



program handbook 2011/2012

## **HEALTH CARE ADMINISTRATION**

bachelor of science completion program

The purpose of this handbook is to familiarize the student with the policies of the program, so as to give direction to the student throughout their course of study.

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## OUR MISSION

Mercy College of Ohio, a Catholic institution with a focus on healthcare, educates and inspires students to lead and to serve in the global community.

## OUR VISION

We will be the leader in educating individuals committed to intellectual inquiry, social engagement, and life long learning.

## OUR VALUES

**Compassion** - Displaying respect, empathy, and a willingness to listen.

**Human Dignity** - Respecting the significance of each individual.

**Excellence** - Pursuing distinction in our professional and personal lives through quality academics and intellectual inquiry.

**Service** - Engaging the college community to enrich the lives of students through professional and community service.

**Sacredness of Life** - Revering all life through our thoughts, words, and actions.

**Justice** - Acting with integrity, fairness, honesty, and truthfulness.

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## Purpose

The purpose of this handbook is to familiarize students with the policies, procedures, and courses of the Health Care Administration Completion Program at Mercy College. Familiarity with this information will facilitate the student's progress in the program.

## Disclaimer

Information in this handbook is subject to change at any time. Mercy College will make every effort to inform students in the program of changes in advance of their implementation.

Questions concerning policies and procedures not covered in this handbook should be referred to the Health Care Administration Program Chair.

## Welcome

The faculty of the Health Care Administration (HCA) Completion program welcomes you to your educational experience in the dynamic and critical field of health care administration. During your time at Mercy College, we will be working closely with you to develop the skills and talents conducive to managing the changes taking place in healthcare.

If you need any additional information or assistance during your time at Mercy, we encourage you to utilize our faculty and resources.

## Introduction

This handbook is provided to give orientation information for students who have been accepted into the Mercy College of Ohio Bachelor of Science Degree Completion Program in Health Care Administration. **Students are expected to be familiar with all the material contained in the handbook.**

## Who are We?

Mercy College of Ohio is a Catholic, undergraduate institution of higher education founded by the Sisters of Mercy and sponsored by Mercy Health Partners. Our focus is to provide health care and health science related programs, continuing professional education programs, and other community services. We value and provide the integration of general and professional studies as the basis for successful career preparation. Excellence in the teaching and learning experience is rooted in the correlation of theory and practice.

## **Mercy College Mission**

Mercy College is a Catholic Institution of higher education dedicated to inspiring its students to a commitment to lifelong learning and social responsibility in the spirit of the Mercy heritage and values.

## **Mercy College Vision**

As a faith-based community of learners, we envision creating leaders who value intellectual inquiry and social responsibility by living the Mercy Core Values. We seek to nurture the whole person and to inspire our students to be of service and to mentor others through the twenty-first century and beyond.

## **Mercy College Core Values**

- **Compassion** – Displaying respect, care, empathy, and consideration to everyone we meet
- **Human Dignity** – Valuing the diversity and significance of each individual, rooted in our belief that all are created in the image and likeness of God
- **Excellence** – Focusing on the areas of academics and intellectual inquiry to pursue distinction in our professional and personal lives
- **Service** – Dedicating ourselves to improving the lives of others through professional and community services.
- **Sacredness of life** – Reverencing all life through our thoughts, words, and actions
- **Justice** – Acting with integrity, honesty, and truthfulness

## **Mercy College Institutional Learning Outcomes**

The philosophy behind a Mercy College education is that an individual, regardless of his/her chosen profession, needs to possess both a broad knowledge-base and the Institutional Learning Outcomes (ILO) which characterize an educated person. At Mercy College, this knowledge base and these ILO's are emphasized in all courses. Students demonstrate mastery of the Mercy College ILO's through the completion of a student portfolio, which enables the Humanities/Social Science Division, the College, and, most importantly, the student to assess student learning. This General Education Portfolio presents documentation which demonstrates the student's work, abilities, and growth throughout her/his academic career at Mercy College of Ohio.

