

EASTERN KENTUCKY UNIVERSITY
College of Health Sciences
Health Services Administration

Student Handbook



Academic Year: 2013-2014

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I. Introduction

This handbook for undergraduate students in Health Services Administration (HSA) contains information about administrative and academic policies, curriculum, and course work.

It is essential that you become familiar with the information contained in the handbook in order to facilitate your progress in the program. Hopefully, the information presented here will prevent or minimize misunderstandings and inaccurate expectations. Therefore, it will be assumed that every student has read, and is familiar with, the contents of this handbook.

Note: This handbook does not replace the ECU *Undergraduate Catalog*, which can be obtained at <http://www.undergradstudies.ecu.edu/catalog/>.

II. Career Overview

What is Health Services Administration?

Today, advances in medical science, legislative reforms, computerization, increasing health care costs, and the need to manage health care delivery systems effectively have created a growing demand for health care professionals. A career in health services administration offers a unique opportunity to combine an interest in medicine with the multi-faceted health care management challenges of tomorrow.

The term "health services administrator or manager" encompasses all individuals who plan, direct, coordinate, and supervise the delivery of healthcare services. Generally, they fall into one of three categories: 1) generalists (health care administrators) - who manage an entire facility, 2) clinical managers (departmental managers) - who are in charge of specific departments within a health care facility, and 3) health information administrators.

Generalists - Generalists are often responsible for millions of dollars of facilities and equipment, as well as numerous employees. To make effective decisions, they must understand finance and information systems and be able to interpret data. Having excellent leadership abilities, a variety of management and communication skills, and a strong sense of caring for others are essential requirements. Though top administrators may be involved in the daily operating functions of a facility, they typically focus their attention on organization-wide issues and decisions.

Clinical Managers – Clinical managers have training or experience in a specific clinical area and more detailed responsibilities than generalists. For example, directors of occupational therapy (OT) are normally academically trained OT and directors of respiratory care departments are normally respiratory therapists (RT). Clinical managers establish and implement policies, objectives, and procedures for their respective departments; evaluate personnel and work; develop reports and budgets; and coordinate activities with other managers.

Health Information Managers – Health information managers are responsible for the maintenance and security of all patient records. Federal regulations require that all healthcare providers maintain electronic patient records and that these records be secure. As a result, health information managers must keep up with current computer and software technology, as well as with legislative requirements. In addition, as patient data become more frequently used for quality management and in medical research, health information managers must ensure that databases are complete, accurate, and available only to authorized personnel.

Academic Training

A master's degree in health services administration, health sciences, public health, public administration, or business administration is the standard credential for most generalist positions. However, a bachelor's degree is normally adequate for entry-level administrative positions in larger facilities, top administrative positions in smaller facilities, and departmental level management positions in both large and small facilities – including health information management.

Job Outlook

According to the Occupational Outlook Handbook, published by the U.S. Department of Labor, employment as a medical and health services manager is expected to grow **faster than average** (expected to grow 22%) for all occupations through 2020. Although hospitals will continue to employ a large portion of health services managers, the job market is rapidly expanding outside of hospitals. New openings are available in home health agencies, nursing homes, outpatient care, mental health facilities, health insurance companies, commercial and industrial firms, governmental agencies, and legal offices.

Earnings

Salaries vary based on location, type of health care organization, and job responsibilities. Entry management positions commonly pay \$40,000-\$50,000 with advanced positions paying up to \$85,000 or more.

Sources

1. 2005 hospital compensation survey (n.d.). American College of Healthcare Executives. Retrieved from <http://www.healthmanagementcareers.org/careers.cfm>
2. New member profile results show HIM careers expanding (n.d.) American Health Information Management Association.
3. Occupational outlook handbook, 2012-2013 edition (n.d.). U.S. Department of Labor – Bureau of Labor Statistics. Retrieved from <http://www.bls.gov/oco/>

III. HSA Opportunities at EKU

EKU's Health Services Administration (HSA) program lays the educational foundation for both categories of health services managers – generalists and specialists – by offering a variety of academic opportunities.

B.S. in Health Services Administration

- **Option in Ancillary Health Management**

Ancillary Health Management (AHM) is a degree progression opportunity. This option is for credentialed or licensed practitioners with a previous degree in a health-related field who want to advance into supervisory and managerial positions within a health care organization.

- **Option in Health Care Administration and Informatics**

Health Care Administration and Informatics (HCAI) provides individuals with a unique blend of both business and healthcare-related course work. This option is ideal for individuals who would like to have the flexibility of developing a career as either 1) a health care administrator or 2) a specialist in health informatics and information management.

The curriculum establishes a broad health care management foundation while developing a depth of knowledge in health informatics. Health informatics and information management professionals are experts in collecting, interpreting, and analyzing patient data for clinical, financial, and administrative decision-making. With the advancement of health communication and information technology, the need for these professionals will grow in the future.

Students graduating from the HCAI option are eligible to sit for the national certification examination leading to a credential as a Registered Health Information Administrator (RHIA).

The HCAI option is accredited by the Commission on the Accreditation for Health Informatics and Information Management Education (CAHIIM).

IV. Academic and Professional Ethics

Academic Ethics

Academic integrity is a fundamental value upon which colleges and universities are built. For learning and scholarship to thrive, it is essential that students demonstrate professionalism by being honest, trustworthy and respectful of other people's work. These academic values are addressed in the following university-based documents.

- **Eastern Kentucky University**
 - Academic Integrity Policy
 - Code of Ethics for Computing & Communications

Professional Ethics

Codes of Ethics are commonly created by professional organizations to guide its members' behavior and practice when carrying out professional work. In addition, Codes may serve as a basis for judging the merit of a formal complaint pertaining to violation of professional ethical standards.

These Codes are concerned with a variety of issues, often including:

- Academic honesty
- Adherence to confidentiality agreements
- Data privacy
- Handling of human subjects
- Resolution of conflict of interest
- Professional accountability and competency

This handbook includes the Codes of Ethics from the following professional organizations.

