

# **COLLEGE OF HEALTH PROFESSIONS**

**Department of Clinical Lab, Respiratory and  
Health Administration Programs**

## **HCSA PROGRAM HANDBOOK 2015-2016**

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## INTRODUCTION

The Health Care Systems Administration (HCSA) program is designed to provide flexibility for students. The program provides two options for completing the program: Option one provides a traditional four year degree which leads to a bachelor of science degree. Option two is for students who are concurrently enrolled in a clinical associate's degree program offered by the College of Health Professions (CHP). In this option, students may work towards completion of the associate's degree and the bachelor's degree at the same time. If you choose this option, it is very important that you work closely with each program's faculty advisor.

## PROGRAM OBJECTIVES

The objective of the HCSA program at Ferris State University (FSU) is to prepare you through classroom instruction, laboratory application, and professional practice experience to assume an entry-level position in a health care field in a technical, supervisory, or management position.

At the conclusion of the program, the student will be able to:

1. Demonstrate interpersonal skills necessary to:
  - a. work with others in a group.
  - b. ask questions to gain information necessary to perform assigned tasks.
  - c. deal with conflict.
  - d. show respect for diverse opinions and ideas.
2. Demonstrate oral communication skills necessary to:
  - a. make professional presentations.
  - b. support a conclusion.
3. Demonstrate the ability to use the computer to:
  - a. construct a basic spreadsheet.
  - b. manipulate data.
  - c. access information.
  - d. use word processing skills
4. Demonstrate critical thinking skills to apply previously learned knowledge to solving a new problem.
5. Demonstrate analytical skills necessary to interpret data.
6. Demonstrate written communication skills to:
  - a. support proposals.
  - b. report the results of investigations.
  - c. convey ideas to appropriate audiences.
7. Demonstrate professional conduct.
8. Speak the language of the health care profession(s).
9. Demonstrate understanding of the laws that pertain to health care.
10. Demonstrate understanding of the structure of health care in the United States.
11. Demonstrate appropriate work ethics:
  - a. responsibility for individual's actions
  - b. punctuality
  - c. honesty
  - d. integrity
  - e. understanding of personal value systems
  - f. understanding of expectations of health care work place
12. Demonstrate an understanding of the pervasive nature of quality assurance throughout the health care professions.
13. Demonstrate specific knowledges and skills defined by their curriculum.

## **ROLE OF THE HEALTH CARE ADMINISTRATOR**

Health care administrators work in a wide range of health care settings. Within the hospital, they may work in purchasing, quality assurance, finance, human relations, public relations, marketing, planning, materials management, and environmental services. They may work in nursing homes as the nursing home administrator or as clinical managers. They may be employed in medical group practices, college health services, emergency centers, medical clinics, health maintenance organizations, insurance companies, medical sales, governmental and public health services, and in voluntary health agencies. With the rapidly changing health care environment, prospects are good for management positions in a variety of settings in order to improve efficiencies and quality.

## **STUDENT POLICIES AND INFORMATION**

### **ACADEMIC ADVISORS**

You will be assigned an academic advisor from among program faculty members when you enter your program. Your advisor will assist you in planning your educational program. Individual student-advisor conferences should be scheduled at regular intervals. These conferences are for your benefit. They are a time for you and your advisor to evaluate your progress toward a successful career as a health management professional and to discuss problems and other matters of interest to you. You must consult with your faculty advisor prior to the beginning of each term to plan your schedule and to have the advising hold removed. HCSA students are required to attend a group advising session each semester. Faculty members have an open door policy, and you are encouraged to visit any time you have a need, however it may be helpful to call and schedule an appointment. Office hours are posted on the faculty member's office door.

If you should decide to have an advisor other than a departmental faculty member, it is your responsibility to see that program requirements are met.

### **ACADEMIC PROBATION AND DISMISSAL POLICY**

In keeping with the Ferris State University philosophy, the purpose of this policy is to ensure an orderly procedure for giving careful consideration to the needs of each student who is experiencing difficulty with academic work. In all matters relating to the Academic Probation and Dismissal Policy, it shall be the responsibility of the student's dean to ensure that the basic philosophy and the purpose of Ferris State University are being observed. This responsibility includes all steps necessary to ensure that each student is given the advantage of all services available in the student's attempt to become successful.

#### **I. Academic Probation**

A student will be placed on academic probation whenever any of the following conditions is met:

1. The student's cumulative grade point average (CGPA) falls below a 2.00.
2. The student's semester grade point average (GPA) for two consecutive semesters is less than 2.00.
3. The student is on semester trial, as defined by the Dean's Office.

The number of credit hours enrolled in by any student on probation will be determined by the student's advisor; however, any student who is on academic probation normally should not enroll for more than 13 semester hours of credit, nor fewer than 12 semester hours of credit. If you are on probation and want to take more than 13 credit hours, you must obtain permission from both your academic advisor and the department head.

#### **II. Academic Dismissal**

A student may be academically dismissed from the University whenever any one of the

following conditions is met:

1. Failure in 50 percent or more of the course work (credit hours) for which the student is enrolled in any semester.
2. The student's academic performance at the end of any probationary semester, in the opinion of the student's dean, does not warrant continuation.
3. The student's cumulative grade point average (CGPA) falls below the minimum level indicated below:

<b>FSU Hours Grade</b>	<b>FSU Minimum CGPA</b>
0 - 20.9	1.40
21 - 30.9	1.60
31 - 50.9	1.70
51 - 67.9	1.80
68 - 97.9	1.90
98 and above	1.99

### **III. Academic Dismissal Appeal**

Any student who is dismissed from the University for academic reasons, but believes they have a case of extenuating circumstances that warrants consideration, may appeal the dismissal in writing to their dean's office.

### **IV. Readmission**

Students who have been dismissed for academic reasons may apply for readmission subject to the following restrictions:

1. Any student who is dismissed for academic reasons will not be readmitted to Ferris for at least one semester, excluding summer session.
2. Application for readmission should be made to the Office of Admissions.

### **ACADEMIC WARNINGS**

Mid-term warnings for students with academic deficiencies are posted on the FSU student web services. You are encouraged to become familiar with the web services and use them to determine your progress in courses.

