



program handbook 2019/2020

Healthcare Administration

Bachelor of Science degree

Online Completion Program

2221 Madison Avenue Toledo, Ohio 43604
419.251.1313 888.80.MERCY
www.mercycollege.edu

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PURPOSE

The Mercy College of Ohio, Healthcare Administration Handbook is published by the Mercy College of Ohio, Division of Health Sciences and is the Healthcare Administration official notification of its policies, procedures and standards of conduct applicable to students. Each student is responsible for knowledge of the policies, procedures and standards of conduct described in the Handbook; enrollment is considered acceptance of all conditions discussed in this Handbook. However, the provisions of this Handbook do not constitute a contract between any student and Mercy College of Ohio. The College reserves the right to change any of the policies, procedures and standards of conduct at any time as may be necessary in the interest of the College. The College also reserves the right to modify or discontinue any of the services, programs or activities described in this Handbook. If a material revision to a policy, procedure or standard of conduct is made and becomes effective during the academic year, students will be notified of such and will be expected to abide by the updated terms. Questions regarding this Handbook should be directed to the Program Director.

COLLEGE CATALOG

The College Catalog is an essential resource during your time here at Mercy College. A PDF version of the College Catalog is available on the College's website for download.

PROGRAM PHILOSOPHY

The Bachelor of Science in Healthcare Administration (HCA) program provides a foundation of management skills and business knowledge specific to healthcare. The curriculum prepares students for meaningful and productive careers as administrators and managers in the healthcare workplace. Emphasis is placed on developing strong communication and critical thinking skills that highlight the effective healthcare manager.

PROGRAM MISSION

Prepare students for entry level management roles within healthcare or to enhance the knowledge and skills of healthcare professionals for career growth and progression.

PROGRAM LEARNING OUTCOMES

At the completion of the Healthcare Administration program, graduates will be able to:

1. Demonstrate an understanding of the U.S. healthcare system.
2. Identify the legal and government regulations that impact healthcare organizations.
3. Demonstrate the fiscal and economic principles necessary for value creation within healthcare organizations.

4. Determine the practices required to support, develop, and motivate a diverse healthcare workforce.
5. Identify the essential organizational processes, infrastructure, and quality initiatives required within healthcare organizations.

PROGRAM ASSESSMENT AND EFFECTIVENESS PLAN

Assessment of student learning provides quantitative and qualitative information about what the program is designed to accomplish and what students should know, understand, and be able to achieve upon graduation. Program assessment is not an evaluation of individual students, faculty or staff. It is a process used to provide the program with feedback on its performance with the intent of helping improve the program and in particular, improve student learning. The assessment process produces information which supports data-driven decisions for program improvement. The program has developed a detailed assessment plan incorporating both program learning outcomes and instructional learning outcomes.

Assessment activities are conducted from student entry to student exit and post-graduation, and students will be asked to participate in these activities throughout their tenure at the College. Student participation is crucial to the assessment process.

Program learning outcomes are assessed in the following ways:

1. The program participates in the College's institutional assessment and assessment of institutional learning outcomes.
2. The program utilizes a programmatic level assessment plan to evaluate program learning outcomes.
3. The Program Advisory Committee is involved with the program planning, evaluation, and improvement.
4. Students complete evaluations at the end of each course.
5. Graduates are asked to complete a Mercy College Alumni survey.

The Program Advisory Committee is involved with the assessment process, primarily in the evaluation of data and development of strategies for the improvement of student learning. The Advisory Committee is kept regularly informed about the assessment activities through periodic updates at semi-annual meetings.

PROGRAM CURRICULUM AND COURSE DESCRIPTIONS

The program curriculum and course descriptions can be found in the College Catalog.

PROGRAM RETENTION CRITERIA/STANDARDS OF PROGRESS

The program dismissal and course repeat policy defers to the College's Academic Dismissal and Course Repeat policy found in the College Catalog.