## Institutional Learning Outcomes

1. **Communication:** To develop fundamental literacy in reading, writing, speaking and listening in order to communicate effectively.
2. **Critical Thinking:** To reason logically, using data from appropriate disciplines in the process of problem solving and decision-making.
3. **Mathematics:** To understand mathematical concepts and perform mathematical and algebraic computations.
4. **Values and Catholic Identity:** To exhibit an understanding of Catholic values, beliefs, and the nature of faith as they impact ethical decision making within the professional and personal life of the graduate.
5. **Computer Technology:** To understand the use of introductory computer technologies with emphasis on instructional software and word processing.
6. **Science:** To understand scientific concepts, the scientific method, contemporary issues in science and technology, and apply these concepts to healthcare.
7. **Humanities:** To exhibit a broader awareness, interest and appreciation of the relevance of the humanities to current conditions of life while acknowledging the beauty of human endeavor as a universal characteristic of cultures.
8. **Social and Global Awareness:** To understand and respect the diversity of cultures and experiences that characterize the global community and enable graduates to be productive and responsible citizens in a democratic society.
9. **Life-Long Learning:** To be motivated and responsible for continual self-directed learning and development of skills needed for self-actualization.

## Health Care Administration

The field of health care administration encompasses many aspects and roles in the organizational management and coordination of the delivery of health care in America. Due to increasing diversity in the system the professionals working in health care administration represent many different disciplines and are employed in a variety of traditional and nontraditional settings. The settings include:

- Clinics
- Hospitals
- Physician practices
- Rehabilitation centers

- Consulting firms
- Colleges and universities
- Public health departments
- Skilled nursing facilities
- Insurance organizations
- Mental health centers
- Professional associations
- Medical equipment companies
- Pharmaceutical companies
- Home health organizations
- Residential care facilities
- Ambulatory surgery centers
- Extended care facilities and corporations
- Accrediting organizations

## **Program History/Accreditation**

Mercy College of Ohio was granted approval by the Ohio Board of Regents for the Bachelor of Science in Health Care Administration Completion Degree status in March 2004. The program received approval by the Higher Learning Commission in June 2004. In the spring of 2007, the Program graduated its first class with a degree in HCA. Fall 2007 marks the beginning of the HCA Program being offered in an online format.

## **Program Philosophy**

The Health Care Administration Completion Program provides a solid, values-driven foundation of knowledge regarding the healthcare industry combined with the discipline to apply that knowledge in a professionally competent manner to advance the health of the local community. Emphasis is placed on building strong communication skills and organizational competence that highlight the effective health care manager in this online environment. This program is designed to meet the industry's desire for professionally educated individuals prepared in a career-oriented undergraduate program. All faculty members will strive to accommodate the learning styles of individual students in the Health Care Administration Program. Principles of adult learning are incorporated within each course. Adult learners respond best to learning that is experience centered, active, independent, real-life centered, self-directed, and internally and externally motivated.

## **Program Mission**

As an integral part of the Division of Allied Health at Mercy College of Ohio, the mission of the Health Care Administration Completion Program is to prepare students to enter management practice in a healthcare setting and to enhance the knowledge and skills of those already employed in a management role.

## **Program Outcomes**

Students in the Health Care Administration Completion Program are expected to achieve the following four (4) learning outcomes as part of the program of study.

This program will prepare students to:

1. Demonstrate advanced attainment of Mercy College of Ohio's Core values
2. Demonstrate workplace readiness through:
  - a. the ability to understand resource management (fiscal, human, and physical)
  - b. the importance of planning and leadership skills
  - c. understanding the legal impact on professional ethical decision-making
3. Possess interpersonal communication skills required for successful performance in the health care environment.
4. Demonstrate a working knowledge of computer technology as applied to systems in health care operations, presentation technology and other communication, planning, analysis, and quality applications.

