Healthcare Administration
Bachelor of Science degree
Online 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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WELCOME
The faculty of the Healthcare Administration (HCA) Completion program welcomes you to your educational experience in the dynamic and critical field of Healthcare Administration. During your time at Mercy College, we will be working closely with you to develop the knowledge base and skills 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.

PURPOSE
The purpose of this handbook is to familiarize students accepted to the Healthcare Administration program with the policies, procedures, and courses of the program. Familiarity with this information will facilitate the student’s progress in the program. Students are expected to be familiar with all the material contained in the handbook.

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 Healthcare Administration Associate Dean.

COLLEGE CATALOG
The College Catalog is an important resource during your time here at Mercy College. A PDF version of the College Catalog is available on the College’s website for download.
HEALTHCARE ADMINISTRATION
The field of healthcare administration encompasses many aspects and roles in the organizational management and coordination of the delivery of healthcare in America. Due to increasing diversity in the system the professionals working in healthcare administration represent many different disciplines and are employed in a variety of traditional and non-traditional 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 authorized by the Ohio Board of Regents for the Bachelor of Science in Healthcare Administration Completion Degree 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 marked the beginning of the HCA Program being offered in an online format.

PROGRAM PHILOSOPHY
The Healthcare Administration (HCA) Degree Completion Program provides a solid values-driven foundation of management skills and business knowledge specific to the healthcare industry. Opportunities through distance learning coursework and practicum experiences will assist students in current or future management positions. Emphasis is placed on building strong communication skills and organizational competence that highlight the effective healthcare manager.
PROGRAM MISSION
As an integral part of the Division of Allied Health at Mercy College of Ohio, the mission of the Healthcare 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 LEARNING OUTCOMES
At the completion of the Bachelor of Science in Healthcare Administration completion program, the graduate will be able to:
1. Demonstrate advanced attainment of Mercy College Core Values.
2. Demonstrate workplace readiness through the ability to understand resource management (fiscal, human and physical), the importance of planning and leadership skills, as well as the understanding of the legal impact on professional ethical decision-making.
3. Possess interpersonal communication skills required for successful performance in the healthcare environment.
4. Demonstrate a working knowledge of computer technology as applied to systems in healthcare operations, presentation technology and other communication, planning, analysis and quality applications.

PROGRAM ASSESSMENT AND EFFECTIVENESS PLAN
Both student learning outcomes and the program are assessed in the following ways:
1. Like all of the academic programs offered by Mercy College, the Healthcare Administration program participates in the Mercy College institutional assessment and assessment of student learning outcomes plans.
2. The Healthcare Administration Program also utilizes its own assessment plan to assess student learning and program outcomes.
3. The HCA Advisory Committee is involved with the program planning, evaluation, and improvement.
4. Students complete evaluations of the course and the instructor at the end of each semester.
5. Students assess the practicum component of the program.
7. Graduates are asked to complete a Mercy College Alumni survey.

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.

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
In addition to the courses listed below in the program of study, the HCA Degree Completion Program has an elective 120-hour practicum requirement (HCA 404, Healthcare Administration Practicum, 1 credit hour). This optional experience allows for acquisition of specific skills in a real-world healthcare setting. Additional practicum information may be obtained from the Program Director.

Professional Coursework

<table>
<thead>
<tr>
<th>Course Name</th>
<th>CREDIT HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>HCA 214 Integrated Healthcare Delivery Systems</td>
<td>3</td>
</tr>
<tr>
<td>BUS 312 Human Resource Management</td>
<td>3</td>
</tr>
<tr>
<td>HCA 330 Principles of Accounting for Healthcare</td>
<td>3</td>
</tr>
<tr>
<td>HCA 224 Healthcare Economics</td>
<td>3</td>
</tr>
<tr>
<td>HCA 430 Management Accountability in HC Organizations</td>
<td>3</td>
</tr>
<tr>
<td>HCA 412 Healthcare Law &amp; Ethics</td>
<td>3</td>
</tr>
<tr>
<td>HCA 316 Healthcare Information Systems</td>
<td>3</td>
</tr>
<tr>
<td>HCA 418 Managed Care Contracting</td>
<td>3</td>
</tr>
<tr>
<td>BUS 318 Marketing Concepts</td>
<td>3</td>
</tr>
<tr>
<td>HCA 410 Healthcare Finance</td>
<td>3</td>
</tr>
<tr>
<td>HCA 424 Healthcare Administrative Capstone</td>
<td>3</td>
</tr>
<tr>
<td><strong>Total Professional Coursework</strong></td>
<td><strong>33</strong></td>
</tr>
</tbody>
</table>

Prior Coursework/Transfer Credit

Coursework taken for prior degree/degrees and/or at other institutions of higher education. Excludes credits transferred for Professional or General Education Coursework.