STUDENT REPRESENTATION

The program may have up to two student representatives on the program's Advisory Committee. Student representatives will be asked to attend two Advisory Committee meetings per year and meetings may be attended via teleconference. Representatives serve on a voluntary basis and appointment is conferred by the director. Appointments can be revoked at the director's discretion.

EXPECTATION OF HEALTHCARE ADMINISTRATION STUDENTS

Be advised that this will be a rigorous course of study. The faculty will strive to ensure your success at Mercy College and in your future career. However, your success will depend significantly on your commitment to and participation in the professional online learning community designed to maximize your learning experience. Adhering to the following guidelines will help ensure your success as well as enrich the learning environment for your colleagues.

Students will be expected to:

- Contribute to the professional learning community through substantial discussion.
- Complete all assignments on time.
- Make every effort to participate in all activities within each module. Students will notify the instructor as soon as possible in cases of absence from class.
- Cooperate with fellow students, faculty, and staff at Mercy College.
- Seek clarification from the instructor when content, guidelines, or expectations are unclear.
- Communicate with the instructor immediately if he/she encounters difficulties in completing their assignments.
- Be familiar with the College Catalog, this Program Handbook, and each course Syllabi as essential resources.

GRADING POLICY

For all HCA courses, the following grading scale is used:

A	93-100%
B	85-92%
C	78-84%
D	72-77%
F	71% and below

WRITING REQUIREMENTS AND PLAGIARISM DETECTION

Many courses require that the American Psychological Association (APA) format is followed for all written work and other projects as required by the instructor. Please utilize the Writing Center for additional information on APA format.

All material submitted by students will be evaluated for the originality of content. Work may be evaluated for the originality of content using plagiarism detection applications. If any portion of work submitted by a student is found to be plagiarized,

the student may receive a score of zero for that assignment and may be considered an act of academic dishonesty. Students are encouraged to use the Writing Center within the Student Success Center for assistance in avoiding plagiarism.

ONLINE EXAMINATIONS AND QUIZZES

Online examinations and quizzes are an integral component within the online courses. Exams are timed and are administered in a secure browser. Students must set aside the appropriate amount of time to devote to taking an exam. It is highly recommended that students NOT wait until the last minute (just before the deadline) to begin an online exam, as certain technical issues are often unforeseen and may delay the students' ability to access the exam.

Online exams are to be treated with the same respect and integrity as exams taken in a classroom setting. Students are NOT to print (including print screen), copy, or share exam materials and questions with any other student at any time, even after an exam deadline has passed. This includes but is not limited to posting exam questions in Discussion Boards and e-mail exam questions to any student. Students found in violation of this policy may be subject to the College's disciplinary process for academic dishonesty.

PROCTORED TESTING

A proctored exam is one that is overseen by an impartial individual (called a proctor) who monitors or supervises a student while he or she is taking an exam. The proctor ensures the security and integrity of the exam process. Proctored testing may be required at a few select points during the entire program. Students will be able to use proctors within their local community and will not be required to be on campus for testing. Mercy College strongly believes proctored testing safeguards the integrity of your degree and follows best practices in distance learning. Your instructor will indicate when a proctored test is required via the syllabus, course news or email. Distance Education staff and your instructor will assist you with the process and requirements of your proctored test.

Approved Proctor Sites:

- Local college testing center
- Faculty and administrative staff at public-private college and universities
- Full-time school or public librarian
- Hospital Educational Counselor
- Guidance counselor/counseling staff
- Full-time teacher or staff member
- Corporate training officer
- Military base/station education officer

- Base commander
- Leader/Clergy person at a religion/faith-based facility

A Few Things to Know About Proctor Sites:

- Most proctor sites do not charge, but some may charge fees for their services. The student is responsible for paying all fees for proctoring when required.
- The student must be proctored in an educational/ professional/ public facility. (No proctoring may take place at a private residence.) Nor may the proctor be a relative or close friend of the student.
- It is the student responsibility to schedule a testing date for each proctored exam.