## **Our Commitment to Excellence**

Mercy College has a continuing commitment to educational excellence. Performance improvement principles will be applied to enhance the effectiveness of the online delivery of coursework as well as course content and learning experiences. The Program Chair, Faculty, Director of Institutional Research and Advisory Committee members will continuously review outcomes of the Program Assessment Plan. Recommended actions steps for improvement will be made with the collaboration and support of the Associate Dean of Allied Health, Program Chair and the Vice President of Academic Affairs.

## **Expectations of 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 greatly 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 own 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 through the threaded discussions associated to online course.
- Complete all assignments on time.
- Make every effort to participate in all activities each module presents in each course. Students will notify the instructor and/or the Program Chair as soon as possible in cases of absence from class.
- Cooperate with fellow students, faculty and staff at Mercy College.
- Live their professional lives in a manner that reflects favorably on their chosen profession.
- Seek clarification from the instructor when content, guidelines, or expectations are unclear.

## **Degree Requirements**

In order to receive the degree of Bachelor of Science in Health Care Administration from Mercy College of Ohio, students must:

1. Abide by all rules and regulations of the college and the program.
2. Achieve a grade of “C” or better in all required courses listed below.
3. Receive no grade below “C” in all required courses listed below. (Courses receiving a grade lower than “C” must be repeated, earning a “C” or higher on the second attempt. Failure to receive a grade of C or higher on the second attempt may result in removal from the program. Please refer to “Progression/Repeating a Course” in the College catalog for more information.).
4. Achieve a “Good” evaluation or better in the internship.

## Program Curriculum

The Health Care Administration Completion Program has been designed to create a logical progression of learning from introductory to complex concepts. Therefore, the courses should be taken in the order listed below. Exceptions are possible with the prior approval of your academic advisor.

<i>Semester I</i>		<i>Credit Hours</i>
REL 301	Medical Ethics (2 <sup>nd</sup> 8 wks)	3
BUS 312	Human Resource Mgmt. (2 <sup>nd</sup> 8 wks)	3
HCA 214	Integrated Healthcare Delivery Systems (1 <sup>st</sup> 8 wks)	3
REL 317	World Religions (1 <sup>st</sup> 8 wks)	3
HCA 300	Residency for DL Program I	0.5
<i>Semester II</i>		<i>Credit Hours</i>
BUS 222	Managerial Accounting (1 <sup>st</sup> 8 wks)	3
HCA 224	Health Care Economics (2 <sup>nd</sup> 8 wks)	3
HUM/IDS 300	level elective (1 <sup>st</sup> 8 wks)	3
HCA 430	Management Accountability in Health Care Organizations (2 <sup>nd</sup> 8 wks)	3
<i>Semester III</i>		<i>Credit Hours</i>
SOC 211	Cultural Diversity (Summer III – 10 wks)	3
HCA 412	Health Care Law & Ethics (Summer III – 10 wks)	3
<i>Semester IV</i>		<i>Credit Hours</i>
HCA 316	Health Care Information Systems (1 <sup>st</sup> 8 wks)	3
HCA 418	Managed Care Contracting (2 <sup>nd</sup> 8 wks)	3
BUS 318	Marketing Concepts (1 <sup>st</sup> 8 wks)	3
HCA 410	Health Care Finance (2 <sup>nd</sup> 8 wks)	3
<i>Semester V</i>		<i>Credit Hours</i>
HCA 400	Health Care Administration Internship 8 hours/week for 12 weeks	1
HCA 424	HC Administrative Capstone (2 <sup>nd</sup> 8 wks)	3
HCA 401	Residency for DL Program II	0.5

**Refer to current Mercy College of Ohio catalog for other needed Bachelor Degree requirements, which are not guaranteed online.**

**Students need 120 credit hours to graduate (transfer credit will be considered toward the 120 credit hours required).**

# Health Care Administration Course Descriptions

## **HCA 214 Integrated Healthcare Delivery Systems (3 credit hours)**

Provides an opportunity for students to apply a unique, population-based approach to health care delivery issues and learn about the changing roles of the components of the U.S. health care system as well as the technical, economic, political, and social forces responsible for those changes. Compares health care systems of other countries.