### **ACADEMIC YEAR**

The academic year at Ferris State University consists of two 15-week semesters Fall and Spring, and a 12-week summer session.

### **ADD/DROP/WITHDRAW FROM CLASSES**

Once classes begin, if you want to add a class or change a class section, you may do so only during the designated drop/add days at the beginning of the semester. To add or drop a class, use the course registration system found on the student web services, My FSU, under Academics & Services. If it becomes necessary to add or drop a class following the FOURTH day of the semester, you must obtain a 4-part form from the Student Academic Affairs Office in VFS 209. Adding a class after the official drop/add days requires permission from your advisor.

Classes dropped during the first 9 weeks of the semester will result in a grade of "W". Courses dropped after that time usually result in an "F" grade. Not attending a class does not automatically

drop your classes. Dropping a class may adversely affect your financial aid and medical insurance coverage. Please see your advisor prior to dropping the course.

If you decide to withdraw from a class, you must report to your Dean's Office and process a withdrawal clearance form. A reduction in course load (a class withdrawal) after the fourth (4) day of classes is not a basis for a refund.

If you stop attending all classes, but do not officially withdraw from the University, grades of "F" will be recorded in all courses and the student will remain responsible for full tuition and fees. More information can be found at <http://www.ferris.edu/admissions/registrar/schdbook/homepage.htm>

### **ASSIGNMENTS**

You are expected to submit assignments on the dates and times specified by the course instructor in the course syllabus. If you are unable to meet the scheduled deadline, prior arrangements should be made with the course instructor. Students are expected to adhere to the policies of the individual instructors regarding returning exams and projects.

### **ASSOCIATIONS**

#### **HEALTH CARE MANAGEMENT ASSOCIATION (HCMA):**

You are encouraged to become an active member of HCMA. The objectives of the organization are to:

- provide students interested in health care with an opportunity to become acquainted with others who share their interests.
- encourage ethical and professional development which bring into practice the skills and values set forth in the program.

The HCMA contact information is

[http://www.ferris.edu/htmls/studentlife/studentorgs/RSOs\\_by\\_category.cfm?RSOid=3](http://www.ferris.edu/htmls/studentlife/studentorgs/RSOs_by_category.cfm?RSOid=3)

### **"C" REQUIREMENT FOR HEALTH CARE SYSTEMS ADMINISTRATION PROGRAM**

All students enrolled in the Health Care Systems Administration Program must earn at least a "C" in all courses listed below. If you earn less than "C" in any of the courses, you will be required to repeat the course. Prior to taking HCSA 392 or HCSA 493, all of the following courses must have been satisfactorily completed. A GPA of 2.25 is required for graduation.

#### **Dismissal Policy: Any ONE of the following will result in dismissal from the program**

- **Two unsuccessful attempts (less than "C") in any of the courses listed below will result in dismissal from the Health Care Systems Administration program, or**
- **Unsuccessful attempts (less than "C") of more than 50% of the courses listed below during any semester, or**
- **Unsuccessful attempts (less than "C") of more than 12 credit hours of the courses listed below while in the program.**

## Course Requirements to enroll in HCSA 392:

COHP 101	Orientation to Health Care Systems
COHP 102	Safety Issues in Health Care
COMM 105	Interpersonal Communication <i>OR</i>
COMM 221	Small Group Decision Making
ENGL 150	English 1 (Note: a C- is accepted in this course)
ENGL 250	English 2
HCSA 120	Health Care Administration
HCSA 202	Health Care Law 1
MRIS 221	Foundations of Reimbursement
HCSA 310	Health Care Finance 2
HCSA 336	Health Care Supervisory Practices
HCSA 345	Internship Orientation
ISYS 200	Database Applications
MRIS 103	Medical Terminology
MRIS 209	Quality Management in Healthcare
ACCT 201	Principles of Accounting 1

In addition to the above courses, you must earn a "C" or better grade in the following courses as well as completing all other graduation requirements before you will be allowed to enroll in HCSA 493.

COHP 300	Health Information Systems
COHP 350	Statistics in Healthcare
COHP 317	Public Health
ENGL 311	Advanced Technical Writing <i>OR</i>
ENGL 325	Advanced Business Writing
ENGL 321	Advanced Composition <i>OR</i>
ENGL 323	Proposal Writing
HCSA 392	Hospital Internship
HCSA 410	Health Care Finance 3
HCSA 260	Principles of Long Term Care
HCSA 474	Health Care Strategic Application
HCSA 475	Practice Management

### **One of the following:**

HCSA 225	International Health Care <i>OR</i>
HCSA 325	Health Care Personnel Practices <i>OR</i>
COHP 450	Evidence-based Healthcare <i>OR</i>
HCSA 461	Nursing Home Administration

\*You must earn at least a "C" in HCSA 493 – Management Internship in order to graduate.

\*\*A grade of less than 'C' and greater than 'F' is acceptable for BIOL 109, and the Scientific Understanding student selected course.

Both internships are 40 hours a week for the 6 week & 10 week internship

- A clinical internship in a hospital can substitute for the 6 week internship
- Register for HCSA 345 the semester before your first HCSA internship
- General Education requirements, including Global Consciousness  
<http://www.ferris.edu/htmls/academics/gened/courses.html>
- Transfer equivalencies approved by Ferris  
<http://www.ferris.edu/admissions/Transfer/WebPages/homepage1.cfm>

Macintosh HD:Users:marcy:Desktop:Internship requirements and more.doc

## **CAREER SERVICES**

You are encouraged to discover the services and resources available in the Office of Student Employment and Career Services early in your college enrollment. The staff in this office is ready to help you with questions and concerns regarding career directions and job opportunities. You are also encouraged to attend the workshops sponsored by them throughout the year.

## **CLASS ATTENDANCE**

Enrollment in the program designates a commitment on your part to attend class to prepare you to function in a responsible manner in the professional environment.

Attendance policies of individual instructors are outlined in the course syllabus and will be followed.

You are responsible for contacting each course instructor regarding materials handed out in class, assignments made during class, and makeup assignments for any classes missed (excused or unexcused).

