of managed care?
- * **Costs and financing of services:** How much does it cost to provide health services? How are they paid for? Can costs be contained? Can effectiveness and efficiency be promoted?

PH 605 – INTRODUCTION TO HEALTH SERVICES

- * Outcomes of the provision of services: What happens when people obtain services? Does health care improve health? How do you measure outcomes and evaluate the performance of the health services system? Can you assure quality?

- * Decision making and planning: What do we know about health and about the health care system? How can rational decisions be made? Is planning possible?
Each of these major themes or topic areas is not independent, however. All relate to each other and to each of the issues and topics discussed in each lecture. They are important issues to keep in mind throughout the course.

Course Relationship to HSA Program Objectives

This course will assist you in accomplishing the following learning objectives (as specified in the Division's statement of mission, goals and objectives):

Primary Learning Objectives

- ! Understand and be able to assess the impact of selected determinants (e.g., sociological, environmental, life style, public policy, financing mechanisms and public/personal health services organization) on the health status of individuals and populations

- ! Understand and be able to assess the impact of selected factors (e.g., social, economic, demographic, psychological) on the utilization of personal health services at the individual, community and societal levels.

- ! Be able to employ selected concepts and techniques from a variety of disciplines (e.g., economics, sociology, epidemiology) to understand and assess the multidimensional outcomes of health care provision systems irrespective of their scope, size or complexity.

- ! Understand the evolution, present configuration and future direction of the health care regulation, financing and provision system in the United States.

- ! Understand the properties of the various structural/functional components of the U.S. health care system and their interrelationships.

- ! Be familiar with the different ways in which health care services are regulated, financed, organized and provided in selected countries throughout the world.

- ! Be able to employ key concepts and analytical frameworks from the disciplines of political science and law to understand and assess the configuration/performance of health care financing and provision systems.

PH 605 – INTRODUCTION TO HEALTH SERVICES

- ! Be able to employ key concepts and analytical frameworks from the behavioral sciences to understand and assess the configuration/performance of health care financing and provision systems.
- ! Understand the rights and duties of the purchasers/consumers of health care services
- ! Understand the impact of an individual's value structure and the process through which it is acquired, articulated and changed.
- ! Understand the roles of different branches of government at the Federal, state and local level.
- ! Appreciate the nature of responsibility for health care regulation, planning and financing assumed by different levels of government and their associated agencies.
- ! Understand the mechanisms of interest group influence as exercises vis-à-vis the legislative, regulatory and legal arenas.
- ! Understand the interrelationships between an organization's efforts to gain/sustain competitive advantage and improve the health of the community it serves.
- ! Understand and be able to assess the environmental and interorganizational context in which health service organizations function.
- ! Understand the interrelationships among a health service organization's environmental context, mission/goals, strategy, structure and process, and their impact upon systemic and subsystem performance.
- ! Understand the determinants of health service quality.
- ! Understand the various ways in which the quality of health care services is conceptualized and measured.

Supportive Learning Objectives

- ! Understand the concepts of health and disease, and the factors that affect each.
- !
- ! Understand how health is promoted and disease can be prevented in individuals and populations.
- ! Be able to employ key concepts and analytical frameworks from the discipline of economics to understand and assess the configuration/performance of health care financing and provision systems.
- ! Understand and be able to analyze how health service organizations function within, and

PH 605 – INTRODUCTION TO HEALTH SERVICES

adapt (both proactively and reactively) to, their environment.

- ! Understand the determinants of organization performance.
- ! Be able to assess the performance of a health service organization and its component systems/programs.
- ! Understand and be able to apply key concepts and analytical frameworks from a variety of disciplines (e.g., marketing, organization theory, quantitative methods) to assess the quality of health services performance processes and their outcomes.

COURSE REQUIREMENTS

Overview of the Requirements

Successful completion of the course includes the following requirements:

1. All lectures.
2. Required course readings; these readings are intended to complement and supplement, not duplicate, the lectures.
3. Assignment
4. Health services Paper and in-class presentation
5. Midterm Examination.
6. Final Examination.
7. All course information will be posted on Blackboard.

Grading

The grade for the course will be determined as follows: pending class discussion

Requirement

Assignments (1) at 5 points each= 5%

Paper (1) at 20 points= 20%

Midterm Exam= 35%

Final Exam=40%

Extra credit: Attendance (random roll call) 3/3=3 points; 2/3= 2 points; 1/3=1 point.