## **BUS 222 Managerial Accounting (3 credit hours)**

Designed to facilitate student application of accounting concepts to various organizations. Topics include cost finding and cost analysis, financial statement analysis, budgeting, and reimbursement theory.

## **HCA 224 Health Care Economics (3 credit hours)**

Emphasizes the application of economic analysis to health and health care services. Examines the concept of health as human capital. Investigates the special features of supply, demand, distribution, and economic impact of health care delivery.

## **HCA 300 Residency for HCA Program I (0.5 credit hours)**

The Residency for HCA Program I is designed to provide an overview of the HCA program and the Desire2Learn course management software used to deliver courses. The course is intended to enhance student success by orienting them to strategies and resources for online learning as well as Mercy College policy and procedure. Through this course, students will be introduced to services provided by the College addressing academic, programmatic and technical needs. The residency will also provide community building among cohort members and faculty who will interact via online coursework throughout their program of study.

## **BUS 312 Human Resources Management (3 credit hours)**

Explores proven, hands-on applications of both classic and current management principles and practices. Introduces strategies, techniques, and tools to build or reinforce management skills and discusses the never-ending challenges faced by healthcare managers. Special emphasis placed on recruitment and retention of the workforce.

## **HCA 316 Health Care Information Systems (3 credit hours)**

Introduces foundational knowledge of information systems. Students participate in the design, selection, implementation, and use of clinical and administrative information systems. Reviews new and emerging technologies in the health care field.

## **BUS 318 Marketing Concepts (3 credit hours)**

Introduces marketing concepts with emphasis on current marketing trends in the marketplace. Explores consumer orientation, marketing plans and strategy development.

## **BUS 350 Nonprofit Healthcare Management (3 credit hours)**

This course will offer students the opportunity to examine the nonprofit side of healthcare, including hospitals and local health-oriented organizations. Students will learn about the

organizational structure, financial operations, the importance of awareness and management tactics, including working with volunteers.

**HCA 400 Health Care Administration Internship (1 credit hour)**

Off campus experiential learning of a pre-professional nature is available for work in health care facilities and related organizations. Projects are performed on site under the supervision of a qualified professional. Health Care Administration program faculty supervise placement of students in the internships.

**HCA 401 Residency for HCA Program II (0.5 hrs.)**

The Residency for Distance Learning Program II is designed to provide an opportunity for students to come together prior to graduating from their perspective programs. This course will include program assessments and informational sessions pertaining to graduation and future career opportunities.

**HCA 410 Health Care Finance (3 credit hours)**

Reviews issues in reimbursement structures, regulatory mechanisms, cost control, and related factors affecting administration of health services organizations.

**HCA 412 Health Care Law & Ethics (3 credit hours)**

Represents the government policies and guidelines relating to the operation of healthcare systems. Examines the impact on the implementation of health care and the ethical responsibilities ascribed to health care administrators. Discusses tort, contract, and statutory law related to healthcare delivery.

**HCA 418 Managed Care Contracting (3 credit hours)**

Reviews the evolution and shape of managed care, related public programs, and public policy. Serves as a primer on insurance, Medicare/Medicaid reimbursement, managed care contracting, developing an appropriate negotiating strategy, and performing the necessary financial analysis to support a beneficial and workable health service plan. Examines community outcomes of poorly negotiated managed care contracts.

**HCA 424 Health Care Administrative Capstone (3 credit hours)**

Integrates the various topics within the curriculum, focusing on current developments in the health care administration field, such as managed care, reengineering, Total Quality Management (TQM), Continuous Quality Improvement (CQI), Performance improvement (PI), budgeting, finance, personnel, planning, team-building, changing work force, healthcare paradigm shift, and many other management topics.

