



Student Handbook 2023-2024

EKU

HEALTH SERVICES
ADMINISTRATION



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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 <https://catalogs.ecu.edu/>.

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 (RRT). 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 32%) for all occupations through 2030. 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.

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

- **Concentration in Health Informatics and Information Management**

Health Informatics and Information Management (HIIM) is a diverse curriculum that provides individuals with a strong background in health care management, health data analytics, health data management, and computer applications in healthcare. 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 significantly in the future.

This concentration is accredited by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM). Graduates of this concentration are eligible to take the Registered Health Information Administrator (RHIA) certification exam.



The Health Information Management accreditor of Eastern Kentucky University's College of Health Sciences is the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM). The College's accreditation for a baccalaureate degree in Health Services Administration: Concentration in Health Informatics and Information Management has been reaffirmed through 2023. All inquiries about the program's accreditation status should be directed by mail to CAHIIM, 200 East Randolph Street, Suite 5100, Chicago, IL, 60601; by phone at (312) 235-3255; or by email at info@cahiim.org

- **Concentration in Health Care Management**

Health Care Management (HCM) provides individuals with a unique blend of both business and healthcare-related course work. This concentration prepares students for entry-level staff and management positions in health care settings.

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
 - <http://studentconduct.eku.edu/academic-integrity>
- Code of Ethics for Computing & Communications
 - <http://it.eku.edu/codeofethics>

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. Use technology, data, and information resources in the way they are intended to be used.
- VI. Advocate for appropriate uses of information resources across the healthcare ecosystem.
- VII. Recruit and mentor students, peers and colleagues to develop and strengthen professional workforce.
- VIII. Represent the profession to the public in a positive manner.
- IX. Advance health information management knowledge and practice through continuing education, research, publications, and presentations.
- X. 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.
- XI. State truthfully and accurately one's credentials, professional education, and experiences.
- XII. Facilitate interdisciplinary collaboration in situations supporting health information practice.
- XIII. Respect the inherent dignity and worth of every person.

Revised & adopted by AHIMA House of Delegates – April 29, 2019

American Health Information Management Association

Standards of Ethical Coding

1. Coding professionals should:
2. Apply accurate, complete, and consistent coding practices that yield quality data.
3. Gather and report all data required for internal and external reporting, in accordance with applicable requirements and data set definitions.
4. Assign and report, in any format, only the codes and data that are clearly and consistently supported by health record documentation in accordance with applicable code set and abstraction conventions, and requirements.
5. Query and/or consult as needed the provider for clarification and additional documentation prior to final code assignment in accordance with acceptable healthcare industry practices.
6. Refuse to participate in, support, or change reported data and/or narrative titles, billing data, clinical documentation practices, or any coding-related activities intended to skew or misrepresent data and their meaning that do not comply with requirements
7. Facilitate, advocate, and collaborate with healthcare professionals in the pursuit of accurate, complete, and reliable coded data and in situations that support ethical coding practices.
8. Advance coding knowledge and practice through continuing education, including but not limited to meeting continuing education requirements.
9. Maintain the confidentiality of protected health information in accordance with the Code of Ethics.
10. Refuse to participate in the development of coding and coding-related technology that is not designed in accordance with requirements.
11. Demonstrate behavior that reflects integrity, shows a commitment to ethical and legal coding practices, and fosters trust in professional activities.
12. Refuse to participate in and/or conceal unethical coding, data abstraction, query practices, or any inappropriate activities related to coding and address any perceived unethical coding-related practices.

