**Outline Matrix - Health Care Administration Capstone**

This template is used for the following:

Unit 3 Assignment: Objectives 1, 2, 3

Unit 4 Assignment: Objectives 4, 5, 6

* Column 1: HCA Program Learning Objective (provided for you).
* Column 2: A summary of how your content addresses the objective in your researchproject. Paragraph style writing, in third person, should be used.
* Column 3: Identify the references used to support each learning objective.

Student name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Topic: \_\_\_\_\_\_\_\_\_\_\_\_Integrating telehealth in healthcare\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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| Learning Objective | Outline/Summary | Supporting References |
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| PO1. Articulate theories and principles of health care management | With the increasing medical costs, healthcare administrators must ensure patients have the best care. Moreover, the need for more medical professionals calls for administrators to ensure employee satisfaction. Thus, the integration of telehealth in care practices emphasizes human relations theory that focuses on the working conditions of workers( Harst et al., 2019). With telehealth, administrators will adhere to management principles since they will consider the need for effective and timely care. Moreover, punctual patient attendance will reduce the burden of transportation costs, and professionals will have ease attending to patients.  Lastly, healthcare administrator must lead their employees with an innovative mind that considers the future of healthcare( Kozioł-Nadolna, 2020). Thus, through telehealth, leaders will shift care with the changing healthcare technology. | Harst, L., Lantzsch, H., &Scheibe, M. (2019). Theories predicting end-user acceptance of telemedicine use: systematic review. *Journal of medical Internet research*, *21*(5), e13117. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC6547771/>  Kozioł-Nadolna, K. (2020). The role of a leader in stimulating innovation in an organization. *Administrative Sciences*, *10*(3), 59. <https://www.mdpi.com/2076-3387/10/3/59> |
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| PO2. Articulate management principles to functional areas of health care. | Integrating telehealth in practice implies that leaders are considering their management principles. As Alanazi (2022) explain, it is the leader's role is to use the changing technology to ensure the well-being of all patients. Through telehealth, care access to all populations is equal regardless of residence.  Telehealth ensures that medical facilities consider the needs of underserved people, like those who live in rural areas where care services are rare( Gajarawala&Pelkowski, 2021).Lastly, professionals should use the available resources to cut unnecessary costs. Thus, integrating technology in care means that leaders use the available technology to ensure ease of care provision. | Alanazi, A. T. (2022). Digital Leadership: Attributes of Modern Healthcare Leaders. *Cureus*, *14*(2). <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC8906562/>  Gajarawala, S. N., &Pelkowski, J. N. (2021). Telehealth benefits and barriers. *The Journal for Nurse Practitioners*, *17*(2), 218-221. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7577680/> |
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| PO3. Identify determinants and measurements of health and disease in epidemiology, public health, promotion of health, and disease prevention. | Coombs et al (2022) states that the inability of people living in rural areas to access timely care reduces their knowledge of disease prevention. Also, limited access and resources to understand different demographics lessen the chance of medical professionals to understand major determinants of health and device health promotion strategies.  However, telehealth has proven the effectiveness of underserved communities to access care remotely( Franciosi et al., 2021). Also, during pandemics like Covid-19 that led to reduced physical interactions, it was easy to evaluate the disease, educate the public on preventivemeasures, and virtually enhance people's well-being. | Coombs, N. C., Campbell, D. G., &Caringi, J. (2022). A qualitative study of rural healthcare providers’ views of social, cultural, and programmatic barriers to healthcare access. *BMC Health Services Research*, *22*(1), 1-16. <https://bmchealthservres.biomedcentral.com/articles/10.1186/s12913-022-07829-2>  Franciosi, E. B., Tan, A. J., Kassamali, B., Leonard, N., Zhou, G., Krueger, S., ...&LaChance, A. (2021). The impact of telehealth implementation on underserved populations and no-show rates by medical specialty during the COVID-19 pandemic. *Telemedicine and e-Health*, *27*(8), 874-880. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC8420945/> |
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| PO4. Identify unique characteristics of law and ethics in health services. | Medical professionals have to integrate legal and ethical aspects into care services. Among the major ethical considerations include justice( Varkey, 2021). Justice entails promoting fair and equal care to all people in different communities.  Through telehealth, medical facilities can provide care to everyone regardless of location( Franciosi et al., 2021. Everybody equally gets medical assistance without the issue of distance or extra transport costs. Moreover, through telehealth, medical professionals abide by their legal goals of providing care without ethnic discrimination. Everybody accesses care, and nobody is neglected due to their location or ethnicity. | Franciosi, E. B., Tan, A. J., Kassamali, B., Leonard, N., Zhou, G., Krueger, S., ...&LaChance, A. (2021). The impact of telehealth implementation on underserved populations and no-show rates by medical specialty during the COVID-19 pandemic. *Telemedicine and e-Health*, *27*(8), 874-880. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC8420945/>  Varkey, B. (2021). Principles of clinical ethics and their application to practice. *Medical Principles and Practice*, *30*(1), 17-28. <https://karger.com/mpp/article/30/1/17/204816/Principles-of-Clinical-Ethics-and-Their> |
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| PO5. Apply management skills to leadership concepts. | Having the necessary technical skills to ensure all duties are done does not guarantee that one is an effective leader. When a leader does not have the required management skills, their subordinates can suffer from low motivation or reduced productivity. Willman, J., &Lucke-Wold (2021) found that low staff morale has proven to increase healthcare costs since workers are ineffective and can have high medical errors.  Poor working conditions and resources have proved to increase staff turnover at a higher rate. However, integrating telehealth into practice eases the work of medical professionals( Gajarawala&Pelkowski, 2021). Through telehealth, it will be easy for professionals to attend to different employees without needing queues in their offices.That creates time to concentrate on other essential areas. Leaders showing the retention of their employees implies that they understand that there is a difference between management and leadership. | Gajarawala, S. N., &Pelkowski, J. N. (2021). Telehealth benefits and barriers. *The Journal for Nurse Practitioners*, *17*(2), 218-221. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7577680/>  Willman, J., &Lucke-Wold, B. (2021). An Approach to Improving Clinical Morale: Targeting a Positive Culture. *Research and advances in pharmacy and life sciences*, *3*(2), 36. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC8722529/> |
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| PO6. Compare health service organizations and delivery structures, functions, and professionals. | Medical facilities tend to offer different medical services. Moreover, care provision strategies tend to differ in every facility. Healthcare administrators' role is to compare their care standards with other facilities and enhance their services to match or outdo their fellow facilities. Integrating telehealth ensures that facilities offer quality services compared to those without( Gajarawala&Pelkowski, 2021). Having telehealth will create uniqueness in patient follow-ups and medical costs. Lastly, facilities with telehealth have manageable workloads for their professionals compared to facilities lacking the technology. | Gajarawala, S. N., &Pelkowski, J. N. (2021). Telehealth benefits and barriers. *The Journal for Nurse Practitioners*, *17*(2), 218-221. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7577680/> |
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