**HCA 430 Management Accountability in Health Care Organizations (3 credit hours)**

Focuses on the health care imperative of accountability to the community. Familiarizes students with the importance of performance improvement and clinical and service quality measurement in addition to the measurement of financial performance in health care organizations. Emphasizes the role of strategic planning as it encompasses the assessment of community need. Explores the development of organizational goals and the alignment of these goals with business strategy and project management.

## **Grading Policy**

### **Course Grades**

For all HCA courses, the following grading scale will be used:

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

## **Online Learning NETiquette**

The same rules apply online as they do in person. Be respectful of other students. Foul discourse will not be tolerated. Please take a moment and read the following link concerning "netiquette". <http://www.albion.com/netiquette/>

## **Expenses**

Tuition and Fees - See Mercy College of Ohio Cost Information sheet

- Textbooks
- Internship Expenses: transportation costs and professional liability insurance (the mandatory purchase of this insurance is done through the college at the student's expense)

Expenses should be discussed in detail with any persons who may share responsibility for financing your education. A yearly fee is charged to your account with tuition and other fees to cover your professional liability insurance. Complete information on the liability insurance program offered by the college can be obtained in the financial aid office.

## **Dress Code**

Professional attire is required at all internship sites, as you will be representing the college and all health care professionals. Internship attire:

- Females - Suit; skirt/blouse; tailored dress (nylon hose and dress shoes)
- Males - Suit; dress shirt and tie; dress pants, sport coat (dress shoes and socks)

## Conduct

The college will withdraw any student from an internship 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 internship site includes, but is not limited to:

- Failure to receive a "Good" evaluation or above in the internship 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 internship site under the influence of alcohol or illegal substances.
- Failure to maintain strict confidentiality of patient records.
- Unsatisfactory internship performance.
- Negative or uncooperative verbal or nonverbal behaviors displayed toward others.
- Failure to notify internship site and college when absent.

## Civility Statement

The classroom is a special environment in which students and faculty come together to promote learning and growth. It is essential to this learning environment that respect for the rights of others seeking to learn and respect for the professionalism of the faculty are maintained. Student conduct which disrupts the teaching/learning process shall not be tolerated and may lead to disciplinary action and/or removal from class.

## Late Assignments and Exams for HCA Courses

In the event of an absence from your coursework, the instructor must be notified in advance. Due to the extensive content of each class in the HCA completion program, every effort should be made to be active in each module. In extreme cases resulting in lack of online activity, special arrangements must be made to review material. It is the responsibility of the student to contact the instructor to go over material covered in the module missed. Online activity will count as part of the grade for all HCA courses. Missed internship hours must be made up prior to the end of the semester.

The grade on a late assignment will be decreased by 10% for every day it is late. (Note: The passing grade for all HCA courses is 78%.)

Missed quizzes or exams must be made-up within 48 hours to avoid losing credit. Grades will be reduced by 10% for each additional 24-hour period after the original exam date.

**Note:** These policies apply to all HCA classes. The corresponding policies for other classes will be listed in the course syllabus or are available from the instructor.

## Discipline Policy

- Small, first time infractions of policy or unprofessional behavior will be addressed by the instructor in an informal manner.
- Repeat or serious infractions of policy or unprofessional behavior will result in a Student Academic Counseling Form being completed, filed, and discussed with the student.
- Two Student Academic Counseling Forms on the same infraction per semester may result in dismissal from the program.
- Three Student Academic Counseling Forms within the same semester for different types of infractions may result in program dismissal.
- Very serious unethical behavior will result in immediate dismissal from the program. These types of behaviors include, but are not limited to: cheating, stealing, misuse of equipment, sexual advances on anyone in the HCA or other college areas, violent behavior, and abusive language.

