

The Christ College of Nursing and Health Sciences

Department of Health Sciences



Bachelor of Science in Health Care Administration

Program Handbook

Academic Year 2018-2019

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To the Health Care Administration Student:

Welcome to The Christ College of Nursing and Health Sciences! We are excited about the opportunity to partner with you as you begin your educational journey in the health care profession.

The *Health Care Administration Program Handbook* is an important document to guide you through and promote your successful completion of the HCA program. Please read the document thoroughly and familiarize yourself with the policies, procedures and regulations within the *Health Care Administration Program Handbook*. The faculty, professional staff, and administration are available to assist you with policies, procedures, or regulations in the *Health Care Administration Program Handbook*.

Occasionally it is necessary to introduce new or revise existing policies, procedures, or regulations in the *Health Care Administration Program Handbook*. New policies and revisions will be posted on the College's electronic learning management system.

As you begin your journey, we encourage you to interact with your class peers and faculty members to help enhance and diversify your learning opportunities. Together we can enrich the culture of health care through caring, collaboration, integrity, and excellence!

Best wishes for success in your educational endeavors!

Sincerely,

Faculty, Staff, and Administration
The Christ College of Nursing and Health Sciences
Health Care Administration Program

FOREWORD

The Christ College of Nursing and Health Sciences *College Catalog* and *Health Care Administration Program Handbook* are guidebooks for our students in the Health Care Administration program.

It is the responsibility of each student to know the contents of both documents and to respect and maintain the rules and standards of the College and the Health Sciences.

The College and Health Sciences reserve the right to change any provision or policy in the interest of the College, Health Care Administration program, or students.

The *Health Care Administration Program Handbook* can be accessed through the College's electronic learning management system.

PLEASE NOTE

The Christ College of Nursing and Health Sciences is committed to a policy of nondiscrimination on the basis of race, color, creed, national origin, ethnicity, age, gender, marital status, sexual orientation, veteran status, disability, or economic status in the administration of its educational, recruitment, and admissions policies; scholarship and loan programs; and athletic or other college-administered programs.

All institutional processes and policies are in compliance with Title IX of the 1972 Education Amendments and Section 504 of the Rehabilitation Act of 1973, respectively.

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HISTORY OF THE COLLEGE



Founding of the Predecessor: The Christ Hospital School of Nursing

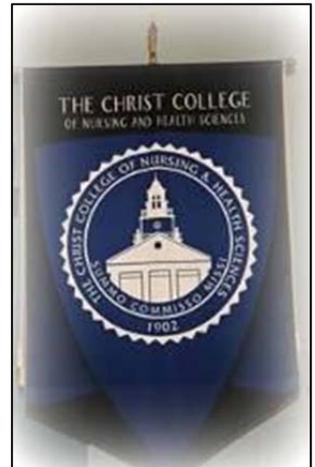
The Christ Hospital School of Nursing (TCHSN) was born in a tradition of caring. In 1888, a group of local citizens, led by soap maker James N. Gamble, invited Ms. Isabella Thoburn to come to Cincinnati. Their expectation was that she would start a program to train deaconesses and missionaries to carry on religious, educational and philanthropic work to alleviate the appalling poverty that existed in the city. They could not have imagined the impact their invitation would have on the city at that time or now, more than a century later.

Conversion to The Christ College of Nursing and Health Sciences (TCCNHS)

National and regional developments pointed to an evolving health care delivery system, increased needs and desires of consumers for higher-quality patient care, augmented educational and skill requirements of the nursing workforce, and national trends toward degree granting educational programs for nursing. In the 2002–2003 academic year, the administration and faculty of TCHSN determined that it was essential for the School to evolve to address these trends by proposing that a new, independent institution be developed prompting the conversion to The Christ College of Nursing and Health Sciences.

The expanded course offerings and intensive curriculum within the College help prepare graduates for work in a broad array of health care settings. In the future, as the College assesses its progress, the infrastructure and foundation being laid will open doors for curricular and extracurricular innovations allowing for continued attention to the excellence in education and community engagement that has been at the core of the institution's mission and history. TCHSN officially closed its doors with its last graduating class in 2007. The College opened its doors in academic year 2006–2007, accepting its first class of students.