Revised: 2016

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 members. 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 leadership profession are to maintain or enhance the overall quality of life, dignity and well-being of every individual needing healthcare service and to create an equitable, accessible, effective, safe 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 leadership 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 health 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 Leadership

The healthcare executive shall:

- A. Uphold the *Code of Ethics* and mission and values 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 leadership in the jurisdictions in which the healthcare executive is located or conducts professional activities;
- D. Maintain competence and proficiency in healthcare leadership by implementing a personal program of assessment and continuing professional education;
- E. Avoid the improper exploitation of professional relationships for personal gain;
- F. Disclose—and when required or determined by a board review of the executives' disclosure, avoid—financial and other conflicts of interest;
- G. Use this *Code* to further the interests of the profession and not for self-serving reasons;
- H. Respect professional confidences;

- I. Enhance the dignity and image of the healthcare leadership profession through positive public information programs; and
- J. Refrain from participating in any activity that demeans the credibility and dignity of the healthcare leadership 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 culture of respect and dignity;
- B. Build trust with all patients;
- C. Work to ensure the existence of a process to evaluate the safety, quality and equity of care or service rendered;
- D. Work to ensure fair and equitable processes pertaining to patients' financial matters;
- E. Work to ensure that safeguards exist that will not allow discriminatory organizational practices to exist;
- F. Work to ensure the existence of a process that will advise patients or others served clearly and truthfully of the rights, opportunities, responsibilities and risks regarding available health services;
- G. Work to ensure that there is a process in place to facilitate the resolution of conflicts that may arise when the values of patients and their families differ from those of employees and physicians;
- H. Demonstrate zero tolerance for any abuse of power that compromises patients or others served;
- I. Work to provide a process that ensures the autonomy and self-determination of patients or others served;
- J. Work to ensure the existence of procedures that will safeguard the confidentiality and privacy of patients or others served; and
- K. Work to ensure the existence of an ongoing process and procedures to review, develop and consistently implement evidence-based clinical practices throughout the organization.

III. The Healthcare Executive's Responsibilities to the Organization

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

- A. Lead the organization in prioritizing patient care above other considerations;
- B. Provide health services consistent with available resources, and when there are limited resources, work to ensure the existence of a resource allocation process that reflects the ethical considerations of fairness and equity;
- C. Conduct both competitive and cooperative activities in ways that improve community health services;
- D. Lead the organization in the use and improvement of standards of management, leadership and sound business practices;
- E. Respect the customs, beliefs and practices of patients or others served, consistent with the organization's philosophy;
- F. Be truthful in all forms of professional and organizational communication, and do not disseminate information that is false, misleading or deceptive;
- G. Report negative financial and other information promptly and accurately, and initiate appropriate action;
- H. Prevent fraud and abuse and aggressive accounting practices that may result in disputable financial reports;
- I. Create an organizational environment in which both clinical and leadership mistakes are minimized and, when they do occur, are disclosed and addressed effectively;
- J. Work to ensure the organization complies with all applicable laws and regulations;

- K. Work with local, regional, statewide and federal organizations to ensure adequate response to identified public health emergencies (This should include appropriate pre-planning and exercises of such plans.)
- L. Implement an organizational code of ethics, including conflict of interest principles and whistleblower protections, and monitor compliance; and
- M. Provide ethics resources and mechanisms for staff to address organizational and clinical ethics 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 and equitable conduct;
- B. Providing a work environment that encourages a free expression of ethical concerns and provides mechanisms for discussing and addressing such concerns;
- C. Promoting a healthy work environment, which includes freedom from harassment, sexual and 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. Work to ensure that there is a process in place to facilitate the resolution of conflicts that may arise between workforce members or the individual and the organization;
- F. Providing a work environment that promotes the proper use of employees' knowledge and skills;
- G. Providing a safe, healthy and equitable work environment; and Promoting a culture in which employees are provided fair compensation and benefits based upon the work they perform.