## Academic Integrity

The purpose of education is to advance one's own intellectual skills and knowledge and to demonstrate the outcomes of these efforts. An essential and shared value in higher education is presenting one's own work and properly acknowledging that of others. Any violation of this principle constitutes academic dishonesty and is liable to result in disciplinary action. Forms of academic dishonesty include but are not necessarily limited to the following:

- **Plagiarism** – submitting all or part of another's work as one's own in an academic exercise, such as an examination, computer file, or written assignment. This includes, but is not limited to, submitting papers written by someone else, such as a family member or friend, or downloading parts of, or entire, term papers, from the Internet, and then submitting them as your own work. It also includes use of another's words as one's own, be that paraphrasing or direct quotation, without proper citation.
- **Cheating** – using or attempting to use unauthorized materials on an examination or assignment, such as using unauthorized texts or notes or improperly obtaining, or attempting to obtain, copies of an examination or answers to an examination. This

also includes sharing or receiving content, from exams or quizzes, by way of another student.

- **Facilitating Academic Dishonesty** – helping another to commit an act of academic dishonesty, such as substituting for an examination, completing an assignment for someone else, or sharing of computer files.
- **Fabrication** – altering or transmitting, without authorization, academic information or records.
- **Multiple Submissions** -- submitting the same paper/project for credit in multiple classes, without permission of the instructors involved.

## **Reporting Cases of Academic Dishonesty**

Each case of academic dishonesty will be reported to the appropriate Associate Dean in a formal written charge by the faculty member with firsthand knowledge of the violation within 15 class days\* after the incident occurs. The faculty member will have discussion with the student, which will be documented on the Academic Counseling form. Finally, the faculty member must inform the student of the charge via certified mail delivery. The written charge must contain the following:

- The particular allegation;
- The names of other participants or witness(es) where appropriate;
- The date and time, location, and relevant circumstances of the incident; and
- A copy of the relevant sections of the College Catalog concerning academic dishonesty and the appeal process.

## **Penalty for Academic Dishonesty**

During a student's entire academic career at Mercy College, each incident of academic dishonesty will be reported in writing to the appropriate Associate Dean. A disciplinary notation for academic dishonesty will be entered in the student's academic record.

A student found to have committed an act of academic dishonesty will not have the option to withdraw from the class in which the first incident occurred. A second finding of academic dishonesty shall exclude a student from consideration for academic honors. The penalty for the first incident of academic dishonesty will be a score of zero on the particular item being submitted and a written warning. The second incident of academic dishonesty in the same course as the first incident occurred or any other course will result in a failing grade for the course in which the second infraction occurred. A third incident of academic dishonesty will result in disciplinary dismissal, unless appealed. This may

be appealed as outlined in the “Student Academic Appeal Process” policy. The Associate Dean shall then notify the Registrar to enter the notation “dismissed for academic dishonesty” on the student’s academic record.

## **Academic Advising**

Upon admission to the Health Care Administration program, each student is assigned to an academic advisor to serve throughout the student’s enrollment. The advisor will monitor the academic progress of the assigned student through the curriculum and advise/counsel the student as necessary. Any student may, in addition, choose to consult with any faculty member.

The advising program is designed to promote growth and self-direction for students and to provide opportunities for optimal physical, emotional, social, intellectual, and spiritual growth and development. The academic advisor believes that guidance and counseling are continuous processes that are an essential part of the program. All students are encouraged to avail themselves of the opportunities provided within the college, such as self-defense, seminars in relation to campus security, study skills seminars, chemical dependency recognition/guidance seminars, spiritual counseling and activities, and job counseling.

The academic advisor has posted office hours, and is also available by appointment or by e-mail. Specific information about academic advising can be found in the college catalog.

## **Tutoring Services**

On occasion, students may experience academic difficulty or desire additional instruction for various courses. The staff of the Student Formation Division includes a group of trained professionals that will assist students during these times. These services are provided free of charge. 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 college catalog.

## **Counseling Services**

A licensed counselor is available to assist students with personal issues. The counselor is trained to provide supportive counseling and referrals to outside agencies when necessary. Complete information on counseling services provided for students can be found in the college catalog.

## **Leave of Absence Policy**

A student in good academic standing may request a leave of absence for health or other personal reasons. A student needing a course that is not offered until a later semester may request a “curriculum leave of absence”.