<table>
<thead>
<tr>
<th>Coursework</th>
<th>CREDIT HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prior Coursework</td>
<td>51</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>51</strong></td>
</tr>
</tbody>
</table>

General Education Coursework

The following General Education Coursework requirements are necessary to meet graduation requirements. Minimum requirements are listed; individual categories can be exceeded to meet the required amount of General Education Coursework. Coursework may be satisfied from transfer credit.

<table>
<thead>
<tr>
<th>Category</th>
<th>CREDIT HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Natural Sciences, Technology and Innovation</td>
<td>6</td>
</tr>
<tr>
<td>Oral and Written Communication</td>
<td>6</td>
</tr>
<tr>
<td>Mathematics, Statistics and Logic</td>
<td>3</td>
</tr>
<tr>
<td>Social and Behavioral Science</td>
<td>6</td>
</tr>
<tr>
<td>Arts, Humanities, Cultural and Diversity</td>
<td>9</td>
</tr>
</tbody>
</table>

**Notes:**
- Must include ENG 101 English Composition I (or equivalent)
- Must include ENG 102 English Composition II (or equivalent)
- Must include SOC 211 Cultural Diversity (or equivalent)
<table>
<thead>
<tr>
<th>Coursework</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional General Education Coursework</td>
<td>0 - 6</td>
</tr>
<tr>
<td>Up to 6 credit hours from any category above to meet a total of 36 credit hours of General Education Coursework</td>
<td></td>
</tr>
<tr>
<td>Total General Education Coursework</td>
<td>36</td>
</tr>
<tr>
<td>TOTAL CREDIT HOURS</td>
<td>120</td>
</tr>
</tbody>
</table>

A total of 120 credit hours are needed for graduation. Once a student enrolls at Mercy College, only six hours of credit can be transferred in from another institution of higher education. Students must complete a minimum of 36 credit hours at Mercy College of Ohio. All transferred course coursework must come from regionally accredited post-secondary institutions.
HCA PROGRAM COURSE DESCRIPTIONS

HCA 214 Integrated Healthcare Delivery Systems (3 credit hours)
In this course students will learn to apply a unique, population-based approach to healthcare delivery issues and learn about the changing roles of the components of the U.S. healthcare system as well as the technical, economic, political, and social forces responsible for those changes.

HCA 330 Principles of Accounting for Healthcare (3-0-0)
This course is an introduction to managerial and financial accounting. In addition, the course will review specific accounting practices and applications within healthcare organizations. Pre or Co-requisite: HCA 214, ENG 101

HCA 224 Healthcare Economics (3 credit hours)
In this course students will apply economic analysis to health and healthcare services. Examines the concept of health as human capital. Investigates special features of the supply, demand, distribution and economic impact of healthcare delivery. Prerequisite: HCA 214 & ENG 101 with a grade of C or higher.

HCA 301 DE Success Strategies and Program Overview (1 credit hour)
This course is designed to provide an overview of the distance education experience. Students will be introduced to success strategies, support services and the online learning environment. Students will also be familiarized with requirements, policies and procedures relating to their program of study.

BUS 312 Human Resource Management (3 credit hours)
Proven hands-on applications of both classic and current management principles and practices will be identified. Students will learn strategies, techniques and tools to build or reinforce management skills, leadership skills and discuss the never-ending challenges that a manager faces daily. Prerequisite: ENG 101, with a grade of C or higher.

HCA 316 Healthcare Information Systems (3 credit hours)
Introduces foundational knowledge and students participate in the design, selection, implementation and use of clinical and administrative information systems. Familiarizes the student with new and emerging technologies in the healthcare field. Prerequisite: HCA 214 & ENG 101 with a grade of C or higher.

BUS 318 Marketing Concepts (3 credit hours)
An introduction to marketing concepts with emphasis on current marketing trends in the marketplace. Consumer orientation, marketing plans and strategy development will also be discussed. Prerequisite: ENG 101, with a grade of C or higher.

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. Prerequisites: ENG 102 with a grade of C or higher.

