program handbook 2023/2024

Healthcare Administration
Bachelor of Science Degree
Online Completion Program

Table of Contents

PURPOSE

The Mercy College of Ohio, Healthcare Administration Handbook is published by the Mercy College of Ohio, Division of Health Sciences and, in addition to the College Catalog, 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. The most current college catalog can be found online at https://mercycollege.edu/academics/college-catalog.

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.

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 may be a requirement within your coursework. 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 or the College's online proctoring service 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. Testing Center staff and your instructor will assist you with the process and requirements of your proctored test.

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.

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.

RESIDENCE STATUS/CHANGE OF NAME
To change their name, students provide a copy of a government-issued document indicating the prior name and updated name to the Office of Student Records.
To change their address, students may submit the request through EMPOWER ME.

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, gender identity, disability, age, marital status, military status, religion, pregnancy, genetic information, citizenship status, and any other legally-protected class in employment, admissions and other 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:

Stacey Brown, Title IX Coordinator
(419) 251-1710
Stacey.Brown@mercycollege.edu. or 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 and the College Catalog. I have been given the opportunity to ask questions for clarification of all policies.

_____   _____
Date: Student's Electronic Signature

(Please type your name above)