## **CLASS STANDING**

The following standards will be used to determine class standings:

<b><u>Class</u></b>	<b><u>Semester Credit Hours Earned</u></b>
First Year Student	0 to under 26
Sophomore	26 to under 56
Junior	56 to under 86
Senior	86 or more

## **CLEP TESTS**

As with many schools, Ferris cooperates with the College-Level Examination Program (CLEP), offered by the College Entrance Examination Board. CLEP offers a series of tests in the areas of English composition, humanities, mathematics, natural science, and social sciences history which, if passed, gives the student college credit.

The aim of CLEP is to give students who already have a college-level knowledge of these areas a chance to bypass taking similar classes in college. University credit granted on the basis of CLEP examination is entered on the student's record without a grade, and is not included in the computation of Ferris' cumulative honor point average or graduation honors.

If you have already taken CLEP tests elsewhere, make sure you send the results to Ferris.

Further information about CLEP tests can be obtained from the office of Institutional Research and Testing, extension 3628.

## **COURSE ANNOUNCEMENTS**

Prior to the beginning of each semester, the class schedule is published on student Web services. It contains a listing of all courses offered during the next semester, as well as information regarding registration. You must consult your advisor prior to registering to plan your schedule.

## **COURSE CHALLENGE- PROFICIENCY**

Ferris recognizes that college-level learning can occur in places other than the classroom. Experienced individuals who have learned on their own and want to "test out" of a course may receive credit through a proficiency course test.

Proficiency course testing is done on a course-by-course basis. The method of evaluation is determined by the faculty of the department. A challenge examination is available for all Health Management courses except internship. The following procedures apply:

### **COURSE CHALLENGE**

1. If a course has a prerequisite, the prerequisite must be fulfilled before the course may be challenged.
2. Competency assessment cannot be used for a course already appearing on a student's FSU transcript either by having completed the course or by transfer.
3. In order to receive credit for a course through challenge, a standard equal to at least a "C" (73%) must be earned.
4. Credit awarded by competency assessment is recorded on your transcripts on a course-by-course basis as credit.
5. Competency assessment credits apply toward credit requirements, but are not used to compute honor point averages (HPA).
6. A competency assessment for a course may be taken only once.
7. There is a fee for competency assessment which must be paid prior to taking the exam.
8. Applications for course competency assessment are available from the departmental secretary in Room VFS 401 of the College of Health Professions.

Specific information about competency assessment for a course can be obtained from the head of the department offering the course.

### **COURSE LOAD**

The maximum load that may be carried without special permission is 19 semester hours of credit, or four courses totaling more than 19 semester hours of credit. The student's academic department head may approve overloads beyond 19 hours.

### **COURSE OBJECTIVES**

The program objectives will be met by meeting the objectives for the specific courses as outlined in the course syllabus. Course syllabi will be distributed by the instructors during the first class meeting. You are expected to become familiar with the course objectives as outlined in the syllabi.

## **CONFLICT RESOLUTION**

When a student has an issue with a grade, internship or other student/faculty issue, it is the responsibility of the student to use a progressive procedure to resolve the issue. This policy provides a step-by-step means of resolving student/faculty issues. Individual programs may have other specific steps for resolving student/faculty issues.

5.1 The first step in resolving a grade, internship or other student/faculty issue is for the student to talk to the faculty member about the situation. There may be a simple remedy (e.g., a calculation error and the faculty member can make the correction with a change of grade form). The student and faculty member must try to resolve the issue within five business days of the initial meeting of the student and faculty member. All discussions will be recorded and placed in the student's file.

5.2 If the issue is not resolved between the student and faculty member within five days, the next step is for the student to submit a written request, stating the issue of concern, to the Department Head. After reading the documentation between the student and faculty member, the Department Head will meet with the student and faculty member to hear both sides of the situation and analyze the issue. The Department Head will render a decision on the issue and inform the student and faculty member in writing within five business days of the meeting. If the student does not agree with the decision, he/she may petition in writing to the Dean. All discussions will be recorded and placed in the student's file.

5.3 If the issue is not resolved by the Department Head within five days, the next step is for the student to submit a written request, stating the issue, to the Dean. After reading the documentation between the student and faculty member, and the Department Head's decision, the Dean will meet with the student, faculty member and Department Head to hear all sides of the situation and analyze the issue. The Dean will render a decision on the issue and inform the student, faculty member and Department Head in writing within five business days of the meeting. The decision of the dean is final. All discussions will be recorded and placed in the student's file.

5.4 If the student does not agree with the decision of the Dean, he/she may petition in writing to the office of the VPAA according to the respective policies and procedures of that office. All discussions will be recorded and placed in the student's file.

5.5 According to FSU Academic Policy 04:4, Students have one year to appeal a course grade. After a year, grades cannot be changed. All other issues must be resolved within the semester the issue occurred or within the following semester at the latest.

### **Steps in the Student/Faculty Issue Resolution: Progressive Only if Required**

Step	Parties Involved	Timeline (Business Days)
Step 1 Student meets with faculty member	Student/Faculty	5 days
Step 2 Student meets with Faculty/Department Head	Student/Faculty/Department Head	5 days

Step 3 Student meets with Faculty/Department Head and Dean	Student/Faculty/Department Head/Dean	5 days
Step 4 Student petitions Office of VPAA	Student and appropriate Representative of VPAA	According to VPAA Policies/Procedures

In all cases for steps 1 to 3, if the issue occurs at the end of the semester, the business day count will continue into the next semester, including summer semesters.

### **CRIMINAL BACKGROUND CHECK**

A Criminal Background Check is required by internship sites. For the policy, see Appendix I.

### **DISMISSAL**

The following are considered causes for possible dismissal from the program:

1. Unsatisfactory academic performance as defined in the Student Handbook.
2. Unsatisfactory professional or personal performance at the professional practice site as judged by either the program faculty or the Site Coordinator.

### **DISRUPTIVE BEHAVIOR POLICY STATEMENT**

The COLLEGE OF HEALTH PROFESSIONS strives to maintain a positive learning environment and educational opportunity for all students. Consequently, patterns of behavior which obstruct or disrupt the learning environment of the classroom or other educational facilities will be addressed.