- American Health Information Management Association (AHIMA)
 - Professional Code of Ethics
 - Standards of Ethical Coding
- American College of Health Care Executives (ACHE)
- American Health Care Association (AHCA)

American Health Information Management Association

Code of Ethics

Ethical Principles: The following ethical principles are based on the core values of the American Health Information Management Association and apply to all health information management professionals.

Health information management professionals:

- I. Advocate, uphold and defend the individual's right to privacy and the doctrine of confidentiality in the use and disclosure of information.
- II. Put service and the health and welfare of persons before self-interest and conduct themselves in the practice of the profession so as to bring honor to themselves, their peers, and to the health information management profession.
- III. Preserve, protect, and secure personal health information in any form or medium and hold in the highest regard the contents of the records and other information of a confidential nature, taking into account the applicable statutes and regulations.
- IV. Refuse to participate in or conceal unethical practices or procedures and report such practices.
- V. Advance health information management knowledge and practice through continuing education, research, publications, and presentations.
- VI. Recruit and mentor students, peers and colleagues to develop and strengthen professional workforce.
- VII. Represent the profession to the public in a positive manner.
- VIII. Perform honorably health information management association responsibilities, either appointed or elected, and preserve the confidentiality of any privileged information made known in any official capacity.
- IX. State truthfully and accurately one's credentials, professional education, and experiences.
- X. Facilitate interdisciplinary collaboration in situations supporting health information practice.
- XI. Respect the inherent dignity and worth of every person.

Revised & adopted by AHIMA House of Delegates – October 2, 2011

American Health Information Management Association

Standards of Ethical Coding

Coding professionals should:

1. Apply accurate, complete, and consistent coding practices for the production of high-quality healthcare data.
2. Report all healthcare data elements (e.g. diagnosis and procedure codes, present on admission indicator, discharge status) required for external reporting purposes (e.g. reimbursement and other administrative uses, population health, quality and patient safety measurement, and research) completely and accurately, in accordance with regulatory and documentation standards and requirements and applicable official coding conventions, rules, and guidelines.
3. Assign and report only the codes and data that are clearly and consistently supported by health record documentation in accordance with applicable code set and abstraction conventions, rules, and guidelines.
4. Query provider (physician or other qualified healthcare practitioner) for clarification and additional documentation prior to code assignment when there is conflicting, incomplete, or ambiguous information in the health record regarding a significant reportable condition or procedure or other reportable data element dependent on health record documentation (e.g. present on admission indicator).
5. Refuse to change reported codes or the narratives of codes so that meanings are misrepresented.
6. Refuse to participate in or support coding or documentation practices intended to inappropriately increase payment, qualify for insurance policy coverage, or skew data by means that do not comply with federal and state statutes, regulations and official rules and guidelines.
7. Facilitate interdisciplinary collaboration in situations supporting proper coding practices.
8. Advance coding knowledge and practice through continuing education.
9. Refuse to participate in or conceal unethical coding or abstraction practices or procedures.
10. Protect the confidentiality of the health record at all times and refuse to access protected health information not required for coding-related activities (examples of coding-related activities include completion of code assignment, other health record data abstraction, coding audits, and educational purposes).

11. Demonstrate behavior that reflects integrity, shows a commitment to ethical and legal coding practices, and fosters trust in professional activities.

Revised: September 2008

American College of Healthcare Executives

Code of Ethics

PREAMBLE

The purpose of the *Code of Ethics* of the American College of Healthcare Executives is to serve as a standard of conduct for affiliates. It contains standards of ethical behavior for healthcare executives in their professional relationships. These relationships include colleagues, patients or others served; members of the healthcare executive's organization and other organizations, the community, and society as a whole.

The *Code of Ethics* also incorporates standards of ethical behavior governing individual behavior, particularly when that conduct directly relates to the role and identity of the healthcare executive.

The fundamental objectives of the healthcare management profession are to maintain or enhance the overall quality of life, dignity and well-being of every individual needing healthcare service and to create a more equitable, accessible, effective and efficient healthcare system.

Healthcare executives have an obligation to act in ways that will merit the trust, confidence and respect of healthcare professionals and the general public. Therefore, healthcare executives should lead lives that embody an exemplary system of values and ethics.

In fulfilling their commitments and obligations to patients or others served, healthcare executives function as moral advocates and models. Since every management decision affects the health and well-being of both individuals and communities, healthcare executives must carefully evaluate the possible outcomes of their decisions. In organizations that deliver healthcare services, they must work to safeguard and foster the rights, interests and prerogatives of patients or others served.

The role of moral advocate requires that healthcare executives take actions necessary to promote such rights, interests and prerogatives.

Being a model means that decisions and actions will reflect personal integrity and ethical leadership that others will seek to emulate.

I. THE HEALTHCARE EXECUTIVE'S RESPONSIBILITIES TO THE PROFESSION OF HEALTHCARE MANAGEMENT

The healthcare executive shall:

- A. Uphold the *Code of Ethics* and mission of the American College of Healthcare Executives;
- B. Conduct professional activities with honesty, integrity, respect, fairness and good faith in a manner that will reflect well upon the profession;
- C. Comply with all laws and regulations pertaining to healthcare management in the jurisdictions in which the healthcare executive is located or conducts professional activities;
- D. Maintain competence and proficiency in healthcare management by implementing a personal program of assessment and continuing professional education;
- E. Avoid the improper exploitation of professional relationships for personal gain;
- F. Disclose financial and other conflicts of interest;
- G. Use this *Code* to further the interests of the profession and not for selfish reasons;
- H. Respect professional confidences;
- I. Enhance the dignity and image of the healthcare management profession through positive public information programs; and
- J. Refrain from participating in any activity that demeans the credibility and dignity of the healthcare management profession.