PH 605 – INTRODUCTION TO HEALTH SERVICES

Final Grades as a percent of total points:

A	94-100%	C+	77-79	D-	60-63
A-	90-93	C	74-76	F	<60
B+	87-89	C-	70-73		
B	84-86	D+	67-69		
B-	80-83	D	64-66		

REQUIRED COURSE TEXTS

Introduction

This section lists the required readings for the course. The readings are intended to supplement the lectures and should be read carefully and completely.

Text

Stephen J. Williams and Paul R. Torrens, editors: Introduction to Health Services, 6th Ed., Albany, New York: Delmar Publishers, Inc. 2002. (Abbreviated as W&T)

SESSION SCHEDULE, TOPICS, AND BEHAVIORAL LEARNING OBJECTIVES (PLEASE NOTE: All class topics are subject to change as posted on Blackboard).

Session 1 & 2 (01/18; 01/25): Critical Thinking Skills, Overview of Health Services

Readings: W&T, Chapters 1 & 2

Key Session Topics

Historical Evolution of Health Services
Predominant Health Problems
Technology Available
Social Organization of Health Care
Organization of Health Services in the United States

Session Learning Objectives

Understand the major stages in the development of the nation's health care system.
Appreciate the many forces affecting the development of health services in the United States.
Realize the key role of technology in shaping health care.
Understand the social, political, and economic forces affecting health care.
Follow the development of government's involvement in health services.
Understand the primary organized delivery systems for health care in the United States.

PH 605 – INTRODUCTION TO HEALTH SERVICES

Appreciate the principles involved in organizing health service systems.

Sessions 2, 3 (01/25; 02/1) Physiological, Psychological, and Environmental Bases of Disease

Readings: W & T, Chapter 3, 4

Session Topics

Defining Illness and Disease

Disease Processes

The Physiologic Bases of Disease

Social and Cultural Influences on Disease and Behavior

The Influence of Supply

The Underlying Demographic Determinants of Health Services Utilization

Fertility Trends in the United States

Mortality Trends in the United States

Specific Causes of Death for the United States Population

Incidence of Infectious Disease

Health, Lifestyle, and Social Structure

Session Learning Objectives

Understand the fundamental nature of disease and illness.

Assess disease processes and the nature of diagnosis.

Appreciate the relationship between medicine and social, psychological, and cultural aspects of society.

Appreciate the relationship between the availability and use of health care services.

Trace twentieth century United States demographic trends including births and deaths.

Understand correlates of mortality, especially with regard to the impact of population trends.

Understand disease patterns in the United States.

Relate lifestyle, behavior, and social patterns to health.

Appreciate cancer survival trends.

Session 4 (02/8): Measuring Access

Readings: W & T, Chapter 4

Session Topics

Understanding Access to Health Care

Policy Purposes of Access Measures

Examples of Key Access Measures

Trends in Access

PH 605 – INTRODUCTION TO HEALTH SERVICES

Session Learning Objectives

Understand how access is measured for each type of access.

Understand the measurement of utilization and relate these indicators to health services management.

Appreciate differentials in utilization between various population groups.

Relate access measures to health policy.

Session 5 (02/15): Financing Health Services

Readings: W & T, Chapter 5

Session Topics

National Health Expenditures

Health Insurance

Medicare

Medicaid

Physician Reimbursement

Initiatives in Health Care Finance

Health Care Reform

Session Learning Objectives

Differentiate among types of health insurance - voluntary, social, and welfare.

Distinguish among various health financing schemes for provision of care and postulate future changes in these systems.

Understand and elaborate upon provider incentives and disincentives stemming from the financing system for health care.

Intelligently discuss major health care financing issues of the day.

Compare the United States health care financing system with that of other advanced nations.

Describe the principles of insurance and apply them in evaluating health insurance plans.

Session 6 & 7 (02/22;03/01): Managed Care

Readings: W & T, Chapter 6

Movie: Damaged Care

Session Topics

What is Managed Care?

The Component Parts of Managed Care

How Managed Care Works

Key Concepts and Principles of Managed Care

Issues for the Future of Managed Care

Session Learning Objectives

PH 605 – INTRODUCTION TO HEALTH SERVICES

Understand the variety of arrangements included under the term *managed care*.
Appreciate the roles of all key players, especially the consumer, in managed care.
Understand the underlying mechanisms of managed care.
Appreciate the complex challenges involved in the future of managed care.
Analyze the appropriate role of managed care in the nation's health care system.

