

# Careers in Health Services Administration

## Career Path: Practice/Office Manager

Medical practice and office managers, also called healthcare executives or healthcare administrators, plan, direct, and coordinate medical and health services. They might manage an entire facility, a specific clinical area or department, or a medical practice for a group of physicians. Medical and health services managers must direct changes that conform to changes in healthcare laws, regulations, and technology.

Most medical and health services managers work in offices in healthcare facilities, including hospitals, nursing homes, and group medical practices. Prospective managers typically have some work experience in an administrative or a clinical role in a hospital or other healthcare facility.



### Recommended Course:

For students interested in a career as an office/practice manager, the following elective course is recommended. This course enhances a student's customer service and office administration skills, knowledge of law and leadership skills.

### HSM2260 Customer Service Management in Health Services

Introduces the various clients of the health services industry, including patients and their families, practitioners, and healthcare agencies. Students learn various strategies for defining and evaluating standards for customer satisfaction. Prerequisite: HEA1101

### These courses are recommended as liberal arts or free electives:

#### JUS1100 Introduction to Justice Studies

Introduces the major institutions of justice in society. Topics include justice in a free society, the police, courts, correctional services, the balance of individual rights and public order, law and public policy, and factors affecting the future of the justice system.

#### MED1120 Medical Office Administration

Introduction to the healthcare industry and the medical assistant profession. Emphasizes patient relations as well as efficient procedures and administration of the professional office. Telephone techniques, patient scheduling, medical records management, and patient privacy within the practice are covered. Explores career development opportunities and strategies. Stresses entry-level job requirements and upward career paths.

#### MGT4430 Leadership

Examines the leadership variables that affect the achievement of organizational goals. Topics include theories of leadership, power, and influence as they affect organizational behavior; team building motivation; group dynamics; organizational communication processes; and change management. Prerequisite: MGT2220

*Career Paths are not minors or concentrations and will not be noted on a student's transcript or diploma. Career Paths are suggested electives to fill elective credits.*