II. THE HEALTHCARE EXECUTIVE'S RESPONSIBILITIES TO PATIENTS OR OTHERS SERVED

The healthcare executive shall, within the scope of his or her authority:

- A. Work to ensure the existence of a process to evaluate the quality of care or service rendered;
- B. Avoid practicing or facilitating discrimination and institute safeguards to prevent discriminatory organizational practices;

- C. Work to ensure the existence of a process that will advise patients or others served of the rights, opportunities, responsibilities and risks regarding available healthcare services;
- D. Work to ensure that there is a process in place to facilitate the resolution of conflicts that may arise when values of patients and their families differ from those of employees and physicians;
- E. Demonstrate zero tolerance for any abuse of power that compromises patients or others served;
- F. Work to provide a process that ensures the autonomy and self-determination of patients or others served;
- G. Work to ensure the existence of procedures that will safeguard the confidentiality and privacy of patients or others served; and
- H. Work to ensure the existence of an ongoing process and procedures to review, develop and consistently implement evidence-based clinical practices through the organization.

III. THE HEALTHCARE EXECUTIVE'S RESPONSIBILITIES TO THE ORGANIZATION

The healthcare executive shall, within the scope of his or her authority:

- A. Provide healthcare services consistent with available resources, and when there are limited resources, work to ensure the existence of a resource allocation process that considers ethical ramifications;
- B. Conduct both competitive and cooperative activities in ways that improve community healthcare services;
- C. Lead the organization in the use and improvement of standards of management and sound business practices;
- D. Respect the customs and practices of patients or others served, consistent with the organization's philosophy;
- E. Be truthful in all forms of professional and organizational communication, and avoid disseminating information that is false, misleading or deceptive;
- F. Report negative financial and other information promptly and accurately, and initiate appropriate action;

- G. Prevent fraud and abuse and aggressive accounting practices that may result in disputable financial reports;
- H. Create an organizational environment in which both clinical and management mistakes are minimized and, when they do occur, are disclosed and addressed effectively;
- I. Implement an organizational code of ethics and monitor compliance; and
- J. Provide ethics resources to staff to address organizational and clinical issues.

IV. THE HEALTHCARE EXECUTIVE'S RESPONSIBILITIES TO EMPLOYEES

Healthcare executives have ethical and professional obligations to the employees they manage that encompass but are not limited to:

- A. Creating a work environment that promotes ethical conduct by employees;
- B. Providing a work environment that encourages a free expression of ethical concerns and provides mechanisms for discussing and addressing such concerns;
- C. Providing a healthy work environment which includes freedom from harassment, sexual or other, and coercion of any kind, especially to perform illegal or unethical acts;
- D. Promoting a culture of inclusivity that seeks to prevent discrimination on the basis of race, ethnicity, religion, gender, sexual orientation, age or disability;
- E. Providing a work environment that promotes the proper use of employees' knowledge and skills; and
- F. Providing a safe and healthy work environment.

V. THE HEALTHCARE EXECUTIVE'S RESPONSIBILITIES TO COMMUNITY AND SOCIETY

The healthcare executive shall:

- A. Work to identify and meet the healthcare needs of the community;
- B. Work to support access to healthcare services for all people;

- C. Encourage and participate in public dialogue on healthcare policy issues, and advocate solutions that will improve health status and promote quality healthcare;
- D. Apply short- and long-term assessments to management decisions affecting both community and society; and
- E. Provide prospective patients and others with adequate and accurate information, enabling them to make enlightened decisions regarding services.

VI. THE HEALTHCARE EXECUTIVE'S RESPONSIBILITY TO REPORT VIOLATIONS OF THE CODE

An member of ACHE who has reasonable grounds to believe that another affiliate has violated this *Code* has a duty to communicate such facts to the Ethics Committee.

Amended by the Board of Governors – November 11, 2011

IV. Academic Program

Curriculum Design and Options

Curriculum requirements and a proposed curriculum pattern (page 18) has been created for the B.S. in Health Service Administration degree. This curriculum pattern is only a tentative representation of how courses could be sequenced. When students declare their HSA major after their freshman year, an adaptation of these patterns must be made. In these cases, a student must meet with his/her advisor to develop an appropriate sequence of coursework.

Pre-HSA Curriculum

All students who are accepted by the ECU Admissions Office and declare their major as Health Services Administration are accepted into the pre-HSA major. Admission to the upper-division (professional) program requires an overall grade point average of 2.50 with a grade of C or better on each of the required supporting and major courses found in the pre-HSA curriculum. This includes: ACC 201, 202; BIO 171, 301; CSC 314 or CIS 230; CSC 104 or CIS 212; CMS 100 or 210; MAT 105 or 107; STA 215 or 270, HSA 100 and HSA 200. Students who meet the minimum requirements will be accepted into the program within the enrollment limits determined by the faculty. The Program reserves the right to accept only the best qualified applications who meet the minimum requirements.

ECU DegreeWorks

The ECU DegreeWorks is the University's academic progress reporting system. You can access DegreeWorks via the internet at any time. This system reports general education, major, and supporting course requirements which have been completed; courses needing to be completed for graduation; and, courses which are currently in progress. For questions or reconciliation of your DegreeWorks account, contact your academic advisor.

Course Descriptions

HSA 100 Introduction to the Health Science Field (3) I, II. Overview of U.S. health care: history, factors influencing health and health care, identification and organization of health facilities and professionals, health economics, health trends, and ethics.

HSA 200 Medical Terminology I (3) I, II. Basic medical vocabulary consisting of prefixes, suffixes, roots; anatomical, symptomatic, and common disease terms of the body systems.

HSA 303 Fundamentals of Medical Science (4) I, II. Prerequisites: HSA 200, BIO 171 and 301 with a minimum grade of “C”. An introduction to the study of disease - its causes, symptoms, and treatment.

HSA 302 Organization and Management of Healthcare Services (3) I. Prerequisite: HSA 100 with a minimum grade of “C”. Analysis of structure, function, and internal and external forces impacting healthcare services. Identification of management topics and trends.

HSA 306 Medical Nosology (4) II. Prerequisite: HSA 303 with a minimum grade of “C” or departmental approval. HCPCS and ICD-9-CM coding and reimbursement systems for physician services and hospital inpatient and outpatient services.

HSA 370 Health Information Management Systems (3) II. Prerequisites: HSA 100, 302; CSC 314 or CIS 230 with a minimum grade of “C”. Health information systems, systems analysis, and health data base management.