**HCA 404 Healthcare Administration Practicum (1 credit hour)**
This course provides an experiential learning experience at a health care organization in which students will apply professional skills, knowledge and behaviors learned in the program. Course must be taken in the same semester as expected graduation. Prerequisite: HCA 214

**HCA 410 Healthcare Finance (3 credit hours)**
In this course students will review issues in reimbursement structures, regulatory mechanisms, cost control and related factors affecting administration of health services organizations. Prerequisite: HCA 214 & ENG 102 with a grade of C or higher.

**HCA 412 Healthcare Law & Ethics (3 credit hours)**
This course will present the government policies and guidelines relating to the operation of healthcare systems. Within this context, discussion will be led around the impact on the implementation of healthcare and the ethical responsibilities ascribed to healthcare administrators. Examines tort, contract and statutory law related to healthcare delivery. Prerequisite: HCA 214 & ENG 102 with a grade of C or higher.

**HCA 418 Managed Care Contracting (3 credit hours)**
In this course, students will review the evolution and shape of managed care, related public programs and public policy. The practical application of the course is 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. Prerequisite: HCA 214 & ENG 102 with a grade of C or higher.

**HCA 424 Healthcare Administrative Capstone (3 credit hours)**
In this course, students will integrate the various topics within the curriculum focusing on current developments in the healthcare administration field, such as managed care, reengineering, TQM/CQI, budgeting, finance, personnel, planning, team-building, changing work force, healthcare paradigm shift and many other management topics. Course must be taken in the same semester as expected graduation. Prerequisite: HCA 214 & ENG 102 with a grade of C or higher.

**HCA 430 Management Accountability in Healthcare Organizations (3 credit hours)**
Focusing on the healthcare imperative of accountability to the community, students in this course will deal with the measurement of performance in healthcare organizations, the implementation of business strategies, strategic plans, project management and the attainment of organizational goals. Introduction to CQI, performance improvement, clinical and service quality. Prerequisite: HCA 214 & ENG 102 with a grade of C or higher.
PROGRAM 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. Abide by all rules and regulations of the college and the program.
3. Earn a "C" grade, or higher, in all courses of the HCA Program. Any grade lower than a "C" is considered a failure and must be repeated. Students who fail a professional course or withdraw from a professional course failing may repeat the course one time only. If a student should fail two core program courses (HCA/BUS), the student may be dismissed from the program.
4. 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.

STUDENT REPRESENTATION

Each Healthcare Administration annual cohort will have a class representative. Each representative will attend two HCA Advisory Committee meetings per academic year.

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 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 Allied Health Associate Dean 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 instructor immediately if he/she encounters difficulties in completing their assignments.
GRADING POLICY
Course Grades
For all HCA & BUS courses, the following grading scale will be used:

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

LATE ASSIGNMENTS AND EXAMS
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 program courses. Missed practicum hours must be made up prior to the end of the semester.

Note: Check individual course syllabi re: late policies.

WRITING REQUIREMENTS
All courses require that APA format be followed for all research papers and any other projects as required by the Course Instructor. Please visit the following website for more information on APA formatting:

http://owl.english.purdue.edu/owl/resource/560/01/

All material submitted by students will be evaluated for originality of content. Work may be evaluated for originality of content using Turnitin® or any other method of plagiarism detection. 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. Please refer to www.plagiarism.org for more information on how to avoid plagiarism. Other helpful links on avoiding plagiarism include:

http://writing.wisc.edu/Handbook/QPA_plagiarism.html
http://owl.english.purdue.edu/owl/resource/589/01/

Students are also encouraged to use the Student Success Center/Writing Skills Lab for assistance in avoiding plagiarism.

ONLINE EXAMINATIONS AND QUIZZES
Online examinations and quizzes are an integral component within the online courses. Exams are strictly 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 printscreen), 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 own 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
The following are examples of 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.

RESIDENCE STATUS FOR HEALTHCARE ADMINISTRATION STUDENTS
State law currently prohibits Mercy College from delivering online education in the following states: Alabama, Arkansas, Connecticut, Massachusetts, Maryland, Minnesota, and Wisconsin. If you move to an unauthorized state, you will no longer be permitted to continue your studies at Mercy College. State law can change at any point. Please let the Allied Health Associate Dean know immediately if you plan to move to one of the above states.

CHANGE OF NAME/ADDRESS
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.

ONLINE LEARNING NETIQUETTE
Over time a set of rules (conventions) have emerged to make online communication more pleasant and more effective. Your E-mail messages and message board postings should conform to the following guidelines, which are adapted from Greg Kearsley’s Guide to Online Education.