A leave of absence shall not exceed 12 months. After 12 months, the student will be considered a readmission candidate, unless an extension of the leave of absence is granted.

The student must request the leave of absence in writing through the Registrar's Office after consultation with the Vice President of Academic Affairs or the President.

The student on leave of absence must satisfy any conditions of the leave before re-entry and must comply with the course sequence and/or curricular changes at the time of re-entry. The student must inform the college one semester before returning to enable orientation to be arranged. A student's return is subject to available space at the time.

## **Library and Learning Resources**

Complete information about the library resources available to students is found in the college catalog.

In addition to learning resources available in the library, the Health Care Administration faculty members have a variety of desk reference materials in their offices. On request, the student may sign out and then return reference materials to a faculty member's collection.

## **Registration (Scheduling of Courses)**

Registration is handled through the EMPOWER system. Complete information on how to register for classes can be obtained from the Student Records Office.

**It is ultimately the student's responsibility to make sure that they follow the HCA Program of Study carefully. Some HCA courses are offered only once per year, therefore, if a course is dropped, graduation can be delayed by one year.**

## **Drop/Add Courses**

Information on how to drop or add a course can be found on the Mercy College website. If any HCA Program course is dropped, the Program Chair or assigned academic advisor should be notified immediately via e-mail or other communication by the student. This requirement is due to the fact that courses may be automatically dropped/added via Empower without advisor approval.

## **Retention Criteria/Standards of Progress**

Once enrolled in the program, the student is required to:

1. Maintain a 2.0 cumulative grade point average (GPA).
2. Maintain a "C" grade, or better, in all HCA courses. Any grade lower than a "C" is considered a failure. Students who fail a course or withdraw from a course when they are failing may repeat the course one time only. Please refer to "Progression/Repeating a Course" in the College catalog for more information.

\*Students who are unable to meet these program requirements will be subject to academic probation and/or dismissal from the program as outlined in the College

catalog. Students who are dismissed from the program can appeal as outlined in the college catalog under “Readmission to the College”.

Students are also subject to the “Dismissal” policy of Mercy College of Ohio as outlined in the College catalog.

## **Financial Aid Eligibility**

To receive or maintain eligibility for federal financial aid, the student must meet the requirements outlined in the “Standards of Satisfactory Progress” policy. A copy of this policy is available in the Financial Aid Office.

## **Grievance Policy**

The grievance policy for student concerns is found in the Mercy College Student Handbook.

## **Transfer Credit**

A student may transfer to Mercy College of Ohio from another institution of post-secondary education by following the procedure outlined in the college catalog. The Registrar has a list of courses that will transfer. There is no transfer of credit for professional courses at this time.

## **Change of Address**

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

## **Student Representation**

Each Health Care Administration cohort will have an elected class representative. This representative will be expected to voice the class concerns and wishes to the faculty.

## **Academic Record Keeping**

All student academic records are located in the Student Record’s Office in locked files. The records are accessible to appropriate college faculty and personnel outlined by the Family Educational Rights and Privacy Act.

The academic record consists of transcript preparation, specifying all credit instruction attempted and completed by the student. The transcript reflects each course entry by title, number of credits, grade, and year completed. The transcript also designates credit awarded by transfer or by examination, such as CLEP or challenge examination. The student file includes: applications for admission, scores on college pre-entrance examinations, placement examinations, high school transcripts, correspondence since entry into the school, clinical grades, and all college transcripts.

Materials found in the Financial Aid Office consist of a financial aid application and transcript, cumulative summary and counseling record, loan application or promissory note, Financial Aid Form (FAF report), Student Aid Report (SAR), income tax statement, statement of educational purpose and drug free certification, award and acceptance letter, validation forms as required, and miscellaneous correspondence.

A graduate's permanent record is kept in a locked fireproof file in the Student Record's Office and include: application, pre-admission testing scores, high school transcripts, a final summary of student progress and development, relevant financial aid data including veteran's records, and record release forms.