1. The instructor is in charge of the course. This includes assignments, due dates, methods and standards of grading, and policies regarding attendance, tardiness, late assignments, outside conferences, etc.
2. The instructor is in charge of the classroom. This includes the times and extent to which they allow questions or discussion, the level of respect with which they and other students are to be treated, and the specific behaviors they will allow within their classes. Open discussion of an honest opinion about the subject of a course is encouraged, but the manner in which the class is conducted is a decision of the instructor.
3. An instructor is entitled to maintain order in his/her class and has an obligation to other students to do so. Toward that end, an instructor is authorized and expected to inform a student that his/her behavior is disrupting a class and to instruct the student to stop that behavior. If the student persists, the instructor is authorized to direct the student to leave the class. If the student fails to comply with a directive to leave the class, the instructor may call Public Safety to assist with the student's removal.
4. If a student persists in a pattern of recurrent disruptive behavior, then the student may be subject to administrative action up to and including an involuntary withdrawal from the course, following administrative review by the Allied Health Sciences

Dean's Office, and/or University disciplinary proceedings.

5. Disruptive behavior cannot be sanctioned by a lowered course grade (e.g., from a B to a C) except insofar as quality of classroom participation has been incorporated into the instructor's grading policy for all students. (Note: Academic misconduct, which is covered by other regulations, can be a legitimate basis for lowering a grade or failing the student.)
6. Students as well as employees are bound by the University's policy against harassment in any form. Harassment will not be tolerated.
7. The office of the student's dean will be notified of any serious pattern or instance of disruptive behavior.

### **DROPPING A CLASS**

See the **ADD/DROP/WITHDRAW FROM CLASSES** section, pg. 6.

### **ENTRANCE REQUIREMENTS**

Students must have a 2.5 GPA to enter the HCSA programs.

### **EVALUATION**

At the end of each of your courses, you will be given the opportunity to evaluate the course. Before you graduate, you will be asked to complete a program evaluation. Please complete the evaluations honestly. Your input is extremely valuable for program evaluation and modification.

### **FIELD TRIPS**

Field trips may be arranged to various institutions concerned with some aspect of health care. You are responsible for all costs unless otherwise informed by the instructor. Please remember that while on field trips, you represent FSU. Please dress professionally.

### **FINANCIAL AID**

Financial aid checks will be mailed to your permanent address, unless other arrangements are made. You may select direct deposit to your bank account via MyFSU.

### **GRADE POINT AVERAGE CALCULATION**

Multiply the number of honor points by the number of credits of the course and divide by the total number of credit hours completed for the marking period. (See grading system for honor point allocation.) For example: You complete five courses for the semester (HCSA 401 – 4 cr.; HCSA 335 – 4 cr.; HCSA 333 – 3 cr.; ENGL 150 – 3 cr.; and PSYC 150 – 3 cr.), and you earn a B+ in HCSA 401; an A- in HCSA 335; a B in HCSA 333; a C in ENGL 150; and a B- in PSYC 150. To calculate the GPA, you would multiply credit hours for each course by the honor points per credit hour, and total the honor point column (B) and the credit hour column (A). Then divide the total number of honor points by the total number of credit hours.

(A)	=	(B)		=	
4 x 3.3		13.2	(HCSA 401)		
4 x 3.7		14.8	(HCSA 335)	$\frac{42.1}{17}$	= 2.47 (GPA)
3 x 3		9	(HCSA 333)		
3 x 2		6	(ENGL 150)		
<u>3 x 2.7</u>		<u>8.1</u>	(PSYC 150)		
17		42.1			

### **GRADING SCALE**

Uniform grading scale for all HIT/HIM/HCSA courses.

A	93-100	B-	80-82	D+	67-69
A-	90-92	C+	77-79	D	63-66
B+	87-89	C	73-76	D-	60-62
B	83-86	C-	70-72	F	59 and below

Additional comments regarding grading procedures are found in the course syllabus.

### **GRADING SYSTEM**

All instructors in the HIT/HIM/HCSA programs use a 12-point grading system.

This is the scale for the 12-point grading system:

<u>Letter Grade</u>	<u>Honor Points Per Credit Hour</u>	<u>Letter Grade</u>	<u>Honor Points Per Credit Hour</u>
A	4.0	C	2.0
A-	3.7	C-	1.7
B+	3.3	D+	1.3
B	3.0	D	1.0
B-	2.7	D-	0.7
C+	2.3	F	0.0

Other grades which can be obtained in special circumstances:

"W" means you withdrew from the class before the final withdrawal date, and while the "W" remains on your official transcript, it does not count in either total credit hours or your honor point average.

"I" means you did not complete the required work by the end of the term through no fault of your own. It also means that, had the quality of your work continued, you would have passed the course. The incomplete work must be completed within the time limit designated by the instructor, but usually no longer than the following semester. "I" grades turn into "F's" if you fail to make up the work the following semester.

### **GRADUATION CLEARANCE**

Two semesters prior to the semester that you intend to graduate, you are required to complete a graduation application. This is found on the college homepage:

<http://www.ferris.edu/htmls/colleges/alliedhe/Editor/Files/GRADAPP09.pdf>

Work closely with your advisor to assure that your graduation audit is completed on time. Failure to complete the graduation application and audit requirements could result in a delay of graduation. Students on financial aid may be required to have an exit interview prior to graduation. It can be accessed via My FSU.

## **GRADUATION REQUIREMENTS**

A 2.25 or better GPA is required for graduation. A minimum of one full year of work (at least 30 semester hours of credit) in residence at FSU is required for all students who receive a degree. See the 'C' requirements section for graduation from each of the programs. You are responsible for completion of all courses listed. Use the checksheets to record your progress toward completion of your goal.

<http://www.ferris.edu/htmls/colleges/alliedhe/Editor/Files/HIT%20checksheet%200108.pdf>

<http://www.ferris.edu/htmls/colleges/alliedhe/Editor/Files/HIM%20checksheet%20fall%2009.pdf>

<http://www.ferris.edu/htmls/colleges/alliedhe/Editor/Files/HCSA%20curriculum.pdf>

## **GROOMING**

While on field trips, internship assignments and at professional meetings, you are asked to remember that you represent FSU and dress appropriately. Jeans are considered inappropriate dress for such functions.

## **HONESTY POLICY**

The purposes of this policy are to encourage a mature attitude toward learning to establish a sound academic morale, and to discourage illegitimate aid in examinations, laboratory, and homework.