ACADEMIC ADVISING

Upon admission to the Healthcare Administration program, each student is assigned to an Academic Advisor. The advisor will monitor the academic progress of the assigned student through the curriculum and advise/counsel the student as necessary. Students are encouraged to meet with the academic advisor each semester before registering for courses. Specific information about academic advising can be found in the Student Success Center within Canvas.

TUTORING SERVICES

Tutoring is provided in the areas of science, math, writing, study skills, and nursing. More specific information about these services can be found in the Student Success Center within Canvas.

CAREER AND PROFESSIONAL DEVELOPMENT

The mission of the Office of Career and Professional Development at Mercy College is to assist students and alumni in their job search. Career services are provided free of charge. Career and Professional Development Services Offered:

- Resume and Cover Letter Development
- Interviewing Skill
- Job Search Process
- Job Fairs
- Professional Etiquette
- Professional Development Programs
- On-Line Career Resources

Please contact Kristen Porter, Director of Career, Professional Development and Retention at 419-251-1339 or email kristen.porter@mercycollege.edu for more information about the services available.

COUNSELING SERVICES

As part of the Mercy College Student Success Center, Counseling and Wellness services promote the personal growth and wellness for all students through personal counseling, group counseling, campus programming, and crisis response. Free and confidential services are available to assist students in resolving personal difficulties to help promote both personal and academic development.

How to Schedule an Appointment:

- Email: suzanne.hall@mercycollege.edu

Emergencies:

- If you have a concern about your safety or the safety of others, please contact campus security at 419-251-4444 or 911.
- If you feel your problem is urgent and you cannot wait to schedule an appointment, please contact the Director of the Student Success Center at 419-251-1487.
- If you are unable to reach the Director of the Student Success Center, please contact the Vice President of Student Affairs/Dean of students at 419-251-1512.
- National Suicide Prevention Lifeline: 800-273-TALK (8255)
- National Sexual Assault Hotline: 800-656-HOPE (4673)

LIBRARY AND LEARNING RESOURCES

Complete information regarding library resources available to students is found in the College catalog.

PROGRAM EXPERIENCE REQUIREMENT

Students must have one-year prior healthcare experience or be currently employed in healthcare. Students without prior experience or current healthcare employment will be required to complete HCA 404, Healthcare Administration Practicum, as a graduation requirement. Students who may become employed in healthcare while enrolled in the program will not be required to complete the practicum experience.

Healthcare Administration Practicum

Healthcare Administration Practicum (HCA 404) provides an experiential learning experience at a healthcare organization in which students will apply professional skills, knowledge, and behaviors learned in the program. This course must be taken in the semester closest to graduation. Students interested in or required to complete the practicum must contact their Academic Advisor in the semester before their expected practicum start to express intent of participation. Policies outlined in the handbook may not be inclusive of all the policies required during the practicum and are at the discretion of the College and hosting practicum site.

Criminal background checks/health/drug screen requirements

For student participating in the optional practicum experience, practicum sites may have additional screening and/or background check requirements for

students assigned to those sites. This information will be provided to students by the practicum preceptors. These requirements must be met before the start of the practicum experience.

Cell/smartphones and calls during practicum

No personal cell/smartphones (includes phone calls, text messaging, apps, email, etc.) are to be used during the practicum. Practicum site business phones are not to be used to make or to receive personal phone calls except in the event of an emergency. Students may make personal calls on their scheduled break or during lunch from cell/smartphones outside of the practicum site.

Dress code during practicum

Professional attire is required for all practicum sites so that you will represent the college and the profession of Healthcare Administration well. The primary concern is that all students are clean and neat. All situations may not be covered in these guidelines and are left up to the discretion of the HCA Practicum Instructor, HCA Associate Dean, or the HCA Practicum Site Supervisor. Wearing jeans, regardless of color; pajama pants, leggings, etc., athletic shoes, sandals, flip-flops or any shoes worn without hose/dress socks; sleeveless shirts, tank tops, exposed tattoos and facial/tongue jewelry (with the exception of one or two pairs of professional earrings in the earlobes) at the practicum are prohibited.