Complete records of students who have withdrawn from the college are maintained for five (5) years. At the end of this time period, the academic transcript at the college will be maintained and all other records in the student's file will be destroyed.

Graduates files are kept indefinitely.

## **Essential Requirements for Health Care Administration Students**

In response to the Rehabilitation Act, the ADA, educators developed a list of abilities for potential Health Care Administration students to supplement the academic essentials for admission and academic progression.

In order to meet the program competencies, and for successful completion of the objectives of each HCA course, a student must be able to meet the following requirements.

### **Language Arts/Communication**

#### ***Verbal***

The HCA student must:

- Speak clearly, concisely and employ correct vocabulary and grammar for communication with staff, physicians, other health care professionals, students, faculty, patients and the public effectively in English.

#### ***Written***

The HCA student must:

- Write utilizing a legible and concise style, which is readable in the English language.

#### ***Reading***

The HCA student must:

- Read and comprehend technical and professional materials (i.e. textbooks, magazines, journal articles, handbooks, and instruction manuals).

### ***Visual***

The HCA student must:

- Be able to read and comprehend text, numbers, and graphs displayed in print and on computer monitors (screens).
- Follow verbal and written instructions in order to correctly and independently perform designated activities.

### ***Auditory***

The HCA student must be able to hear:

- Verbal responses within the academic/professional setting.
- The telephone.

### ***Body Mechanics and Physical Characteristics***

The HCA student must be able to:

- Perform work which may require prolonged sitting.
- Travel to internship sites.

### ***Intellectual***

The HCA student must:

- Possess the following intellectual skills: comprehension, reasoning, integration, recall, analysis, problem-solving, comparison, self-expression, and criticism.

### ***Mental/Emotional***

The HCA student must:

- Be able to manage his/her time and systemize actions in order to complete professional and technical tasks within realistic constraints.
- Possess the emotional health necessary to effectively employ intellect and exercise appropriate judgment.
- Be flexible, creative, and able to adapt to professional and technical change.
- Support and promote the activities of fellow students and health care professionals.
- Be honest, compassionate, ethical and responsible. The HCA student must be able to critically evaluate his/her own performance, accept constructive criticism, and look for ways to improve.
- Demonstrate excellent interpersonal skills.

- Have a positive, cooperative, attitude in the classroom and during internships.
- Be poised, neat, well groomed, tactful, diplomatic and discreet.
- Maintain confidentiality of patient information.

These attributes are also integrated into our educational process in the form of academic and professional practice experience objectives. If you feel that because of a learning, physical, or mental/emotional disability you would have a problem accomplishing these essential program requirements, please make an appointment with your academic advisor. Having a special need may not preclude you from entering the program. Any student with a special need should seek help through the Student Success Center.

### **Criminal Background Checks/Health Requirements**

Individual internship sites may have additional legal or medical requirements for students assigned to those sites. This information will be provided to students by the internship coordinators. These requirements must be met prior to the start of the internship experience.

## **Appendix A – Confidentiality of Protected Health Information**

By law, all information contained in a patient's medical record/electronic health record (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.

All students are required to sign facility-specific privacy statements prior to participating in any laboratory or clinical activities that are held in a hospital, physician's office, ambulatory care facility, or other health-related agency that provides custodial care, diagnosis, treatment, surgery, therapy or any health-related care. Students who refuse to sign confidentiality statements will be dismissed from their program.

**Mercy College of Ohio**

**Health Care Administration Degree Completion Program**

**Acknowledgment Statement**

I, \_\_\_\_\_ have received a copy of the Student Handbook of the Health Care Administration (HCA) Program of Mercy College of Ohio.

I agree to abide by the regulations and the Confidentiality of policies and procedures associated with the Health Care Administration Program, as described within. I have been given the opportunity to ask questions for clarification of all policies.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Student's Electronic Signature

(Please type your name above)