Session 8 (03/08): Private Health Insurance

Readings: W & T, Chapter 7

Session Topics

Insurance Concepts
History of Health Insurance
Commercial Health Insurance
Health Maintenance Organizations
Health Insurance as a Financing Mechanism

Session Learning Objectives

Understand the history, structure, and role of health insurance
Appreciate the commercial health insurance industry's size, objectives, products, and marketplace.
Identify the impact of managed care on private health insurance.
Differentiate various health insurance provisions, terms, conditions, and product types.
Understand related insurance products.

Session 9 (03/015): The Evolution of Public Health: A Joint Public-Private Responsibility

Readings: W & T, Chapter 8

Session Topics

Historical Evolution of Health Promotion and Disease Prevention in the United States
The Structure of Organized Public Health Efforts in the United States
The Role of the Private Sector in Health Promotion and Disease Prevention

Session Learning Objectives

Understand the role of public health services in protecting the health of populations.
Differentiate the various levels of prevention.
Appreciate the history of public health in the United States.
Understand the roles and duties of each level of government in providing public health services.
Appreciate the increasingly important role of the private sector in public health.

PH 605 – INTRODUCTION TO HEALTH SERVICES

Session 10 (03/22): Midterm Examination

Spring Break (03-26-04/01)

Session 11 (04/05): Ambulatory Health Care Services

Readings: W & T, Chapter 9

Session Topics

Historical Perspective and Types of Care
Settings for the Provision of Ambulatory Care
Ambulatory Practice Settings
Institutionally Based Ambulatory Services
Government Programs
Non-institutional and Public Health Services
Organization of Ambulatory Care Systems
Ambulatory Care and the Challenge of Managed Care

Session Learning Objectives

Understand the role of ambulatory care services.
Appreciate the evolution of ambulatory care as a delivery setting.
Review the primary ambulatory care providers.
Outline the organizational role and control mechanisms of ambulatory care services.
Assess the allocation of responsibility for coordination, integration, appropriateness, and rationalization between ambulatory care and other sectors.

Session 12 (04/12): Hospitals and Health Systems

Readings: W & T, Chapter 10

Session Topics

Historical Development of Hospitals
Forces Affecting the Development of Hospitals
Characteristics of the Hospital Industry
Hospitals and Health Systems
Internal Organization of Community Hospitals

Session Learning Objectives

Understand the role of the hospital in today's health care system.
Appreciate the historical trends that have shaped the hospital industry.

PH 605 – INTRODUCTION TO HEALTH SERVICES

Understand the types of hospitals, ownership patterns, and differentiating characteristics of various hospitals.

Comprehend the development of health systems and the role of hospitals in such systems.

Follow the impact of competitive pressures and other developments on the structure and operation of hospitals and health systems.

Understand the internal organizational structure of hospitals.

Session 13 (04/19): The Continuum of Long-Term Care

Readings: W & T, Chapter 11

Session Topics

What is Long-Term Care?

Who Needs Long-Term Care?

How is Long-Term Care Organized?

Services and Integrating Mechanisms

The Long-Term Care Continuum of the Future

Session Learning Objectives

Understand the role and scope of services included in long-term care.

Appreciate who uses long-term care and under what circumstances.

Assess how long-term care services are organized, integrated, evaluated, and paid for.

Be introduced to forward-looking delivery systems and approaches for long-term care for the future.

Understand national policy issues pertinent to long-term care and our aging population.

Session 14 a (04/26): Mental Health Services

Readings: W & T, Chapter 12

Session Topics

Incidence and Prevalence of Mental Disorders

Early Views on Mental Illness

Understanding Mental Illness in the United States

Shaping Mental Health Policy

Delivering Mental Health Services

The Changing Mental Health Service System

Patterns of Mental Health Service Utilization

Mental Health Personnel

Financing Mental Health Care

Managed Mental Health Care

Session Learning Objectives

PH 605 – INTRODUCTION TO HEALTH SERVICES

Understand the basis for defining mental health services.

Appreciate the history of mental health.

Understand the various settings and arrangements for delivering mental health services.

Appreciate the financing issues in mental health.

Assess the complex personnel issues in mental health.

Assess policy alternatives in mental health.

Session 14 b (04/26): Technology/The Pharmaceutical Industry

Readings: W & T, Chapter 13

Session Topics

The Structure of the Pharmaceutical Industry

Market Conduct

Government Regulation

Industry Performance

Session Learning Objectives

Understand the structure and operation of the pharmaceutical industry.