V. The Healthcare Executive's Responsibilities to Community and Society

The healthcare executive shall:

- A. Work to identify, and in partnership with other organizations in the community, meet the health needs of the community;
- B. Work to identify and seek opportunities to foster health promotion in the community;
- C. Work to support access to health services for all people;
- D. Encourage and participate in public dialogue on healthcare policy issues, and advocate solutions that will improve the health status of the community and access to care and will promote quality healthcare;
- E. Apply short- and long-term assessments to leadership decisions affecting both community and society;
- F. Provide prospective patients and others with adequate and accurate information, enabling them to make enlightened decisions regarding services; and
- G. Work to support access to healthcare services to all people, particularly the underserved and disenfranchised.

VI. The Healthcare Executive's Responsibility to Report Violations of the Code

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

Amended by the Board of Governors – December 6, 2021

IV. Academic Program

Curriculum Design and Options

Curriculum requirements and a proposed curriculum pattern (page 15) have 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 2.75 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 200; INF 104; CMS 100 or 210; MAT 105 or 114; STA 215 or 270, and HSA 100, 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 Health Care Delivery Systems (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 (3) I, II. Basic medical vocabulary consisting of prefixes, suffixes, roots; anatomical, symptomatic, and common disease terms of the body systems.

HSA 302 Organization and Management of Health Services (3) I, II. Prerequisite: HSA 100 with a minimum grade of C and a minimum 2.75 ECU GPA. Analysis of structure, function, and internal and external forces impacting healthcare services. Identification of management topics and trends.

HSA 303 Fundamentals of Medical Science (3) I, II. Prerequisites: HSA 200, BIO 307 and BIO 308 with a minimum grade of C and a minimum 2.75 ECU GPA. An introduction to the study of disease - its causes, symptoms, and treatment.

HSA 306 Clinical Classification Systems (3) I, II Prerequisite: HSA 302 and 303 with a minimum grade of C. Clinical classifications, coding, and reimbursement systems for physician and hospital services.

HSA 370 Health Information Management Systems (3) I, II. Prerequisites: HSA 302 with a minimum grade of C. Prerequisite or Co-requisite: INF 314. Health information systems, systems analysis, and health data base management.

HSA 372 Health Care Reimbursement Systems (3) I, 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, II. Prerequisite: MGT 301 or 300 and HSA 302 with a minimum grade of C. Prerequisite or co-requisite: MGT 320 or POL 376 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, II. Prerequisite: HSA 100 with a minimum grade of C and a minimum 2.75 ECU GPA. Overview of U.S. legal system, patient privacy, and liability related to medical records and health care issues.

HSA 405 Clinical Information Management (3) I, II. Prerequisites: HSA 370 with a minimum grade of C. Review of health trends related to the management of clinical information systems.

HSA 406 Health Care Quality Management (3) I, II. Prerequisites: HSA 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) I, 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 409W Health Services Research Methods (3) I, II. Prerequisites: ENG 102 or 102R, 105(B) or HON 102, HSA 302, STA 215 or 270 with a minimum grade of C. Introduction to health care research methods, related terminology and statistical techniques.

HSA 411 Professional Practice Experience I (1) I, II. Prerequisites: Department approval. Internship assignment to a health care organization for observation and practice of supervisory functions.

HSA 412 Professional Practice Experience II (1) I, II. Prerequisites: Department approval. Internship assignment within the field of health information management for observation and practice of data management functions.

HSA 413 Professional Practice Experience I (3) I, II. Prerequisites: Department approval. Internship assignment to health care organization for observation and practice of management functions.

HSA 415 Professional Certification Preparation (1) I, II. Co-requisite: HSA 413. Preparation for the Registered Health Information Administrator (RHIA) certification exam. Course focuses on the content domains included on the exam and development of general test-taking skills.

HSA 498 Independent Study in Health Services Administration (1-6) A. Prerequisite: student must have the independent study proposal approved by faculty supervisor and department chair prior to enrollment. Directed study or research on an issue or area of interest to the field of health services administration. May be retaken to a maximum of six hours.