TCCNHS is accredited through the Higher Learning Commission, North Central Association of Colleges and Schools.



HEALTH SCIENCES

Health Sciences Purpose

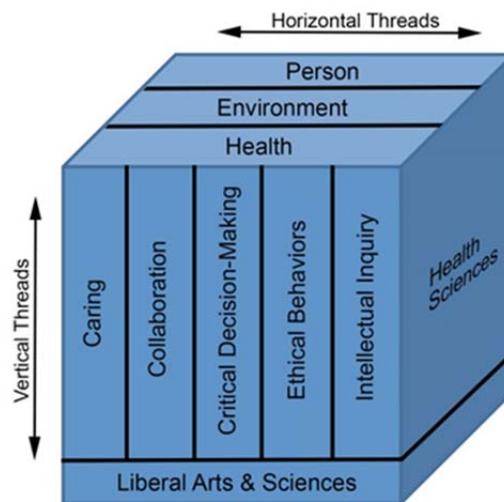
The purpose of the Health Sciences is to support the mission, vision, and values of The Christ College of Nursing and Health Sciences by providing a course of study with a foundation in the liberal arts and sciences. Students will acquire a fundamental understanding of the relationship between the person, environment and health. The health science graduate will be a life-long learner who models ethical behavior, integrity and excellence. Earning a health science degree from The Christ College of Nursing and Health Sciences, graduates will be equipped to participate in the healthcare arena as caring professionals engaging in critical decision making, intellectual inquiry, and collaboration.

Health Sciences Philosophy

The faculty believe:

- A **person** is a unique individual having intrinsic value. Each individual has diverse physical, emotional, social, developmental, and spiritual needs in varying degrees of fulfillment and deserves caring interventions. The person and environment are constantly interacting.
- The **environment** includes all internal and external factors affecting and affected by the individual. A part of this dynamic environment is society, which consists of individuals, families, communities, and institutions. Any change in the environment may require varying degrees of adaptation. Health Sciences graduates engage in assessment of both the environment and people to identify opportunities to promote, maintain, or restore health.
- **Health** is the dynamic process of balance and harmony within the person, including physical, mental and social well-being. A person's state of health is influenced by personal, societal, and cultural variables and may be affected by prevention and treatment strategies.

Health Sciences Framework



Health Sciences Conceptual Framework

Horizontal Threads for Health Sciences

For the Health Sciences, **person**, **environment** and **health** constitute horizontal threads, which are those integrated concepts presented early, strengthened through repeated exposure and application, and woven throughout the curriculum for Health Science programs.

Vertical Threads for Health Sciences

Caring, **intellectual inquiry**, **ethical behavior**, **critical decision making**, and **collaboration** comprise the vertical threads. These concepts and skills are arranged to build upon one another in alignment with a general sequence of learning. Scaffolded through the curriculum for Health Science programs, vertical threads guide the student's progression toward proficiency.

- **Caring** behaviors are nurturing, protective, compassionate, and person-centered. Caring creates an environment of hope and trust, where individual choices related to cultural values, beliefs, and lifestyle are respected.
- **Intellectual Inquiry** is a persistent sense of curiosity that informs both learning and practice, which stimulates visionary thinking. Intellectual inquiry invites the exploration of possibilities, allowing for creativity and innovation.
- **Ethical Behaviors** are characterized by conduct within legal, ethical, and regulatory frameworks; commitment to standards of professional practice; and accountability for one's own actions.
- **Critical Decision Making** encompasses the performance of accurate assessments, the use of multiple methods to access information, and the analysis and integration of knowledge and information to formulate evidence-based conclusions.
- **Collaboration** is working together with open professional communication to plan, make decisions, set goals and implement strategies. Collaboration requires consideration of need, priorities and preferences, available resources, shared accountability, and mutual respect.