Cheating is defined as using or attempting to use, giving or attempting to give, obtaining or attempting to attain, products or prepared materials, information relative to a quiz or examination or other work that a student is expected to do alone and not in collaboration with others. Plagiarism (copying) of themes or other written work shall also be considered an infraction.

Students are required to present the results of their own work except under circumstances in which the instructor may have requested or approved the joint effort of a number of students.

The penalty for the first offense of willful cheating consists of the student receiving a zero for the assignment in which the infraction occurs. However, cheating on quizzes or examinations means failure in the course. The student may appeal the decision to the Disciplinary Committee.

Further offenses may result in suspension or dismissal from the University.

The HCSA program follows the Code of Ethics of the American College of Healthcare Executives. See Appendix E for more complete information.

## **INCOMPLETES**

In the event that you receive an incomplete grade, you must make arrangements with the instructor to complete all requirements by the close of the following semester or the grade becomes an "F". A second registration for the course is not permitted for removal of an incomplete. However, if the grade becomes an "F", the class may then be repeated.

## **INTERNSHIP EXPERIENCE**

An important aspect of the programs is the professional practice component. During the internship, you participate in supervised clinical activities in hospitals and other health care agencies designed

to reinforce the classroom and laboratory learning experiences. The professional practice enables you to develop understanding of procedures, apply principles of management, observe employee relationships, and interact with professionals in the health care environment.

After demonstrating proficiency, you may be permitted to perform procedures with careful supervision. You will not be paid for your services.

### **HCSA Internship Courses**

#### **HCSA HCSA 392 (6 credits)**

Six full weeks of experience in an approved acute care hospital setting. You will receive supervised training to reinforce skills introduced on campus. Projects will be required. Additional projects may be assigned by the hospital. You are responsible for costs incurred in conjunction with internship assignments.

#### **HCSA HCSA 493 (10 credits)**

Ten full weeks of supervised learning experiences with particular emphasis on the management and administrative aspects of health management practice. Assigned projects will reflect knowledge of administrative skills.

### **ASSIGNMENT PROCESS**

You are to contact healthcare facilities regarding potential placement for internship. You are required to have a current resume and cover letter to present to the healthcare facility. The Internship Coordinator has the responsibility for approving sites, obtaining required legal agreements, and assessing appropriateness of a facility for individual student needs.

During the semester that you are enrolled in HCSA 345 Internship Orientation, you will be required to complete an *Intent Form* by week eight of this class. This form contains information regarding your internship site and the semester that you plan to register for the internship.

Final appointments to internship site should be finalized the semester prior to the internship. Site Coordinators at the healthcare facilities retain the right to cancel acceptance of a student at any time prior to the placement.

Prior to the starting date, the Internship Coordinator will meet with you to discuss your placement. During HCSA 345 Internship Orientation you will be informed regarding rules and responsibilities during the internship, as well as project requirements and grading practices. Depending on where you will complete your internship, you may be required to complete a Criminal Background Check (CBC) prior to your internship. You are responsible for the cost of the CBC. You are responsible for the cost of the CBC. The COLLEGE OF HEALTH PROFESSIONS has an agency that will process the CBC for you. Also, proof of current immunization will be required by the internship site. Some sites may require a drug screening or physical exam. The Internship Coordinator will work closely with while seeking and securing an internship site.

Currently, the programs have active agreements with over 90 facilities in Michigan. You can obtain information regarding these sites from the Internship Coordinator. If you prefer to do an internship in a state other than Michigan or at a site without an affiliation agreement, the process of obtaining an affiliation agreement may take several months. In those cases, attempts will be made to make arrangements which are agreeable to you.

A. **Two Steps to Internship in Subsequent Semester**

1. Submit the internship intent form 6 weeks prior to the end of the current semester.
2. Register for the internship 3 weeks prior to the end of the current semester.

B. **Consecutive Internships**

Students may complete the hospital internship and management internship consecutively at the same or a different facility. However, the faculty mentor reserves the right to require up to two weeks before the start of the management internship.

C. **Repeating an Internship**

An internship that results with a grade of C- or lower must be repeated. Repeating an internship is considered a new internship. Registration in a subsequent semester is required. Repeating an internship may be at the same or a different facility.

D. **Repeating an Internship/Corrective Action Plan**

Students repeating an internship are required to complete a corrective plan of action with the assistance of the faculty that supervised the first internship. See Appendix C

E. **DISMISSAL from the Internship**

You may be removed from a professional practice site for any reasonable cause including, but not limited to:

1. Unethical or unprofessional conduct as outlined in the AHIMA Code of Ethics
2. Unauthorized disclosure of confidential information
3. Excessive absence
4. Conduct in direct violation of the policies and procedures of the health care facility to which you are assigned.

If there is evidence that any of the above have occurred, the Professional Practice Coordinator will be contacted by the site coordinator member. A meeting between you and the Professional Practice Coordinator will be scheduled to obtain the facts. A meeting of the Site Coordinator and Professional Practice Coordinator will follow. At this time, a decision will be made as to whether you will continue at the professional practice site.

If the decision is made to remove you from the site, an attempt will be made to locate another site for you. Dismissal from a professional practice site may prolong the length of time spent in the program.

If you are removed from a professional practice site, the entire course may have to be repeated at another site.

F. **APPEAL OF INTERNSHIP DISMISSAL**

You have the right to appeal an academic termination, disciplinary termination, or removal from a Internship site. See the Conflict Resolution policy.

G. **FERRIS STATE UNIVERSITY CAREER SERVICES**

Students should register with the Student Employment and Career Services prior to leaving for the professional practice assignment. This will assure that you receive placement bulletins in a timely manner. Student Employment and Career Services is located in the Timme Student Services Center..

H. **FINANCIAL AID**

Financial aid checks will be mailed to your permanent address, unless other arrangements are made prior to the beginning of the internship. You may select direct deposit to your bank account via MyFSU. Students on financial aid may be required to have an exit interview prior to graduation. It can be accessed via My FSU. Contact the Timme Center for specific questions about your loan arrangements.

I. **GRADUATION PROCEDURES**

A Graduation application and audit must be filled out before leaving for the internship if you are not returning to campus. Students on financial aid may be required to have an exit interview prior to graduation. It can be accessed via My FSU.