Brief is best. Readers find it difficult to process and remember too much information at one time, so keep messages short and focus on a single idea or topic. When you need to address multiple ideas or topics, use a separate message for each one. Similarly, use separate files for different kinds of data/information instead of putting it all in one large file.

Be careful with formatting. Don’t use fancy formatting (e.g., tables, fonts, layouts) unless you are sure that all users can read it. Don’t type in all capital letters—use upper- and lower-case letters, which are easier to read. Don’t use a font size that’s too big or too small, both of which are hard to read. Ten- or 12-point font is effective. Make messages more readable by using spacing, paragraphing, and subheadings. Don’t include graphics, images or multimedia components (audio/video clips) in messages or files unless you are sure your intended audience can view them.

Provide structure. Take the time to create meaningful subject headings or file names to help readers understand the purpose and context of the information. Also,
begin messages and postings with a summary, recap, or reminder of an ongoing discussion to provide context. When people are reading dozens of messages or files, they need a brief orientation to help them understand how the new message relates to what has come before.

**Remember the public domain.** Think carefully about what you write. First of all, readers can easily forward some or all of your E-mail messages and files to others, so always assume that anything you post could be made quite public. Also, your message may be read by a wide variety of people (particularly if posted to a public forum on the Internet), so be especially sensitive to any form of cultural bias in what you say.

**Be kind and gentle.** Avoid sarcasm and mean-spiritedness. If you read something that upsets you, don’t immediately reply with an angry message of your own; either ignore it or wait a day and send a rational response. The online environment is a wonderful place for debate and discussion, but remember to be civil and considerate.

In general, the same rules apply online as they do in person. Be respectful of other students. Foul discourse will not be tolerated and may be subject to disciplinary action.

**ACADEMIC ADVISING**
Upon admission to the Healthcare Administration program, each student is assigned to the Allied Health 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 prior to registering for courses.

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 Division of Student Formation 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.

For specific help with writing, HCA students are encouraged to contact the:

Writing Tutoring and Writing Center
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 Megan Gray, Director of Career and Professional Development at 419-251-1784 or email megan.gray@mercycollege.edu for more information about the services available.

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.

LIBRARY AND LEARNING RESOURCES
Complete information regarding library resources available to students is found in the college catalog and in the Brightspace/Desire2Learning (D2L) Learning Environment.

PRACTICUM POLICIES
Healthcare Administration Practicum (HCA 404) is an optional course that 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 same semester as expected graduation. Students interested in the practicum experience must contact the HCA Associate Dean one full semester prior their expected start to express intent of participation. Policies outlined within this 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 prior to the start of the practicum experience.

**Cell/smart phones and calls during practicum**
No personal cell/smart phones (includes phone calls, text messaging, smart phone apps use, 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/smart phones 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 type of 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.

Suggested dress code:

**Females:**
- Suit; skirt/blouse; tailored dress; dress slacks with blouse or sweater
- Nylon hose or dress socks. Dress shoes.

**Males:**
- Suit; polo/dress shirt, a tie (optional), dress pants. Dress shoes/socks.

When at the Practicum site:

1. Makeup should be natural looking and appropriate for daytime.
2. Jewelry should be conservative and in good taste, facial jewelry must be removed, if applicable.
3. Hair will be a “natural” color (not green, blue, etc.) with hair accessories being small/tasteful.
4. Beards, mustaches, and side-burns must be clean and neatly trimmed.
5. Nails should be clean, of appropriate length and neutral/business appropriate shades of color.
6. Maintain a neat, clean, professional appearance at all times.
7. Chewing gum is prohibited during practicum hours.
8. Tattoos are not to be displayed. Care should be taken to cover tattoos.

9. Perfume/cologne is to be kept to a minimum and should not be worn if going to patient areas.

Dress at all practicum sites will be supervised/may be modified by the individual site. **Students may be dismissed from a practicum site if the dress code is violated.**

**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 in a professional manner can result in a warning and/or removal from the HCA program.

**Service work policy for HCA practicum**

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 practicum site and practicum instructor when absent.
Mercy College of Ohio

Healthcare Administration Degree Completion Program

Acknowledgment Statement

I,_________________________________________ have received a copy of the Student Handbook of the Healthcare Administration (HCA) 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. 12). I have been given the opportunity to ask questions for clarification of all policies.

_________________________ Date __________________________________________

Student’s Electronic Signature

(Please type your name above)