HEALTH CARE ADMINISTRATION PROGRAM

Program Description

The Bachelor of Science in Healthcare Administration degree program provides a course of study that integrates concepts from liberal arts and sciences with a healthcare curriculum emphasizing academic excellence with opportunities for specialization. The promotion of critical decision making skills, ethical behaviors and intellectual inquiry along with a business focus prepares graduates with the foundational knowledge needed to enter a dynamic healthcare environment as collaborative, caring leaders. To assist in advocating for patients to achieve positive outcomes, graduates will possess a knowledge base of regulatory environments. The completion of the Bachelor of Science in Healthcare Administration degree program makes it possible for graduates to lead and manage healthcare staff and facilities.

Program Outcomes

Upon completion of the Bachelor of Science in Health Care Administration, students will be able to:

1. Apply theoretical and empirical knowledge from the liberal arts and sciences and health sciences to collaborative, caring management approaches based on evidence.
2. Build collaborative teams that successfully address complex challenges to healthcare.
3. Demonstrate effective professional, ethical communication, utilizing a variety of modalities, to improve healthcare delivery.
4. Assess organizational processes to determine opportunities and methods for improvement.
5. Analyze the impact of health care policy and regulatory mandates on health care management.
6. Demonstrate leadership roles to manage healthcare organizations.

Assessment and Correlation of Outcomes

The Health Care Administration faculty is responsible for collecting and reporting the data to the College community. The Health Care Administration program utilizes five criteria to ensure program quality. Each criterion provides general guidelines for evaluation of processes, student artifacts and faculty teaching against desired outcomes:

Criterion 1: Program's goals and objectives relate to the Institution's Mission and Strategic Plan. The program has goals and objectives for the upcoming 3 - 5 years that are clear and align with the institutional mission and strategic plan.

Criterion 2: Faculty are qualified to teach within their assigned discipline(s) and have a record of scholarly, service and/or teaching accomplishments necessary to advance student learning.

Criterion 3: It is clear from the data provided that the curriculum has a clear impact on student learning.

Criterion 4: Resources are clearly identifiable and sufficient; management of said resources is done so with attention to student learning, program or area purpose, institutional mission, and strategic planning.

The criteria help to ensure the program's mission, goals, and outcomes are congruent with the parent institution. The criteria also ensure inclusion of shared governance among faculty and students along with resource adequacy to enable the Health Care Administration program to fulfill its mission, goals, and outcomes.

CORE CURRICULUM AND CURRICULUM PLAN

The core curriculum consists of the following Health Care Administration (HCA) and Arts and Sciences (A&S) courses displayed in the curricular overview, mapped to Program Outcomes. (See course syllabi for specific course-to-program outcome mapping.)

Term	Course	Prog Core	Credit hours	Program Outcome
S1 (15)	ENG 101 English Composition		3	1
	MAT 105 College Algebra or higher		3	1
	HCA 101 Medical Terminology	x	3	1
	Free Elective		3	
	Science Elective		3	
S2 (15)	Communications Elective		3	
	SOC 101 Intro to Sociology OR PSY 101 Intro to Psychology		3	1/1
	ENG 205 or COM 315 Practical Communication		3	1,3
	Science Elective		3	1
	Humanities Elective		3	1, 2, 5
S3 (15)	HCA 210 Intro to Integrated HC Delivery Systems	x	3	2, 3, 4, 5
	STAT 201 Intro to Statistics		3	1
	BUSM 201 Principles of Management	x	3	1, 3, 4
	ACCT 210 Financial Accounting	x	3	1, 4, 5
	Science Elective		3	
S4 (15)	ACCT 220 Managerial Accounting	x	3	1, 4, 5
	ECO 201 Principles of Economics	x	3	1, 4, 5
	FIN 201 Principles of Finance	x	3	1, 4, 5
	Social and Behavioral Science Elective		3	
	Humanities Elective		3	
S5 (15)	HCA 310 Transformational Mgmt in Health Care	x	3	1, 3, 4, 5
	HCA 340 Marketing Techniques in Health Care	x	3	1, 3, 4
	HCA 360 Health Care Law	x	3	1, 4, 5
	HCA 350 Financial Management of Health Care Institutions	x	3	1, 4, 5, 6
	HCA 410 Health Care Policy	x	3	1, 5