J. **REGISTRATION PROCEDURES**

If you will be returning to campus after your internship experience, you will register for the next semester during your internship. Class schedules are posted on MY FSU. Please contact your advisor to make sure that you are selecting the correct courses and remove your advising hold. You can obtain the exact date and time of registration on My FSU.

K. **TUITION**

Tuition payment is the responsibility of each student and should be sent to Business Office, In the Timme Student Center, by the deadline announced. If there is some need to defer payment, arrangements must be made with the Business Office by the student.

**PROGRAM FACULTY**

Program faculty are available during posted office hours. These hours will vary from semester to semester. They are also available by appointment whenever the need arises. Get acquainted with your faculty advisor as soon as possible, and make it a practice to talk to him/her at least once during a semester. The faculty are:

Gail Bullard, DHEd, MHA, RN Program Coordinator (Advisor)	VFS 414, ext. 2279
Antionette Epps, DrPH(c), MHA (Advisor)	VFS 409 ext. 2266
Kim McVicar, MSA (Advisor)	VFS 410 ext. 2280
Mark Hutchinson, MPH (Advisor)	VFS 411 ext. 2265
Julie Ward, MSA (Advisor)	VFS 415 ext. 3110
Steve Karnes, LNHA, MHA (Advisor)	VFS 407 ext. 2251

## **QUALIFYING EXAMINATION**

Students who successfully complete the **HCSA** program are eligible to apply to write the Long Term Care licensing examination for the State of Michigan.

## **REGISTRATION**

You should plan your schedule with your faculty advisor for the next semester prior to your assigned registration date. HCSA students should attend the mandatory group advising session each semester. Early registration helps to insure a better selection of elective courses, as well as assure that you are making satisfactory progress toward graduation. You will not be allowed to register unless your advisor removes your registration hold. If you have not paid all debts owed the University, you will not be allowed to register.

Your registration date is posted on the course registration system found on the student web services, My FSU, under Academics & Services.

## **REPEATING CLASSES**

You may repeat a course whether it was previously passed or failed. When a course is repeated, the original subject and grade remains on the academic record, but the last grade earned is used to calculate the grade point average.

A student in the HCSA programs may only take a professional course (MRIS or HCSA) two (2) times. If a student doesn't earn a "C" or better on the first or second attempt, he/she will be dismissed from the program.

## **STUDENT DIGNITY/POLICIES**

The University expects all students and employees to conduct themselves with dignity and respect for students, employees, and others. It is each individual's responsibility to behave in a civil manner and make responsible choices about the manner in which they conduct themselves. Harassment of any kind is not acceptable at Ferris State University. The University does not condone or allow harassment of others whether engaged in by students, employees, supervisors, administrators, or by vendors or others doing business with the University. Harassment is the creation of a hostile or intimidating environment in which verbal or physical conduct, because of its severity or persistence, is likely to significantly interfere with an individual's work or education, or adversely affect a person's living conditions.

To assist with the understanding of what harassment is, this policy contains specific definitions of two of the more prevalent types of harassment – racial harassment and sexual harassment.

### **Racial Harassment**

Racial harassment includes any conduct, physical or verbal, that victimizes or stigmatizes an individual on the basis of race, ethnicity, ancestry, or national origin. Such behavior could involve any of the following:

1. The use of physical force or violence to restrict the freedom of action or movement of another person, or to endanger the health or safety of another person;

2. Physical or verbal conduct intentional or otherwise that has the purpose or effect of (or explicitly or implicitly threatens to) interference with an individual's personal safety, academic efforts, employment, or participation in University-sponsored activities.
3. The conduct has the effect of unreasonably interfering with an individual's work, or academic performance or creating an intimidating, hostile, or offensive working, learning, or living environment.

The attributes of racial harassment described above are also the attributes of most other types of harassment that can occur. Harassment may be based upon a person's status that is protected by law (i.e., religion, veteran status, handicap, etc.), or may be for some other reason not specifically covered by law. In any event, harassment of any type is not acceptable at Ferris State University.

### **Sexual Harassment**

Using the definition contained in the Equal Employment Opportunity Commission guidelines, adapted to include educational environments, sexual harassment is defined as follows:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when:

- 1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or academic advancement;
- 2) submission to or rejection of such conduct by an individual is used as a factor in employment or academic decisions affecting such individuals;
- 3) such conduct has the purpose or effect of substantially interfering with an individual's work or academic performance, or creating an intimidating, hostile, or offensive working, living, or academic environment.

While sexual harassment most often takes place in situations of power differential between the persons involved, sexual harassment may also occur between persons of the same status, e.g., student-to-student. The person exhibiting sexually harassing conduct need not realize or intend the conduct to be offensive for the conduct to constitute sexual harassment.

### **Harassment Concerns**

Any person who believes he or she has been subjected to harassment of any kind (sexual, racial, or otherwise) should approach the individual whom they believe is responsible. He or she should identify the specific behavior, explain that he or she considers the behavior to be offensive and/or harassing, and ask the individual to stop the behavior. If assistance is needed to approach the individual, contact either an Academic Dean, the Dean of Students, the Director of Minority Student Affairs, or the Director of Affirmative Action.

If approaching the individual is not possible (i.e., you are uncomfortable or uncertain as to how the situation should be handled or concerned the situation may become volatile) or does not resolve the matter, it should then be reported immediately to an Academic Dean, the Dean of Students, the Director of Minority Student Affairs, the Director of Student Judicial Services, or the Director of Affirmative Action. If, for some reason, you are uncomfortable discussing your situation with any of these individuals, please report your situation to any member of University administration. The cir-

cumstances surrounding the matter will be fully investigated, including the nature of the harassment and the context in which it occurred.

All reports of harassment and subsequent investigations will be kept as confidential as possible. Anyone found to have violated this Policy will be subject to discipline up to and including discharge and dismissal, that may include, but not be limited to, official reprimand, official apology, sensitivity training, and/or other disciplinary action including dismissal. Likewise, because intentionally false accusations of harassment can have serious effects on innocent people, anyone found to have intentionally falsely accused another person of violating this Policy will be subject to discipline up to and including discharge or dismissal.