HSA 372 Health Care Reimbursement Systems (3) II. Prerequisite: HSA 302 and 306 with a minimum grade of “C”. An in-depth analysis of health care reimbursement systems; health insurance fraud and abuse, and procedures for patient accounting and cashflow forecasting.

HSA 375 Health Services Administration (3) I. Prerequisite: MGT 300 or 301, MGT 320, and HSA 302 with a minimum grade of “C”. Application of financial principles, strategic planning, marketing, and leadership skills to selected health care organizations.

HSA 401 Legal Issues in Health Care (3) I. Prerequisite: HSA 302 with a minimum grade of “C”. Legal status, documentation requirements, and liability related to medical records and health care issues.

HSA 405 Clinical Information Management (3) II. Prerequisites: HSA 370, 401, and 406 with a minimum grade of “C”. Review of health trends related to the management of clinical information systems. Course format will include mock committee meetings and role playing.

HSA 406 Health Care Quality Management (3) I. Prerequisites: HSA 303, 302; STA 215 or 270 with a minimum grade of “C”. A study of total quality management, utilization review, and risk management functions in a health care setting.

HSA 407 Advanced Health Services Administration (3) II. Prerequisites: HSA 375 with a minimum grade of “C“. Advanced study in trends relating to the management of health care organizations and the leadership role of health services administrators.

HSA 409 Health Services Research Methods (3) I. Prerequisites: HSA 302, 303; STA 215 or 270 with a minimum grade of “C“. Introduction to the process of research, related terminology and statistical techniques, significance to health care, critique of published research articles, and development of a protocol.

HSA 411 Professional Practice Experience I. (1) I, II. Prerequisite: department approval. Internship assignment to health care organization for observation of its functions and management.

HSA 412S Professional Practice Experience II. (1) I, II. Prerequisite: department approval. Internship assignment to health care organizations for observation and practice of supervisory functions.

HSA 413 Professional Practice Experience III. (4) I, II. Prerequisite: department approval. Internship assignment to health care organizations for observation and practice of management functions.

Support Course Titles

ACC 201	Introduction to Financial Accounting
BIO 171	Human Anatomy
BIO 301	Human Physiology
CSC 104	Computer Literacy with Software Applications OR
CIS 212	Introduction to Computer Information Systems
CSC 314	Microsoft Office and Data Analysis OR
CIS 230	Business Applications of Microcomputers
CMS 100	Introductions to Human Communication
MAT 105	Mathematics with Applications OR
MAT 107	College Algebra
MGT 301	Principles of Management
MGT 320	Human Resource Management OR
POL 376	Public Health Resources
MKT 301	Principles of Marketing
STA 215	Statistical Reasoning OR
STA 270	Applied Statistics I

Curriculum Requirements

Major Requirements.....48 hours
HSA 100, 200, 302, 303, 306, 370, 372, 375, 401, 405, 406, 407, 409, 411, 412S, 413

Support Course Requirements

All Options21 hours
BIO 171, 301; CSC 314 or CIS 230, CSC 104 or CIS 212; CMS 100 or 210 (^GElement 1C) ;
MAT 105 or 107 (^GElement 2); MGT 300 or 301; MGT 320 or POL 376; STA 215 or 270

Health Care Administration and Informatics.....6 hours
ACC 201; MKT 300 or 301

University Requirements40 hours

Free Electives

Ancillary Health Management.....11 hours
Health Care Administration and Informatics.....5 hours

Total Curriculum Requirements.....120 hours

Minor in Health Services Administration

Students must complete: HSA 100, 200, 302, 303, 401, and 3 hours of approved HSA electives = 19 hours

Pre-HSA Curriculum

All students who declare Health Services Administration as their major are initially placed into a pre-HSA curriculum. This includes the following:

- ACC 201 (Introduction to Financial Accounting)**
- BIO 171 (Human Anatomy)
- BIO 301 (Human Physiology)
- CSC 104 or CIS 212 (*Basic Computer Class*)
- CSC 314 or CIS 230 (MS Office & Data Analysis or Business Applications of Computers)
- CMS 100 or 210 (*Basic Communications Course*)
- MAT 105 or 107 or higher (*College Mathematics Course*)
- STA 215 or 270 (*Statistics Course*)
- HSA 100 (Introduction to the Health Science Field)
- HSA 200 (Medical Terminology)

Admission to the HSA Program

Admission to the last three semesters requires the following.

- Cumulative GPA of 2.5 or higher
- Completion of each course in the pre-HSA curriculum with a grade of C or better
- Completion of general education requirements
- Completion of HSA 302, 303, and 401 with a grade of C or better

Students who meet the minimum requirements will be accepted into the program within the enrollment limits determined by the faculty. The Program reserves the right to accept only the best qualified applicants who meet the minimum requirements.

Curriculum Requirements for Bachelor's Degree

<p style="text-align: center;">First Semester (Courses open to any student with prerequisites)</p> <p>HSA 303 HSA 302 HSA 401 MGT 301</p>	<p style="text-align: center;">Second Semester (Open to HSA majors and minors only)</p> <p>HSA 370 HSA 306 HSA 411 MGT 320 or POL 376 Elective</p>
<p style="text-align: center;">Third Semester (Open to HSA majors and minors only)</p> <p>HSA 375 HSA 406 HSA 409 HSA 412S MKT 301**</p>	<p style="text-align: center;">Fourth Semester (Open to HSA majors and minors only)</p> <p>HSA 372 HSA 405 HSA 407 HSA 413</p>

** Not taken by students in the Ancillary Health Management option.

I. Domains, Subdomains, and Tasks (DTS)

HIM Baccalaureate Degree Entry-Level Competencies (For 2005 and Beyond)

For those students completing the Health Care Administration and Informatics option and are eligible to take the Registered Health Information Administrator (RHIA) exam, the American Health Information Management Association (AHIMA) has developed a set of entry-level competencies.

Throughout your coursework, you will be developing the knowledge and skills to meet these competencies. This document cross-references courses you are required to take with AHIMA's DTS so that you can better understand where course content is leading you and how you might integrate what you are learning toward reaching these competencies.