Term	Course	Prog Core	Credit hours	Program Outcome
S6 (12)	HCA 320 Info Systems for Evidence-based Mgmt	x	3	1, 4, 5
	HCA 330 Human Resource Management	x	3	1, 3, 4, 5
	HCA 420 Health Care Quality and Performance Excellence	x	3	1, 4, 5
	HCA 390 Professional Development	x	1	1
	Free Elective		2	
Summer(3)	<i>Summer Internship or Capstone (see below)</i>	x	3	
S7 (15)	HCA 415 Ethical Issues in Health Care	x	3	1, 4, 5
	HCA 430 Health Care Strategic Planning	x	3	6
	Free Elective		3	
	Free Elective		3	
	Free Elective		3	
S8 (15)	HCA 435 Social Determinants of Community Hlth	x	3	1, 2, 3, 6
	HCA 440 Economic Applications for Operational Excellence	x	3	1, 4
	Free Elective		3	
	Science Elective		3	
	Free Elective		3	
	TOTAL CREDIT HOURS		120	

Total General Education Credits: 39 credit hours required; Major Core Courses: 61 credit hours, includes 3 credit hours of Experiential Learning Internship or Administrative Leadership Capstone below. Free Electives: 20 credit hours, that may be taken in different fields or as a focused concentration/track.

Total Program Credit Hours: 120

Experiential Learning Core Course Alignment (Taken in the Summer after Junior or Senior Year)

Courses	Credit Hours	Program Outcome
HCA 450 Administrative Leadership Capstone Project	3	1, 2, 3, 4, 5, 6
OR		
HCA 460 Health Care Administration Internship	3	1, 3, 4, 5, 6

COMMUNICATION

The faculty highly value open communication with students. Full-time faculty maintain scheduled office hours each week during the academic semester. Part-time and adjunct faculty are available by appointment. Students may contact faculty via voicemail and/or electronic mail.

- A. The College's internal electronic mail or Blackboard must be utilized for all e-mail communications between students and faculty.
- B. Faculty is expected to respond to student communications only during scheduled work days and times.
 - Please be aware faculty working part-time or as adjunct do not work every day.
 - Every effort will be made to respond to students within 48 hours during business days.
 - It is the student's responsibility to clarify faculty availability.
- C. Individual faculty may choose to communicate outside of scheduled work time and on weekends, which students should understand is not an expectation of the College or Administration.
- D. At the faculty's discretion, individual phone numbers may be given to students by listing phone numbers on the course syllabus.
- E. Frequently, faculty or professional staff needs to communicate with students.
 - It is the student's responsibility to immediately inform the College Registrar and the Administrative Assistant, Department of Health Sciences of any changes in name, address, or phone numbers in order to facilitate communication.
 - These changes are to be made in the student's permanent College record maintained by the Registrar.

Communication Pathway for Academic Course Concerns

At times, students may have academic concerns that warrant conversation with appropriate faculty. The following sequence outlines the student's pathway for routing such concerns.

The student should discuss concerns with (see directory for contact information):

1. Appropriate course faculty
2. HCA Program Director
3. Associate Dean, Health Sciences
4. Chief Academic Officer

ACADEMIC POLICIES AND PROCEDURES

General Policies

- A. The faculty in the HCA program reserves the right to implement changes in curriculum, schedule, and policies. The faculty and Department of Health Sciences will not change any policies that would affect an individual student's progression in or completion of the program.
- B. Non-compliance with policy requirements as outlined in the *College Catalog* or *Health Care Administration Program Handbook* may affect continuation or progression through the program, and could result in immediate course failure, probation, suspension, and/or termination from the program as determined by the Associate Dean, Health Sciences or designee.
- C. All changes to the Handbook will be announced through the College's email system.

Behaviors of Accountability and Code of Conduct

All students are responsible for being knowledgeable of and acting in accordance with the Behaviors of Accountability and Code of Conduct located in the College Catalog.

The Behaviors of Accountability and Code of Conduct apply to classroom and all College related situations. Students sign a document acknowledging their awareness of the Behaviors of Accountability and Code of Conduct during orientation week or at the time of official transfer to the College.