### **Consensual Relationships Between University Employees and Students**

Consensual relationships of an amorous or sexual nature that might be appropriate in other circumstances are deemed inappropriate when they occur between an employee of the University and a student for whom he or she has a professional responsibility. For example, such a relationship would be inappropriate between a faculty member, administrator, supervisor, advisor, coach, or residential staff member and a student for whom he or she has professional responsibility. Even when both parties have consented to the development of such a relationship, the relationship can raise serious concerns about the validity of consent, conflicts of interest, and unfair treatment for others and may result in serious consequences. Employees and students of the University are expected to make responsible choice.

It is the policy of Ferris State University that any University employee who has professional responsibility for students shall not assume or maintain professional responsibility for any student with whom the University employee has engaged in an amorous or sexual relationship. Whether the relationship predated the assumption of professional responsibility or arose out of the professional association, the University employee will immediately disclose the relationship to the relevant unit administrator. The unit administrator will immediately arrange a meeting of the parties to the relationship to discuss alternative oversight of the student, and attempt to cooperatively agree to changes that will move professional responsibility of the student to another University employee. If no agreement is reached, the unit administrator will determine and direct the best method to deal with the situation.

### **TESTS**

Tests are administered in accordance with the policies of the individual instructors as outlined in the course syllabus.

### **TEXTBOOKS**

The course syllabus will list the text required for each course. You are strongly encouraged to keep your texts for use in other classes, for review for the national exam, and for your practice in the field. They are valuable resources.

### **TRANSCRIPTS**

The official academic record of a student is maintained by the Registrar's office. A student or former student in good standing may have transcripts of credit forwarded. All requests should be made one week in advance of the time they are needed.

## **TUTORING**

Tutoring is available for most courses on campus. If you feel that you need tutoring, please see the faculty member for the course, or contact the Academic Support Center and Tutoring.

<http://www.ferris.edu/htmls/colleges/university/asc/tutoring.htm>

## **WITHDRAWAL FROM CLASS/UNIVERSITY**

If you decide to withdraw from the University, you must report to your Dean's Office and process a withdrawal clearance form. If you stop attending classes, but do not officially withdraw from the University, grades of "F" will be recorded in all courses. It is your responsibility to protect your academic record. Also see the **ADD/DROP/WITHDRAW FROM CLASSES** section.

## **GLOSSARY-DEFINITIONS**

<b>Dean:</b>	Dean, Dr. Matthew Adeyqanju – Office – VFS 200B, phone – ext. 2269
<b>Site Coordinator:</b>	Individual responsible for supervision of internship experiences in the health care facility.
<b>Internship Coordinator:</b>	Individual responsible for coordination of internship experience.
<b>Credentialed:</b>	Having earned the right, through passing the registration or accreditation exam, to use the designation RHIA or RHIT.
<b>Professional Practice:</b>	Real life situation focusing on application of knowledge and abilities learned in the classroom.
<b>Standards:</b>	Policy documents which provide minimum standards for educational programs.
<b>Syllabus:</b>	Document explaining course content, grading procedure, requirements, text and various other notes to the student.

## **HANDBOOK ABBREVIATIONS**

<b>CGPA –</b>	Cumulative Grade Point Average
<b>CHP -</b>	College of Health Professions
<b>FSU –</b>	Ferris State University
<b>GPA –</b>	Grade Point Average
<b>HCSA –</b>	Health Care Systems Administration

## Course Descriptions

<p>HCSA 120* Health Services Administration 3 credits</p>	<p>This course provides an introduction to health services administration. It explores the unique role of the administrator in the health care setting, the dual power structure in health care agencies, and the impact of the organization's culture on the role of the administrator. It also includes the administrative roles of planning, inventory control, facility and equipment management, and productivity management, staffing and work distribution. Typically Offered Fall and Spring</p>
<p>HCSA 202* Health Care Law 1 3 credits</p>	<p>This course introduces the legal issues facing the healthcare industry. It provides students with knowledge of health law, law creation, federal and state regulations and standards (such as HIPAA, JCAHO, EMTALA), legal release of information, subpoenas, and court orders, criminal and civil liabilities for healthcare providers. Students will review cases and role-play to understand the value of conflict resolution, arbitration, mediation, and facilitation. Prerequisites: COHP 101 with grade of C or above. Typically Offered Fall, Spring, Summer</p>
<p>MRIS 209 Quality Improvement in Health Care 3 credits</p>	<p>Study of the concepts and procedures utilized in the performance of the quality assurance function in the health care setting. Emphasis on the role of the medical record practitioner in the management and control of the utilization review function of the facility. In the laboratory, the student will participate in utilization review and medical care evaluation activities. Pre-Requisites: MRIS 103 and ISYS 105 and MRIS 101 or HCSA 120, all with grades of C or better. Typically Offered Fall, Spring</p>
<p>HCSA 225* International Health Care 3 credits</p>	<p>This course provides an overview of the determinants of health in various countries. Students will explore diverse international healthcare systems. The course content includes a comparison of the United States health care system with other developed and undeveloped world health care systems. (3 Credit Hours) Prerequisites: COHP101</p>
<p>MRIS 221 Foundations of Reimbursement 3 credits</p>	<p>This course will provide an overview of the evolving health care payment systems encompassing major U.S. public and private third party payers. The U.S. payment systems will be compared with international models of health care coverage and reimbursement. Students will evaluate the impact of current forces on the revenue cycle including regulations and emerging technologies. Students will have hands-on practice completing paper and electronic forms to obtain maximum reimbursement. Pre-requisites: ISYS 105 and COHP 101 and MRIS 103 with a grade of C or higher.</p>
<p>COHP 300* Health Information Systems 3 credits</p>	<p>This course examines the realm of Health Care Information Systems (HCIS), and will provide the student with the opportunity to develop an understanding of basic information technology terminology, standards and protocols, as well as Local and Wide Area networks and general network typologies. The course will introduce software applications used in HCIS. The student will develop an understanding of the implications of integrated versus interfacing disparate HCIS application, data base management and patient privacy issues. The course will examine emerging technology in the areas of rural health care, telemedicine, access to Electronic Medical Records, and Regional Health Information Organizations. Prerequisites: ENGL 250 and ORO 1. Typically Offered Fall, Spring &amp; Summer.</p>
<p>HCSA 310* Health Care Finance 2 3 credits</p>	<p>This course introduces the theory of managerial planning for capital and operational budgeting in health care as well as the regulatory constraints related to capital expenditures. Students will have the opportunity utilizing Excel to prepare a capital budget proposal as well as to gain practical skills in operational budgeting preparation and related analysis. Prerequisites: (HCSA 210 or MRIS 221) and ACCT 201 with grades of C or above Typically Offered Fall, Spring, and Summer</p>

