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Office: BICC 405
Office hours: By arrangement
Electronic mail: fletchju@ohsu.edu

Required Reading:
ISBN-10: 0-13-283487-1


Recommended Reading:
ISBN-10: 1441931333

Course Description:
Nearly everything that is accomplished in our society is done through the efforts of groups and organizations. Organizations are comprised of individuals. Therefore, the most important functions of managers in an organization include understanding and motivating individuals and organizing structural systems within which they can work in a productive manner. The field of Organizational Behavior deals with these issues. This course will consider the issues as they relate to medical informatics at three levels: The Individual, The Group, and The Organization. This course will also provide an introduction to a number of project management techniques and issues that are closely related to Organizational Behavior.

Course Objectives:
1. To review concepts, issues, and practices of Organizational Behavior.
2. To apply Organizational Behavior concepts in simulated health informatics situations to improve personal effectiveness in groups or organizations.
3. To impart an understanding of the relation between Organizational Behavior and the successful implementation of current management practices, especially in health care.
**Additional Course Objectives:**

1. To practice teamwork, especially virtual teamwork, in a self-directed team fashion by selecting, working with, evaluating, and rewarding team members as individuals and teams.
2. To apply the case method of analysis to simulated real life situations.

**Course Grading Policy:**

Grades will be based on scores from examinations, written assignments, and team and class participation. The point breakdown is as follows:

- Team and class discussion: 25%
- Team paper: 30%
- Individual paper: 30%
- Quizzes: 15%

Graduate Studies in the OHSU School of Medicine is committed to providing grades to students in a timely manner. Course instructors will provide students with information in writing at the beginning of each course that describes the grading policies and procedures including but not limited to evaluation criteria, expected time needed to grade individual student examinations and type of feedback they will provide.

Class grades are due to the Registrar by the Friday following the week of finals. However, on those occasions when a grade has not been submitted by the deadline, the following procedure shall be followed:

1) The Department\(^1\) /Program Coordinator\(^2\) will immediately contact the Instructor requesting the missing grade, with a copy to the Program Director and Registrar.
2) If the grade is still overdue by the end of next week, the Department\(^1\) /Program Coordinator\(^2\) will email the Department Chair directly, with a copy to the Instructor and Program Director requesting resolution of the missing grade.
3) If, after an additional week the grade is still outstanding, the student or Department\(^1\) /Program Coordinator\(^2\) may petition the Office of Graduate students for final resolution.

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1. *For courses that are run by a specific department.*
2. *For the conjoined courses (course number is preceded by CON_ that are run by Graduate Studies.*

**Note:**

Academic honesty is required for passing this course. Students are encouraged to help each other understand the material; however, individual papers and examinations must be the work of the individual student. Proper attribution is required in your papers. Your writing style should reflect high quality academic publications; therefore references should primarily cite published journals. The Professional Conduct Policy of the Graduate Studies Program is available from on campus at [http://ozone.ohsu.edu/som/faculty/docs/graduatecouncil/profconductpolicy.pdf](http://ozone.ohsu.edu/som/faculty/docs/graduatecouncil/profconductpolicy.pdf) or on the departmental web site.

See [http://www.ohsu.edu/xd/education/library/research-assistance/plagiarism.cfm?WT_rank=1#](http://www.ohsu.edu/xd/education/library/research-assistance/plagiarism.cfm?WT_rank=1#) for information on code of conduct for OHSU and
In an effort to uphold the principles and practice of academic honesty, faculty members at OHSU may use originality checking systems such as Turnitin to compare a student’s submitted work against multiple sources.

To protect student privacy in this process, it will be necessary to remove all personal information, i.e. student name, email address, student u-number, or any other personal information, from documents BEFORE submission.

Quizzes:
There will be three quizzes to be taken through Sakai.

Individual Paper and Final Team Paper:
Must be typed, single spaced, and free of grammatical and spelling errors.

Teams, Individual Papers, and Team Paper:
Early in the term, teams will form and select topics about which they will write a case. Individuals will write papers (4 single spaced pages including references) offering background for the team. A case will be written by the team (the Team Paper, 10 single spaced pages plus references and appendices).

Team and class discussion:
Your grade for this will be based on class participation in the discussion board, but also on effort and effectiveness in your teamwork. Team members will evaluate one another.

Policy on assignments:
Your assignments will be due at 5 p.m. Pacific time on Tuesdays. Note that late assignments will incur severe grading penalties.

Student Access:
Our program is committed to all students achieving their potential. If you have a disability or think you may have a disability (physical, learning, hearing, vision, psychological) which may need a reasonable accommodation please contact Student Access at (503) 494-0082 or e-mail at orchards@ohsu.edu to discuss your needs. You can also find more information at http://www.ohsu.edu/student-access. Because accommodations can take time to implement, it is important to have this discussion as soon as possible. All information regarding a student’s disability is kept in accordance with relevant state and federal laws.

Copyright Information:
Every reasonable effort has been made to protect the copyright requirements of materials used in this course. Class participants are warned not to copy, audio, or videotape in violation of copyright laws. Journal articles will be kept on reserve at the library or online for student access. Copyright law does allow for making one personal copy of each article from the original article. This limit also applies to electronic sources.
To comply with the fair use doctrine of the US copyright law, Sakai course sites close three weeks after grades are posted with the Registrar. Please be sure to download all course material you wish to keep before this time as you will have no further access to your courses.

**USE OF SAKAI**
This course will have an online component, which can be accessed through Sakai, OHSU’s online course management system. For any technical questions or if you need help logging in, please contact the Sakai Help Desk.

Sakai Help Desk is available:
Mon – Fri, 8 am – 10 pm
Weekends and holidays, 12 pm – 5 pm
Contact Information:
(Local) 503-494-7074 (4-7074 on campus)
(Toll-free) 877-972-5249
(Web) [http://atech.ohsu.edu/help](http://atech.ohsu.edu/help)
(Email) sakai@ohsu.edu
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<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Chapters in Robbins</th>
<th>Chapters In Riley</th>
<th>Other readings</th>
<th>Complete</th>
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<td><strong>Week 1</strong></td>
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<td>Jul 2 – 8</td>
<td>Intro to O.B. Individual behavior</td>
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<td>Jul 9 - 15</td>
<td>Values, etc. Virtual teams Searching the Literature</td>
<td>3 - 6</td>
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<td>Sittig Gathering data for cases</td>
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<td>Jul 16 - 22</td>
<td>Motivation Groups</td>
<td>7 - 9</td>
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<td>Stanford Prison Experiment</td>
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<td>Jul 23 - 29</td>
<td>Teams Communication</td>
<td>10 - 11</td>
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<td>Hallowell Dykstra Patterson</td>
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<td>Jul 30 – Aug 5</td>
<td>Leadership Power</td>
<td>12 - 13</td>
<td>14, 15</td>
<td>Goleman</td>
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<td>Aug 6 - 12</td>
<td>Conflict Organizational structure</td>
<td>14 - 15</td>
<td>6 - 10</td>
<td>Showdown case</td>
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<td>Aug 13 - 19</td>
<td>Culture Human resources</td>
<td>16 - 17</td>
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<td>Massaro Apache case</td>
<td>Individual Paper</td>
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<td>Aug 20 - 26</td>
<td>Change</td>
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<td>5, 7, 8, 12</td>
<td>Quiz 3</td>
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<td>Aug 27 – Sept 2</td>
<td>Project management</td>
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<td>Sept 3 – 9</td>
<td>Planning</td>
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<td>HIT or Miss video</td>
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<td>Sept 10 – 13</td>
<td>Team papers</td>
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<td>Team papers due Sept 10</td>
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