In addition to behaviors listed in the College Catalog, the following also applies:

- A. Students are expected to demonstrate the following behaviors related to accountability:
 1. Follow all College, Health Sciences Program, and Agency policies and procedures
 2. Maintain patient confidentiality, advocate for patients, family and significant others
 3. Admit errors as soon as discovered
 4. Refrain from cheating, stealing or repeating unacceptable behavior(s)
- B. Incidences violating the Code of Conduct which result in the student being suspended or terminated, include but are not limited to
 1. Chemical abuse
 2. Unauthorized possession of property
 3. Falsification of records
 4. Breach of confidentiality

Time to Degree for Matriculated Students

The time to complete the Bachelor of Science in Health Care Administration Degree for matriculated students is six (6) years from the date the student begins the program.

A student may petition for extension of Time to Degree by submitting a written request to the Associate Dean, Health Sciences or designee at least four (4) months prior to the expected graduation date. The student's request will be reviewed and the final decision communicated to the student and appropriate

College offices via College e-mail.

Matriculated students who have commenced program courses but are on an approved leave of absence are excluded from the timeline. The individual student's time to degree will be reassessed by the Associate Dean of Health Sciences and/or appropriate designee upon the student's return from the leave of absence.

Health Care Administration Program Progression Policy

A. Students are admitted to the Health Care Administration program with a defined expected graduation date.

1. Students are required to meet the defined curriculum plan as outlined in the *Health Care Administration Program Handbook* for the expected graduation date.
2. If a student's expected graduation date changes due to a student falling behind in the curriculum plan for any reason, the student will then be responsible for completing the defined curriculum plan under the new expected graduation date.

Example: Students who begin the curriculum, in August 2016 with the expected graduation date of May 2020 are admitted to the Health Care Administration program under the 2016 - 2020 *Health Care Administration Program Handbook*. Students are required to complete the curriculum plan for the Class of 2020. If a student's graduation year changes to May, 2021 for any reason (i.e. failure of a course, withdrawing from a course, leave of absence, time off) the student is then responsible for completing the Class 2021 curriculum plan.

SERVICE LEARNING AND INTERNSHIP: POLICIES AND PROCEDURES

Attendance Policy

A primary learning outcome of both the College and the Department of Health Sciences is the demonstration of student accountability through responsible self-directed behaviors consistent with the ethics and standards of professional practice. Active participation in class and internship activities is essential. Daily attendance, prompt arrival, a positive attitude, respect and active participation are expected.

- A. Attendance is **mandatory** for the Internship and Capstone. All experiences are designed to facilitate the transfer of theoretical knowledge to professional practice. Missed hours can prevent adequate development and assessment of the required knowledge, skills, attitudes, behaviors and judgment. Absence from internship experiences jeopardizes the student's ability to successfully meet the required internship course learning outcomes. Internship experience absences will be made up with alternate assignments at the discretion of the faculty instructor. See course syllabi for specific attendance/absence policies.

Dress Code Policies

It is the position of the Health Care Administration Program that professional appearance and demeanor are a demonstration of self-respect as well as respect for the profession. As representatives of the profession and of the College, students are expected to follow the dress code as outlined for **all activities occurring on location of the service learning or internship experience**. In addition, students are expected to adhere to the dress code of the service learning or internship location.