I. Domain: Health Data Management

A. Subdomain: Health Data Structure, Content and Standards

Task		Program Courses
1	Manage health data (e.g. data elements, data sets and databases)	HSA 302, 370, 405, 406, 407, 409
2	Ensure that documentation in the health record supports the diagnosis and reflects the progress, clinical findings and discharge status	HSA 302, 306, 372
3	Maintain processes, policies and procedures to ensure the accuracy of coded data	HSA 306, 372
4	Monitor use of clinical vocabularies and terminologies used in the organization's health information systems	HSA 306, 370

B. Subdomain: Healthcare Information Requirements and Standards

Task		Program Courses
1	Develop organization-wide health record documentation guidelines	HSA 302
2	Maintain organizational compliance with regulations and standards	HSA 302, 306, 370, 372, 406
3	Ensure organizational survey readiness for accreditation, licensing and/or certification processes	HSA 302, 406

C. Subdomain: Clinical Classification Systems

Task		Program Courses
1	Select electronic applications for clinical classification and coding	HSA 306
2	Implement and manage applications and processes for clinical classification and coding	HSA 306

D. Subdomain: Reimbursement Methodologies

Task		Program Courses
1	Manage the use of clinical data required in prospective payment systems (PPS) in healthcare delivery	HSA 372
2	Manage the use of clinical data required in other reimbursement systems in healthcare delivery	HSA 372
3	Participate in selection and development of applications and processes for chargemaster and claims management	HSA 372
4	Implement and manage processes for compliance and reporting, such as the National Correct Coding Initiative	HSA 306, 372

II. Domain: Health Statistics, Biomedical Research and Quality Management

A. Subdomain: Healthcare Statistics and Research

Task		Program Courses
1	Manage clinical indices/databases/registries	HSA 302, 303, 370
2	Analyze and present data for quality management, utilization management, risk management, and other patient care related studies	HSA 370, 372, 405, 406, 407, 409
3	Utilize statistical software	HSA 370, 409; STA 215
4	Ensure adherence to Institutional Review Board (IRB) processes and policies	HSA 406, 409

B. Subdomain: Quality Management and Performance Improvement

Task		Program Courses
1	Organize and coordinate facility-wide quality management and performance improvement programs	HSA 406
2	Analyze clinical data to identify trends	HSA 406
3	Analyze and present data for healthcare decision making (such as demonstrating quality, safety and effectiveness of healthcare)	HSA 302, 370, 372, 375, 405, 406, 409

II. Domain: Health Services Organization and Delivery

A. Subdomain: Healthcare Delivery Systems

Task		Program Courses
1	Monitor the impact of national health information initiatives on the healthcare delivery system for application to information system policies and procedures	HSA 100, 372, 370, 375, 405

2	Interpret, communicate, and apply current laws, accreditation, licensure and certification standards related to health information initiatives at the national, state, local and facility levels	HSA 100, 302, 370, 401, 375, 406
3	Analyze and respond to the information needs of internal and external customers throughout the continuum of healthcare services	HSA 370, 375, 405.406
4	Revise policies and procedures to comply with changing health information regulations	HSA 370, 375, 401
5	Translate and interpret health information for consumers and their caregivers	HSA 372, 406

B. Subdomain: Healthcare Privacy, Confidentiality, Legal, and Ethical Issues

Task		Program Courses
1	Coordinate the implementation of legal and regulatory requirements related to the health information infrastructure.	HSA 370, 401
2	Manage access and disclosure of personal health information	HSA 401
3	Develop and implement organization-wide confidentiality policies and procedures	HSA 401
4	Develop and implement privacy training programs	HSA 401, 407
5	Resolve privacy issues/problems	HSA 401
6	Apply and promote ethical standards of practice	HSA 100, 306, 375, 401, 405

IV. Domain: Information Technology & Systems

A. Subdomain: Information and Communication Technologies

Task		Program Courses
1	Implement and manage use of technology, including hardware and software, to ensure data collection, storage, analysis, and reporting of information.	HSA 370, 405
2	Contribute to the development of networks, including intranet and Internet applications to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications	HSA 302, 303, 370, 405
3	Interpret the derivation and use of standards to achieve interoperability of healthcare information systems	HSA 370, 405

B. Subdomain: Data, Information, and File Structures

Task		Program Courses
1	Apply knowledge of data base architecture and design (ex. data dictionary, data modeling, data warehousing) to meet organizational needs	HSA 370, 405

C. Subdomain: Data Storage and Retrieval

Task		Program Courses
1	Apply appropriate electronic or imaging technology for data/record storage	HSA 370, 405
2	Apply knowledge of database querying and data mining techniques to facilitate information retrieval	HSA 370, 405
3	Implement and manage knowledge-based applications to meet information end-user information requirements	HSA 370, 405
4	Design and generate administrative reports using appropriate software	HSA 370, 405

D. Subdomain: Data Security

Task		Program Courses
1	Enforce confidentiality and security measures to protect electronic health information	HSA 370, 401, 405
2	Protect data integrity and validity using software or hardware technology	HSA 370, 405
3	Implement and monitor department and organizational data and information system security policies	HSA 370, 401, 405
4	Recommend elements that must be included in the design of audit trail and data quality monitoring programs	HSA 370, 405, 406
5	Recommend elements that should be included in the design and implementation of risk assessment, contingency planning, and data recovery procedures	HSA 370, 405

E. Subdomain: Healthcare Information Systems

Task		Program Courses
1	Compare and contrast the various clinical, administrative, and specialty service applications used in healthcare organizations	HSA 370, 405
2	Apply appropriate systems life cycle concepts, including systems analysis, design, implementation, evaluation, and maintenance to selection of healthcare information systems	HSA 370, 405
3	Facilitate project management by integrating work efforts and planning and executing project tasks and activities	HSA 370, 405
4	Formulate the planning, design, selection, implementation, integration, testing, evaluation, and support for organization-wide information systems	HSA 370, 405
5	Apply ergonomic and human factors in interface design	HSA 370, 405