Appreciate the scope and importance of pharmaceuticals in health care.

Understand many economic issues of this industry.

Comprehend the complex public policy issues and concerns involving this industry.

Session 14 c (04/26): Health Care Professionals

Readings: W & T, Chapter 14

Session Topics

Employment Trends in the Health Care Sector

The Supply of Physicians

Dentistry

Public Health

Nursing

Pharmacists

Physician Assistants (PAs) and Nurse Practitioners (NPs)

The Changing Nature of Health Professionals

The Impact of Managed Care

Session Learning Objectives

Appreciate the growth in and changes in the composition of the health profession workforce during the twentieth century.

Understand the key role of physicians and osteopaths in the workforce, and account for the growth in physician supply.

PH 605 – INTRODUCTION TO HEALTH SERVICES

Account for the various trends and changes in dentistry, public health, nursing, and pharmacy, and the forces affecting these health professionals.

Comprehend the importance and potential of physician assistants and nurse practitioners in the health care system.

Understand the various major transitions occurring in the health care workforce, particularly the impact of managed care.

Session 15 a (05/03): Health Policy and Politics

Readings: W & T, Chapter 15

Session Topics

Policy Making in Health

The Development of Health Policy

Health Policy in an Era of Limited Resources

Health Policy: New Solutions, Old Problems

Session Learning Objectives

Understand the impact of health policies on health care.

Understand the political system in the United States as it pertains to the development of health policy.

Gain knowledge of the development of health policy in the United States.

Appreciate the actual and potential roles of government in health care.

Appreciate the competing political, economic, and social goals of health policy objectives.

Understand political pressures between public and private forces in health care.

Session 15 b (05/03): Assessing the Quality of Care

Readings: W & T, Chapter 16

Session Topics

What is Quality?

Framework for Measuring Quality

Cost Containment and Quality

Managed Care and Quality

Practice Guidelines

Disease Management

Information Technology and Quality

Session Learning Objectives

Appreciate the complexity of defining and measuring the quality of care.

Understand how measuring and monitoring quality can result in improved outcomes.

PH 605 – INTRODUCTION TO HEALTH SERVICES

Define how quality is assessed and assured.

Appreciate strategies that now exist for influencing physician behavior.

Review illustrative scenarios of quality improvement programs.

Session 15 c (05/03): Ethical Issues and Health Services

Readings: W & T, Chapter 17

Session Topics

Ethical Issues in Management of Health Services

Ethical Issues in Delivery of Care

Session Learning Objectives

Appreciate the central role of public health ethical concerns in health policy and management.

Understand ethics issues with regard to the development and distribution of, and payment for, services, and with regard to the organization, management, assessment, and delivery of services.

Acquire a framework for ethical analysis of issues within health services systems.

Be a humanistic as well as technically adept participant in the health services field.

Paper Presentations May 10 (Paper due)

Final Examination May 17

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Readings: W&T, Chapters 1 & 2

Sessions 2, 3 (01/25; 02/1) Physiological, Psychological, and Environmental Bases of Disease

Readings: W & T, Chapter 3, 4

PH 605 – INTRODUCTION TO HEALTH SERVICES

Session 4 (02/8): Measuring Access

Readings: W & T, Chapter 4

Session 5 (02/15): Financing Health Services

Readings: W & T, Chapter 5

Session 6 & 7 (02/22;03/01): Managed Care

Readings: W & T, Chapter 6

Movie: Damaged Care

Session 8 (03/08): Private Health Insurance

Readings: W & T, Chapter 7

Session 9 (03/015): The Evolution of Public Health: A Joint Public-Private Responsibility

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Session 12 (04/12): Hospitals and Health Systems

Readings: W & T, Chapter 10

Session 13 (04/19): The Continuum of Long-Term Care

Readings: W & T, Chapter 11

Session 14 a (04/26): Mental Health Services

Readings: W & T, Chapter 12

Session 14 b (04/26): Technology/The Pharmaceutical Industry

Readings: W & T, Chapter 13

Session 14 c (04/26): Health Care Professionals

Readings: W & T, Chapter 14

Session 15 a (05/03): Health Policy and Politics

Readings: W & T, Chapter 15

Session 15 b (05/03): Assessing the Quality of Care

Readings: W & T, Chapter 16

PH 605 – INTRODUCTION TO HEALTH SERVICES

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