Honor code

As future professionals, it is expected that students will conduct themselves in an ethical, responsible, and honorable manner at all times. Failure to behave professionally can result in a warning and/or removal from the HCA program.

Service work

No stipend is paid to Healthcare Administration students during the practicum. The practicum experience is education and, as such, is just as important as time spent in the classroom. Students may not take the responsibility or the place of qualified staff. However, after demonstrating proficiency, students may be permitted to undertake certain defined activities with appropriate supervision and direction. Students may be employed in the field of study outside regular educational hours, provided the work does not interfere with regular academic responsibilities.

Conduct

The college will withdraw any student from a practicum site for reasons due to health (physical or emotional which impede the student's ability to perform required work), attendance, or performance. Misconduct that will result in immediate withdrawal from the practicum site includes, but is not limited to:

- Failure to receive a "Good" evaluation or above in the practicum setting
- Absenteeism
- Use of profane or vulgar language

- Cheating on examinations. Dishonesty, avoiding responsibility, and evidence of lying will not be tolerated.
- Inconsiderate, discourteous, and disrespectful treatment of patients, mentors, faculty, staff, guest speakers, or peers
- Entering college property or practicum site under the influence of alcohol or illegal substances
- Failure to maintain strict confidentiality of patient records
- Unsatisfactory practicum performance
- Negative or uncooperative verbal or nonverbal behaviors displayed toward others
- Failure to notify the practicum site and practicum instructor when absent.

RESIDENCE STATUS/CHANGE OF NAME

Any change in name, local address, permanent address (if different from the local address) or telephone number should be reported to the Student Records Office promptly.

CONFIDENTIALITY OF PROTECTED INFORMATION (HEALTH/FACILITY/PHYSICIAN/EMPLOYEE)

By law, all information contained in a patient's medical record/electronic health record, known as PHI (protected health information), is considered to be confidential. Information pertaining to the facility or relating to physicians or employees is considered confidential as well. All information that is discussed or made available in class or in the clinical facilities is therefore considered confidential and may not be discussed outside of the classroom or clinic.

Students may not disclose confidential information to unauthorized individuals, including family and/or friends. Failure to respect confidential information will result in dismissal from the program.

CIVIL RIGHTS/NONDISCRIMINATION STATEMENT

Mercy College of Ohio is committed to a policy of nondiscrimination on the bases of race, color, national and ethnic origin, sex, sexual orientation, disability, age, marital status, religion, pregnancy, genetic information, and any other legally-protected class in admissions and educational programs, services and activities, in accord with applicable federal and state law. For more information about Mercy College of Ohio policies, compliance and consumer information, please visit: www.mercycollege.edu/compliance. Inquiries and complaints of discrimination may be addressed to the Director of Compliance and Risk Management at 419-251-1710, or 2221 Madison Avenue Toledo, OH 43604.

TITLE IX STATEMENT

In accordance with the Education Amendments of 1972, 34 CFR Part 106, Mercy College of Ohio has designated a Title IX Coordinator and Deputy Title IX Coordinator (Youngstown location) to ensure compliance regarding sex/gender discrimination of any type. Discrimination on the basis of sex can include pregnancy and pregnancy-related conditions.

Please direct questions/concerns to:

Leslie Erwin, Title IX Coordinator

419-251-1710

leslie.erwin@mercycollege.edu

titleIX@mercycollege.edu

Betsy Cardwell, Deputy Title IX Coordinator

330-480-2170

elizabeth.cardwell@mercycollege.edu

Mercy College of Ohio

Healthcare Administration Program

Acknowledgment Statement

I, _____ have received a copy of the Student Handbook of the Healthcare Administration Program of Mercy College of Ohio.

I agree to abide by the regulations and policies described in this Handbook, including the Confidentiality of Protected Health Information and Residence Status policies (p. 9). I have been given the opportunity to ask questions for clarification of all policies.

Date:

Student's Electronic Signature

(Please type your name above)