Curriculum Requirements

Major Requirements 30 hours
HSA 200, 302, 303, 372, 375, 401, 406, 407, 409, 413

Concentrations: *(students must select one of the following)*

Health Care Management 4 hours
HSA 100, 411 (1)

Health Informatics and Information Management 11 hours
HSA 306, 370, 405, 412 (1), 415 (1)

Support Course Requirements

All Concentrations 21 hours
ACC 200, BIO 171, 301; INF 104, 314; CMS 100 or 210 (⁶Element 1C); MAT 105 or 114
(⁶Element 2); MGT 300 or 301; MGT 320 or POL 376; STA 215

Health Care Management Concentration 9 hours
ECO 230; MKT 300 or 301; and 3 hours from CIS 300, CMS 353, GBU 204, HEA 316, HEA 455, PUB 375, or other department approved course.

University Requirements 37 hours

Free Electives

Health Care 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 200 (Survey of Accounting)
- INF 104 (*Basic Computer Class*)
- CMS 100 or 210 (*Basic Communications Course*)
- MAT 105 or 114 or higher (*College Mathematics Course*)
- STA 215 (*Statistics Course*)
- HSA 100 (Health Care Delivery Systems)
- HSA 200 (Medical Terminology)

Admission to the HSA Program

Admission to the last three semesters requires the following:

- Cumulative GPA of 2.75 or higher
- Completion of 5 of 7 of the courses in the Pre-HSA curriculum with a grade of C or better after a maximum of two attempts
- Completion of general education requirements (at least 75%)

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.

V. Professional Practice Experience

An important part of your education is gaining professional practice experience (PPE) prior to graduation. In HSA 411-413 (Professional Practice Experience), students are assigned to different health care facilities over a three semester period of time to gain actual observation and work experience under the direction of a facility employee. **While in the facility for this educational purpose, students are not to be substituted for regular paid employees.**

PPE Design

Tier One: Training and Supervision HSA 411 (for HCM) and HSA 412 (for HIIM)
(1 credit hour)
72 Contact Hours

During Tier One, students are assigned to a health care organization. Students not only observe facility activities, but are delegated small supervisory projects by their site preceptor.

When arranging Tier Two, students submit lists of possible sites to the PPE coordinator. Given the fact that contracts are required between the university and the Tier Two PPE sites, the coordinator will make final arrangements on behalf of the student.

Tier Two: Administration HSA 413 (taken by both concentrations)
(3 credit hours)
200 Contact Hours

During Tier Two, students are assigned to another health care organization to gain administrative or management experience. Students may choose any classification of HCO, including that used in Tier One.

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.

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.

Drug Screenings and Criminal Background Checks

Some health care organizations may require students to undergo a drug screening and/or a criminal background check 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.

Students who require a drug screening or criminal background check can obtain those services through Verified Credentials. See the PPE coordinator for more details.

VI. Academic Regulations

Academic Advising

Each student is assigned an advisor in the Health Services Administration program by EKU'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 or through an online appointment system prior to the Fall and Spring advising periods.

Students taking courses at one of the EKU 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 2.75 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. Please note that the Registrar's Office considers a W an attempt at a course.

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 2.75.

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 2.75 **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 2.75 **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 W, 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 W, 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 to complete the 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, **INF**, 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 Whitlock 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 Whitlock 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 114 or higher
- Students may enroll in STA 215, STA 270, ECO 220, QMB 200 or HEA 450
- 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 an 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.

VII. Miscellaneous Student Information

KHIMA Scholarship Opportunity for HSA Students

The Kentucky Health Information Management Association (KHIMA) offers scholarships to any student who holds membership in the American Health Information Management Association and is enrolled in a CAHIIM (Commission on Accreditation of Health Informatics and Information Management Education) accredited program.

Applications for this scholarship are submitted in March-April of each year.

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.

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 Informatics and Information Management (HIIM) concentration 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.

Student members of the Kentucky Health Information Management Association will have their exam application fees reimburse, if the exam is taken and passed within six months of graduation.

For application 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.

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.