1. Picture ID badge with name facing outward at the collar.
2. Hair
 - a. Hair color must fall within natural occurring shades and be neat.
 - b. All hair lengths should be professional in style.
 - c. Hair longer than shoulder-length must be secured away from the face, off the collar.
 - d. Hair accessories, if required, should be professional in style, not excessive in size, and of a neutral color (white, black, brown, or beige).
 - e. Headwear may be worn if it is clean, and of neutral color (white, black, brown, or beige) and does not hang freely below the shoulders (i.e. turban). All headwear must fit under procedural head covering materials.
 - f. No hair ornaments (i.e. feathers) are permitted.
 - g. Beards and mustaches must be neatly trimmed. Students without beards are expected to be cleanly shaven.
3. Fingernails must be clean, neatly manicured and support the functional use of hands and fingers.
 - a. Fingernails must be no longer than 1/4 inch from fingertip in length.
 - b. Artificial and long natural fingernails are not permitted.
 - i. Artificial nails include, but are not limited to acrylic nails, overlays, tips, bondings, extensions, tapes, inlays, gels, shellac, and wraps.
 - c. Nail jewelry is not permitted.
 - d. Nail polish, if worn, should be of a pale color and well maintained without chips.
4. Jewelry must be simple and professional and must not interfere with patient care or present a hazard to the employee.
 - a. One ring or one wedding set may be worn.
 - b. Medic-Alert bracelet (if required).
 - c. Two pair of small post earrings or small hoop earrings in contact with the ear may be worn per ear. No space is permitted between the ear and hoop.
 - d. No necklaces are permitted.
 - e. Facial piercing, Monroe or nose piercing, must be a spacer of clear or natural skin tone color. Eyebrow, tongue, or lip piercing is prohibited.
5. Makeup must be professional and worn in moderation.
6. No perfume, cologne, or scented lotions.
7. All visible body art must be completely covered.
8. Chewing gum during the experience is prohibited.
9. Professional dress.
 - a. No sportswear, jeans, Capri pants, shorts, mini-skirts, spandex, sweats, running suits, hats/caps, sleeveless tops, midriff tops, halter tops, or tight or revealing clothing are permitted.
 - b. When movement occurs, bare skin should not be visible between pants and top.

- c. No sandals, flip-flops, or open-toed shoes.
- d. Hosiery or socks must be worn.

STUDENT HEALTH POLICIES FOR ON-CAMPUS AND INTERNSHIP/CAPSTONE STUDENTS

Pre-entrance medical records and completion of medical requirements are mandatory.

Physical Examination

Students are required to obtain a physical exam documenting evidence of good physical and mental health, date of the exam, and physician's signature prior to the beginning of the Health Care Administration program.

Drug Screening

A negative urine drug screen is required and must be completed prior to the Internship and Capstone.

Health Screening and Immunization Requirements

Requirements prior to ENTRY into the program include:

Tuberculin (TB) Test

If a student has a positive TB test, documentation must be provided of the amount of induration at the skin test site and a chest X-ray showing no evidence of disease must be on file. The chest X-ray is valid for a period of five (5) years.

Documentation with dates of the following vaccines/immunizations:

One Tetanus-Diphtheria-Pertussis (Tdap) booster after the age of 12 years, must include Pertussis

Two doses of the measles, mumps, and rubella (MMR) vaccine

Varicella (Chicken Pox) vaccine and proof of immunity through one of the following:

Physician statement of having history of Chicken Pox disease

Two doses of the Varicella vaccine

A copy of actual lab results indicating a positive Varicella titer (value over 1.10)

Three-dose Hepatitis B vaccine series

If documentation of the above vaccines cannot be obtained, titers will be drawn

For continuation or progression through the Health Care Administration program, students are responsible for meeting the following requirements. Failure to meet requirements will prevent participation in or result in suspension from the class and internship/capstone courses until requirements are met.

1. Immunizations must be kept up to date.
2. An annual flu vaccine is required.
3. If the student is not able to receive the vaccine, a physician's letter must be provided including the reason (i.e. allergy).
4. The student must follow the protective stipulations of The Christ Hospital Health Network and the internship site, which may require additional immunizations. It is the student's responsibility to schedule the immunization(s), pay for the immunization(s), and provide official proof of having met the immunization requirement.
5. Mandatory Health Insurance
 - a. The Christ College of Nursing and Health Sciences requires that all students have personal health insurance.
 - b. All students are expected to provide verification of such coverage prior to beginning courses each academic year by submitting a front-and-back copy of the insurance card to the Administrative Assistant for Nursing and Health Sciences.
 - c. It is the student's responsibility to obtain and maintain insurance coverage.

Financial Responsibility

The College does not assume financial responsibility for illnesses and injuries experienced by students in conjunction with their internship or service learning experience.

Visits to the emergency room for illness or injury occurring while in the role of student will not be covered by the hospital or the College. The student will be billed for services and Workers' Compensation will not be applied.

Costs for expensive or prolonged treatment or laboratory diagnostic work will not be assumed by the College.

The student shall assume the cost of routine laboratory work taken for any condition existing prior to or at the time of entrance to the College.

Any dental work incurred is at the student's expense.