V. Domain: Organization and Management

A. Subdomain: Human Resources Management

Task		Program Courses
1	Manage human resources to facilitate staff recruitment, retention, and supervision	HSA 375; MGT 301, 320
2	Ensure compliance with employment laws	MGT 320
3	Develop and implement new staff orientation and training programs	HSA 407
4	Develop and implement continuing education programs	HSA 407
5	Develop productivity standards for health information functions	HSA 375
6	Monitor staffing levels and productivity and provide feedback to staff regarding performance	HSA 375; MGT 320
7	Benchmark staff performance data	HSA 375, 406; MGT 320
8	Develop, motivate, and support work teams	HSA 370, 405, 406; MGT 301

B. Subdomain: Financial and Resource Management

Task		Program Courses
1	Demonstrate knowledge of financial management and accounting principles	HSA 372, 375; ACC 201, 202
2	Prepare and monitor budgets and contracts	HSA 375
3	Demonstrate and apply knowledge of cost-benefit analysis techniques to justify resource needs	HSA 370
4	Manage organization-wide coding and revenue cycle processes	HSA 372

C. Subdomain: Strategic Planning and Organizational Development

Task		Program Courses
1	Develop strategic and operational plans for facility-wide information systems	HSA 375, 405; MGT 301
2	Assess organization-wide information needs	HSA 375, 405
3	Facilitate retrieval, interpretation, and presentation of data/information appropriate to user needs	HSA 370, 372, 405, 406, 409
4	Demonstrate and apply principles of organization behavior to facilitate team building, negotiation, and change management	HSA 375, 405, 406; MGT 301

D. Subdomain: Project and Operations Management

Task		Program Courses
1	Apply general principles of management in the administration of health information services	HSA 375
2	Assign projects and tasks to appropriate staff	HSA 370, 375, 405
3	Implement process engineering and project management techniques to ensure efficient workflow and appropriate outcomes	HSA 370, 375, 405

The requirements are normally satisfied by working 8 hours a day for 5 weeks. If taken during the fall or spring semester, students will enroll in a series of partial semester courses that take place during the first 10 weeks of the semester. The PPE course is scheduled for the second 5 weeks of the semester. All students are required to return to campus for an oral presentation of their experiences.

Note: Students must obtain liability insurance for this rotation.

Selecting PPE Sites

Professional Practice Experience sites are selected carefully taking into consideration a student's prior work experience and the travel/living arrangements required by the student. The PPE coordinator will try to place students in the facility of their choice. However, this is not always possible. As a matter of policy, students are not assigned to a site in which they are currently employed, in which they have had previous work experience, or in which they have previously completed PPE requirements.

Expenses While at PPE Sites

The student is responsible for providing his/her living expenses and transportation to and from the PPE site. Some sites are considerable distances from campus and may require securing a room or apartment. However, most students find lodging with friends or relatives while on PPE.

Professional Liability Insurance

When registering for PPE, students must also register for liability insurance under the course prefix – PLI in the online schedule book. The student is then billed for the cost of the insurance along with tuition and other fees. The term of the liability coverage is for the semester within which the student is enrolled in a PPE course. Proof of purchase will be verified by the PPE coordinator prior to a student being assigned to a site.

Immunizations

Before assignment to PPE sites, students must provide evidence of any immunizations required by the site including a current tuberculin skin test or chest x-ray. Tuberculin tests are given in the Student Health Service (Rowlett 103) at designated times each semester. These dates and times can be obtained from the Student Health Service.

Criminal Background Checks

Some health care organizations may require students to undergo criminal background checks prior to PPE placement. In these cases, the HCO will notify the PPE coordinator as to whether the student will be financially responsible for this process. In the event the criminal check reveals an unsatisfactory background, PPE placement may be denied. This, of course, can delay or prevent graduation from the Health Services Administration program.

VIII. Academic Regulations

Academic Advising

Each student is assigned an advisor in the Health Services Administration program by ECU's Academic Advising and Retention Center. Students are welcome to stop in to see advisors during posted office hours. However, during official advising periods, appointments should be scheduled. To facilitate this process, appointment "Sign Up Sheets" are posted on the advisors' office doors prior to the Fall and Spring advising periods.

Students taking courses at one of the ECU extended campuses should have their schedules approved by their Health Services Administration academic advisor.

Changing a Semester's Course Schedule - During the Fall and Spring advising periods, an advisor will recommend courses to be taken in order to stay "on track" for graduation. While there can be flexibility in designing a curriculum plan, students must be aware that changing a course schedule may delay graduation. To prevent this adverse effect, advisors should be notified before altering a recommended course schedule. Likewise, advisors should be notified before dropping a core or support course after a semester begins.

Admission/Progression Policy

In order to continue in the HSA program (including the HSA minor and pre-HSA curriculum), the student must meet the following criteria: (1) maintain an overall GPA of 2.5 on a 4.0 scale and (2) complete all major and support courses with a minimum grade of "C" after a maximum of two attempts.

Pre-HSA Progression With a Low GPA

Step 1: A student will receive a **warning** letter when his or her cumulative GPA, at the end of the previous semester, is less than 2.5.

Step 2: A student will receive a **probation** letter when his or her cumulative GPA, at the end of the second semester, remains less than 2.5 **and** there has been no improvement in the GPA. Upon receipt, the student must write a letter of appeal to the program's Admissions/Progression Committee requesting permission to continue in the program.

Step 3: A student will receive a **non-progression** letter when his or her cumulative GPA, at the end of the third semester, remains less than 2.5 **and** there has been no improvement in the GPA. This letter notifies that student that they will no longer be permitted to enroll in HSA prefix courses required for the major.

HSA Progression Without Receiving a Minimum Grade (C) On a First Attempt

Step 1: A student receiving a grade of D or F in an upper division HSA course will not be permitted enrollment in other HSA courses until the course(s) in question has been successfully repeated. The student will be sent a **non-progression** letter notifying him or her of this fact.

Step 2: The student may submit a letter of appeal to the program's Admission/Progression Committee requesting an exception to this policy.

