

# **CLSM 451: Clinical Laboratory Management I (2 units)**

**Rodney Roath**  
**Loma Linda University**  
**Fall, 2011**

## **Course Meeting**

**Days, Times, Location:** Fri, 9:30-11:20, Hammond-Jewell Center, Campus Hill Church

## **Description**

Introduces management theory, including: management styles, professional communications, business ethics, group theory, team building, process management, process control, and personnel.

## **Instructor Contact Information**

**Phone:** 909-558-4981, or ext. 44981

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**Office Location:** Nichol Hall, Room A923

**Office Hours:** Monday - Friday

## **Course Learning Outcomes**

**By the end of this course, the students should be able to:**

1. List and describe management's roles within an organization.
2. Compare and contrast values and performance goals at the various levels within a complex healthcare organization.
3. Identify traits and practices of a successful leader.
4. Apply legal, regulatory and ethical constraints to a hospital laboratory work environment.
5. Allocate and monitor assigned human resources to accomplish the objectives of the organization.
6. Generate ideas for involving and motivating employees.
7. Discuss concepts and methods for evaluating employee performance.
8. Describe the various forms of interdepartmental and intradepartmental communication in a complex healthcare organization.
9. Determine skill mix and staffing requirements to create staffing plans that meet the objectives of a clinical laboratory organization.
10. Analyze human resource needs, expectations, and objectives, and apply them to the recruitment and hiring processes.
11. Develop plans for employee training and development.
12. Describe and explain the elements of employee compensation and benefits.

## **LLU Student Learning Outcomes or Program Learning Outcomes addressed in this course:**

### **Loma Linda University Student Learning Outcomes**

#### **LLU-01 Wholeness** - Expanded / Advanced

Students understand and apply the University philosophy of wholeness into their personal and professional lives.

#### **LLU-02 Values** - Expanded / Advanced

Students understand the importance of integrating LLU's Christ-centered values in their personal and professional lives.

#### **LLU-03 Critical Thinking** - Introduced / Expanded / Advanced

Students demonstrate critical thinking.

#### **LLU-04 Life-Long Learning** - Expanded

Students develop a commitment to discovery and life-long learning.

#### **LLU-05 Communication** - Introduced / Expanded / Advanced

Students demonstrate effective communication skills in English.

#### **LLU-06 Technology** - Introduced / Expanded

Students demonstrate effective use of technology appropriate to the discipline.

#### **LLU-07 Diverse World** - Introduced / Expanded / Advanced

Students understand the importance of embracing and serving a diverse world.

#### **LLU-08 Collaboration** - Introduced / Expanded / Advanced

Students demonstrate the importance of collaborating with others within and across disciplines.

### **BS, Clinical Laboratory Science**

#### **CLS-01 Basic Knowledge** - Introduced / Expanded / Advanced

Students demonstrate basic knowledge and technical ability essential to the practice of Clinical Laboratory Science.

#### **CLS-02 Professionalism** - Introduced / Expanded / Advanced

Students practice professionalism through ethical behavior and attitudes.

#### **CLS-03 Leadership** - Introduced / Expanded / Advanced

Students demonstrate leadership and administrative skills in laboratory practice and the community, consistent with the mission of the School of Allied Health Professions.

#### **CLS-04 Safety & CQI** - Introduced / Expanded / Advanced

Students adhere to rules and regulations promoting workplace and patient safety and Continuous Quality Improvement (CQI).

#### **CLS-05 Analytical skills** - Introduced / Expanded / Advanced

Students exhibit analytical and critical thinking skills necessary to succeed in laboratory medicine.

## **Course Material**

### **Recommended Text and Material:**

*Laboratory Management* by Denise M. Harmening, Second Edition, 2007.

## Attendance Policy

Please refer to the document entitled “Attendance Policy & Process – Didactics” posted on Blackboard, found in CLS Community > Documents > CLS Program Operational Policies & Documents.

## Examination Policy

Please refer to the document entitled “Examinations Policy” posted on Blackboard, found in CLS Community > Documents > CLS Program Operational Policies & Documents.

## Grading Policy

Attendance	10%	90 - 100%	A
Participation	20%	80 - 89%	B
Assignments	20%	70 - 79%	C
Midterm Exam	20%	60 - 69%	D
Final Exam	30%	< 60%	F

## Course Schedule

1. September 30 Introductions  
Introduction to Human Resource Management  
Organizational Dynamics
2. October 7 *CAMLT Student Forum, NO CLASS for those attending*  
On-line module due Monday, October 10
3. October 14 Review of on-line assignments  
Leadership Styles and Group Effectiveness
4. October 21 External Influences on Maintenance  
Motivating and Evaluating Employees
5. October 28 *LLU Job Fair, class meets from 12:30 – 2:30 pm*  
Reflections on the Job Fair  
Communication  
Meetings, Memos, Proposals and Resumes  
Team Building Exercise
6. November 4 *QC session with Technical Supervisors, class meets from 1:00 – 3:00 pm*  
Staffing of Laboratory Personnel (Resource Management)  
Review for Midterm Exam
7. November 11 **Midterm Exam**  
The Interview
8. November 18 *Women's Health Fair for Seniors, class meets in split sessions*  
Interview Exercises

- *November 25 Thanksgiving Recess, **NO CLASS***
9. December 2 Socialization, Training and Development  
Rewards, Pay Plans and Benefits
10. December 9 Maintenance: Creating a Productive, Safe and Fair Workplace  
Review for Final Exam
11. December 16 **Final Exam**

### **Lifelong Learning**

Internet links to professional societies and other resources are available through the Clinical Laboratory Science community on Blackboard.

### **Americans with Disability Act (ADA) Policy**

If you are an individual with a certifiable disability and need to make a request for reasonable accommodation to fully participate in this class, please visit the Dean's Office of your school. To view the Disability Accommodation Policy please go to:

<http://www.llu.edu/assets/central/handbook/documents/student-handbook.pdf> page 59.

### **Academic Integrity Policy**

Acts of dishonesty including theft, plagiarism, giving or obtaining information in examinations or other academic exercises, or knowingly giving false information are unacceptable.

Substantiated violations are to be brought before the dean for disciplinary action. Such action may include, but is not limited to, academic probation or dismissal from the program. To view the Standards of Academic Conduct Policy please visit:

<http://www.llu.edu/assets/central/handbook/documents/student-handbook.pdf> page 70.

### **Protected Health Information**

The purpose of the Protected Health Information (PHI) policy is to provide guidance and establish clear expectations for students regarding the appropriate access to and use of PHI during course studies and related program activities. Under the Health Insurance Portability and Accountability Act (HIPAA), patient health information is protected. Please go to:

<http://www.llu.edu/pages/students/documents/phi-guidelines.pdf>.