

Credit for Prior Learning Examination

HSC 410 – Healthcare Management

Course Description

HSC 410 Healthcare Management (3 credits)

Basic applied management functions in the healthcare setting; personnel and patient scheduling; purchasing procedures; budget and quality improvement process; organization relationships and authority.

Study Resources

Umiker's Management Skills for the New Health Care Supervisor by Charles McConnell
ISBN#978-1-4496-8885-1

Exam Details

The exam covers the following concepts:

- Key terms associated with management
- Basic management functions (planning, organizing, coordinating, controlling, etc.)
- Position descriptions/performance standards
- Policies and policy making
- Legal environment in healthcare
- Personnel recruitment and retaining
- Interviewing and employee selection
- Orientation, training, developing new employees
- Coaching, counseling, and disciplining employees
- Motivating, rewarding, and recognizing employees
- Managing difficult employees (including complaints, grievances and appeals)
- Performance feedback
- Team Leadership
- Safety and workplace violence
- Cultural diversity in the workplace



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