Progression Without Receiving a Minimum Grade (C) After Two Attempts

Step 1: A student receiving a subsequent D or F in a HSA course will be sent a **dismissal** letter notifying the student of his or her removal from the HSA program.

Step 2: The student may write a letter of appeal to the program's Admissions/Progression Committee requesting permission to continue in the program. If the Committee approves the request, the student must meet with his or her academic advisor complete necessary program and university paperwork.

Step 3: If the Committee denies the appeal, the student may appeal the decision to the College Admissions Committee by submitting a written request to the Dean of the College of Health Sciences. The decision of the College committee shall be final.

Changing Advisors

Students may change advisors by complying with the following steps.

1. Request (written or verbal) permission of the proposed advisor to be added to his or her advising list.
2. Upon receiving permission, notify (written or verbal) the current advisor of the upcoming change.
3. Send the university's Academic Advising office an e-mail stating the advising change, the student's name, and ID number. *(This step is completed by the new advisor.)*

Confidentiality

Students will come in contact with confidential personal health information (PHI) during the course of their professional education. The information contained in medical records as well as

that relating to the physicians and health care facilities is considered confidential. Students must not disclose this information to unauthorized individuals, including family and friends.

Protecting confidential information from unauthorized individuals includes proper handling of the medical records and managerial/financial reports used in class and at professional practice experience sites. These items should never be left unattended where unauthorized individuals may have access.

To allow for unauthorized access to confidential information may result in immediate dismissal from the HSA program.

Exam Retention Policy

Student exams are retained in a secured area of the department until the time for change of grades has expired. After that time, they are destroyed by shredding. Students who wish to review exams in preparation for final examinations must contact the instructor and arrange for review of the exams in the presence of the instructor.

Developmental Courses (impacting the HSA program)

Students with two or more developmental requirements are enrolled as "Undeclared" majors. However, an advisor in Health Services Administration will be glad to assist you in planning your schedule.

Students with two or more developmental requirements are restricted to 12 hours of university enrollment.

Students enrolled in MAT 090 (Prealgebra) cannot enroll in any course with the following prefixes: AST, **BIO**, CHE, CNM, **CSC**, FOR, GLY, NAT, PHY, SCI, or **STA**. (*bolded prefixes are among the support course requirements for Health Services Administration*).

Credit by Examination

Many people have gained knowledge in specific academic areas through self-study or other experiences outside the university classroom. To recognize competency attained through these experiences, Eastern Kentucky University has established a program of awarding credit by examination to students who can show mastery of the basic concepts of a particular course by passing an examination over the subject matter of that course.

A credit by examination request form is obtained from the Office of Academic Testing Center in the Student Services Building. The form must be signed by the student, the academic advisor, and the chair of the department offering the course to be challenged. If the student is currently enrolled in or has previously been enrolled in the course to be challenged, the course instructor must also give approval. The policies and procedures for credit by examination may be obtained from the Office of Academic Testing Center in Student Services Building.

Accepted Course Alternatives

The following course alternatives at ECU are accepted by the program of Health Services Administration.

- Students may enroll in MAT 105, MAT 107 or higher
- Students may enroll in STA 215, STA 270, ECO 220, QMB 200 or HEA 450
- Students may enroll in CIS 212 or CSC 104
- Students may enroll in CSC 314 or CIS 230
- Students may enroll in MGT 301 or MGT 300 (for those who have declared a major or minor in business)
- Students may enroll in MGT 320 or POL 376
- Students may enroll in MKT 301 or MKT 300 (for those who have declared a major or minor in business)

Faculty and Course Evaluations

Students are given the opportunity to express opinions about the quality of instruction and to make suggestions for course improvement toward the end of each semester. A machine graded questionnaire along with a n attachment containing questions about the improvement of the course as well as space for general comments is used for the faculty evaluation. Each non-tenured faculty member must have the questionnaires completed in at least two classes each semester. Each tenured faculty member must have questionnaires completed in one class each semester.

An individual other than the instructor being evaluated will distribute and collect the questionnaires. The instructor does not see the questionnaires or comments until after the semester has ended and the grades reported. Handwritten comments are typed by a departmental secretary before being shared with the faculty.

Faculty respect student opinions about the improvement of the course and teaching methods. Many curriculum changes have been based on student opinion. Therefore, careful thought

should be given to completion of the questionnaire for it to have the greatest value to the program.

IX. Miscellaneous Student Information

Scholarship Opportunities for HSA Students

1. **HIMSS Foundation Scholarship Program** - annual scholarships awarded to students studying the healthcare information or management systems field. Review criteria are focused on scholastic achievement and demonstration of leadership potential, including communication skills and participation in HIMSS activities

This national-level scholarship (\$5000.00) is sponsored by the Healthcare Information and Management Systems Society.

2. **Kay White Scholarship** - annual scholarship awarded to student seeking a bachelor's or master's degree in health services management with goals of working in long-term care facilities.

This state-level scholarship (\$500.00) is sponsored by the Kentucky Association of Health Care Facilities.

3. **O.B. Clark Family Memorial Endowed Scholarship** - awarded to those students who graduated high school in Montgomery or Bath counties and can demonstrate a financial need. Candidates must have completed high school with at least a 3.0 GPA. Interested students should see Sheila Adkins in Rowlett 241 for an application.

4. **The Bachrach Family Scholarship for Excellence in Health Care Administration** - awarded to students health care administration who maintain academic standing with a GPA of 3.0 (4.0 scale) or better and whose career interests may lead them to a position in medical practice administration.

This national-level scholarship (\$1000.00-\$5000.00) is sponsored by the Medical Group Management Association.

5. **Ellen M. Buchart Memorial Scholarship Fund** - awarded to students seeking an undergraduate or graduate degree in community health, a health-related field, or science who maintain a 2.5 or higher GPA. Candidates must be KPHA student members.

This state-level scholarship (maximum of \$2000.00) is awarded by the Kentucky Public Health Association (KPHA).

6. **Ira Wallace Scholarship** - annual scholarship awarded to students seeking a bachelor's or master's degree in health services management with goals of working in long-term care facilities.

