MONTANA STATE UNIVERSITY
COLLEGE OF NURSING
Master Resource Outline

N506 Management of Care Environments
Credits: 4 (3 lecture, 1 clinical lab)
Semesters offered: Spring
Prerequisite: N505

Course Description: This course introduces the role of Clinical Nurse Leader and examines internal and external forces which affect care delivery in a variety of settings within healthcare systems and organizations. Students have an opportunity to learn strategies for team coordination, quality management, and risk reduction. Healthcare informatics is included as an important clinical resource in the management of the care environments.

Course Objectives:
1. Examine the role of the Clinical Nurse Leader as it relates to horizontal and vertical leadership, effective use of self, advocacy, and the integration of care.
2. Examine issues related to coordinating and leading healthcare teams.
3. Evaluate various organizational structures and cultures, and behavior in the delivery of health care.
5. Describe interrelationships among clinical information systems, communication accuracy, error reduction, and health care system operations.
6. Assess internal and external forces including cultural factors that effect healthcare delivery across various settings.

Recommended Content and Concepts:
CNL Role
Conceptual Analysis of the CNL Role
Horizontal Leadership
Effective use of Self
Advocacy
Lateral and Vertical Integration of Care

Forces Affecting Healthcare Delivery
Healthcare finance/economics
Resource allocation
Technologies
Social expectations
Policy
Institutional Culture
Community resources

Team Coordination
Case management skills and principles
Delegation
Supervision
Interdisciplinary care
Group processes
Conflict resolution
Healthcare Systems & Organizations
  Organizational structures
  Organizational behaviors
  Unit level healthcare delivery / microsystems of care
  Complexity theory
  Change theories
  Institutional culture
Quality and Risk Management
  Infection Control
  Risk assessment and analysis
  Regulatory and compliance controls
  CQI
Informatics
  Types of clinical information systems
  Evolving technologies
  Outcomes monitoring
  Electronic Health Records
  Security and Privacy issues

Examples of Learning Activities:
  A. Student papers
  B. Student presentations
  C. Discussion
  D. Annotated bibliography / literature review
  E. Identified readings
  F. Clinical examples
  G. Change project
  H. Organizational assessment

Approved by GAAC: 3/06
Approved by Faculty: 4/06; 5/09
Reviewed/Modified by GAAC: 4/09