This state-level scholarship (\$500.00) is sponsored by the Kentucky Association of Health Care Facilities.

Financial Opportunities Restricted to Health Care Administration and Informatics Students

7. **FORE Undergraduate Scholarships** - The Foundation of Research and Education of the AHIMA offers several scholarships for health information students who meet the specified criteria. The scholarships range from \$1,000-\$5,000.
8. **FORE Student Loans** - Educational loans are available to AHIMA members pursuing degrees in health informatics and information management or certificates in coding specialists programs affiliated with regionally accredited colleges or universities.
9. **Kentucky Health Information Management Association Scholarship** - annual scholarships awarded to health information students who meet the specified criteria.

This state-level scholarship (\$500-\$1000) is sponsored by the Kentucky Health Information Management Association.

Student Membership in Professional Organizations

Students are encouraged to join professional organizations that most closely correlate with professional interests and goals. Many organizations have special student memberships at discounted rates. Benefits often include publication subscriptions, discount registration fees at professional meetings, and eligibility for scholarships.

1. **American Health Information Management Association (AHIMA)** - Students formally enrolled in a health information educational program are eligible for student membership in the American Health Information Management Association at a reduced rate. The dues include automatic membership in the Kentucky Health Information Management Association, a subscription to the Journal of AHIMA, reduced rates on AHIMA books and publications and attendance at AHIMA or KHIMA sponsored seminars.

2. **Healthcare Information and Management Systems Society (HIMSS)** - Full-time students interested in healthcare information technology and management systems may choose to join HIMSS at a reduced rate. The dues include an automatic membership in the Bluegrass HIMSS Chapter, access to local and national educational programs, and access to several online publications.
3. **American College of Healthcare Executives (ACHE)** - Students enrolled full-time or part-time in a four-year program in health services administration or related administrative field that leads to a baccalaureate degree or graduate degree may join ACHE at a reduced rate. Students must not be employed in a full-time healthcare management position. The dues include subscriptions to *Healthcare Executive* and *Journal of Healthcare Management*, online job bank and resume posting, career planning advice, access to student chapters, and more.
4. **American College of Health Care Administrators (ACHCA)** - Students interested in pursuing a management career in long-term care may choose to join ACHAE at a reduced rate. The dues include an automatic membership in one state chapter, subscription to *ACHCA Update*, access to educational programs, and more.
5. **Medical Group Management Association (MGMA)** - Students interested in pursuing a management career in medical practices or ambulatory care organizations may choose to join MGMA at a reduced rate. The dues include a subscription to *MGMA Connexion*, access to educational programs, and more.
6. **American Public Health Association (APHA)** - Full-time students (9 or more credits) majoring in a health field may choose to join APHA at a reduced rate. The dues include subscriptions to *The Nation's Health* and online access to the *American Journal of Public Health*, job listings and career services, membership into the Public Health Student Caucus, access to educational programs, and more.
7. **Kentucky Public Health Association (KPHA)** - Student membership is available at a reduced rate.
8. **Healthcare Financial Management Association (HFMA)** - Students interested in learning more about the healthcare financial management may choose to HFMA at a reduced rate. The dues include membership to the Kentucky HFMA chapter, subscription to *Healthcare Financial Management*, access to career resources, access to the entire HFMA website, and more.

Student Awards

The College of Health Sciences and the Department of Health Promotion and Administration are pleased to recognize students who have shown outstanding performance in pursuing their education. The Health Services Administration program has established three awards that are in addition to any awards or honors granted by the University.

Scholastic Excellence Award

- **Eligibility Criteria** - Award is given to the graduate with the highest grade point average (with a minimum of 3.5).
Awards will be given to graduates from both of the HSA options.
- **Selection** - Selection will be based on the most current cumulative grade point average.
- **Award** - The Department of Health Promotion and Administration and the College of Health Sciences awards a certificate, which is presented to the student on Honors Day.

Outstanding HSA Student Award

- **Eligibility Criteria** - Criteria used in selecting an outstanding student include: 1) grade point average, 2) participation in student professional organizations, 3) attitude, and 4) leadership qualities.
Awards may be given to graduates from each of the HSA options.
- **Selection** - Outstanding students will be selected by vote of the departmental faculty.
- **Awards** - The Department of Health Promotion and Administration and the College of Health Sciences awards a certificate, which is presented to the student on Honors Day.
The Kentucky Health Information Management Association honors the recipient the annual spring meeting luncheon.

Faculty Recognition Award

- **Eligibility Criteria** - Award may be given to a graduation senior who has demonstrated commendable performance in acquiring his or her education.
- **Selection** - Recipient will be selected by vote of the department faculty.
- **Award** - The Department of Health Promotion and Administration and the College of Health Sciences awards a certificate, which is present to the student on Honors Day.

Outstanding Pre-HSA Student Award

- **Eligibility Criteria** - Criteria used in selecting an outstanding pre-HSA student include: 1) grade point average, 2) attitude, and 3) potential leadership qualities.
- **Selection** - Outstanding students will be selected by vote of the departmental faculty.
- **Awards** - The Department of Health Promotion and Administration and the College of Health Sciences awards a certificate, which is presented to the student on Honors Day.

RHIA Examination Applications

Graduates of the Health Care Administration and Informatics option may apply for their certification exam (RHIA) during their last semester in the program or after graduation.

Examinations are taken Monday-Friday at regional testing centers throughout the nation. In Kentucky, graduates may take their exam in Lexington or Louisville. Once the American Health Information Management Association (AHIMA) processes the application, an appointment can be made with the testing center.

For details, visit AHIMA at <http://www.ahima.org/certification/>

Graduate Follow-up

The Health Services Administration faculty is interested in the success of our graduates as they begin careers as health care practitioners. Therefore, we ask that you keep us informed of any address changes and employment changes after graduation. This information can be easily provided by updating your alumni profile at the program's website.

<http://www.health.eku.edu/HSA/contactus.htm>

Approximately one year following graduation, you will receive a graduate follow-up questionnaire asking your input on how the program might change to better meet the needs of graduates and employers. We value your input and hope that you will respond to the questionnaires with your honest opinion.