<p>HCSA 326 Health Care Personnel Practices 3 credits</p>	<p>Students will study the various Human Resource components unique to the health care industry. Topics include aspects of Human Resource; Health Care bargaining units, licensing, and credentialing and accreditation requirements for health care personnel. This course will also address health care mandates pertaining to the employment process, Prerequisites: HCSA 120 with grade of C or above. Typically Offered Fall and Spring</p>
<p>HCSA 336* Health Care Supervisory Practices 4 credits</p>	<p>Students will study and discuss theory and practice of management in health care facilities with an emphasis placed on conducting meetings, performance appraisals, interview processes, and corrective actions. Students will develop policies and procedures, job descriptions, and orientation/training topics. Skills in team building, coaching, counseling, conflict management, networking and delegation will be addressed. Prerequisites: COHP 101 with grade of C or above. Typically Offered Fall and Spring</p>
<p>HCSA 345 Internship Orientation 1 credit</p>	<p>This course is designed to provide the expectations and responsibilities of the internship experience. This will be accomplished through class discussions, presentations, guest speakers, and assignments. Pre-Requisites: Departmental approval. Typically Offered Fall, Spring, Summer</p>
<p>HCSA 392 Hospital Internship 6 credits</p>	<p>This course is designed to provide the expectations and responsibilities of the internship experience. This will be accomplished through class discussions, presentations, guest speakers, and assignments. Pre-Requisites: HCSA 345 with a grade of C or better. Typically Offered Fall, Spring, Summer</p>
<p>COHP 450* Evidence-based Health Care 3 credits</p>	<p>This course introduces the role of the healthcare professional as translator of healthcare research for a basis of evidence-based practice within a collaborative, interdisciplinary healthcare environment. Students will engage in critical evaluation of research, explore the relationship of credible evidence to development of healthcare quality and safety measures, and consideration of healthcare policy and cost effectiveness when implementing evidence-based improvements. Students will employ basic research methods and techniques as part of a limited research project. Prerequisite: COHP 350. Typically offered Fall, Spring and Summer.</p>
<p>HCSA 410* Health Care Finance 4 credits</p>	<p>This course focuses on managerial and financial analysis with special emphasis on the revenue cycle and payment systems in myriad health care settings. Students will have the opportunity to interpret and analyze administrative reports common in health care. Prerequisites: HCSA 310 with grade of C or above. Typically Offered Fall and Spring.</p>
<p>HCSA 260* Principles of Long Term Care 3 credits</p>	<p>This course surveys the various genres of long term care, including nursing homes, assisted living facilities, senior housing, adult day care, hospice, and home care. It explores administrative responsibilities, management, community activities, public relations, ethical practices, and state and federal requirements in long-term care. Pre-Requisites: HCSA 120 or HCSA 220 or HCSA 320 with grade of C or above. Typically Offered Fall, Spring, Summer</p>
<p>HCSA 461* Nursing Home Administration 3 credits</p>	<p>This course focuses on the skills and information needed to be a successful nursing home administrator. The course content includes state and federal regulations, financial systems, human resource management, resident rights, ethical issues and other topics related to managing a licensed nursing facility. Prerequisites: HCSA 260 with grade of C or above. Typically Offered Fall, Spring, Summer</p>

<p>HCSA 474* Health Care Strategic Application 4 credits</p>	<p>This course introduces applications underlying strategic alignment in health care organizations. Introduction to the techniques involved in the strategic planning process, supply chain management and project planning are enhanced by best practices in quality improvement. Prerequisites: MRIS 209 and HCSA 260 with grades of C or above. Typically Offered Fall, Spring, Summer</p>
<p>HCSA 475* Practice Management in Health Care 3 credits</p>	<p>This course focuses on the skills and information needed to be a successful medical practice manager. The course content includes leadership and management, strategic planning and marketing, quality assessment, physician-hospital relationships, and business and clinical operations as related to medical group practice in today's environment. Prerequisites: HCSA 310 with grade of C or above. Typically Offered Fall and Spring</p>
<p>HCSA 493 Management Internship 10 credits</p>	<p>The internship is the capstone course for the Health Care Systems Administration Program. The internship is 10 weeks in length in which the student will work 40 hours per week performing assigned tasks and written projects. Pre-Requisites: Departmental approval. Typically Offered Fall, Spring, Summer</p>

**Note: Completion of a clinical internship in an acute care setting will substitute for HCSA 392.**

**\*Available online**

# **ACADEMIC AFFAIRS POLICY LETTER**

December 15, 2001 01:8

(supercedes Academic Affairs Policy Letter 01:3)

## **COURSE SUNSET POLICY ON FULFILLING UNDERGRADUATE DEGREE REQUIREMENTS**

1. Ferris State University undergraduate students who maintain uninterrupted enrollment (not including summer semester) are subject to the requirements of their degree program (including General Education) which were in force when they entered the program. In the event degree program requirements change during the uninterrupted course of a student's enrollment, the student may exercise the option to meet the most recent program requirements. An interruption of enrollment is defined as not being enrolled at Ferris for two consecutive semesters, not including summer semester.
2. If a student returns to the university after an interrupted enrollment (not including summer semester), the requirements of the curriculum (including General Education) which are in force at the time of return must be met, not the requirements in effect at the time of original admission. In special circumstances, the academic department head/chair may permit the student to finish under the program requirements in force at the time of original admission to the program.
3. When a returning or transfer student's transcript is reviewed, the student may, at the discretion of the academic department head/chair and in conjunction with any standing department policies, be required to repeat courses deemed no longer current. Such determinations may be appealed to the Dean, whose decision is final. Appeals regarding General Education requirements are made to the Assistant Vice President for Academic Affairs who, after consulting with the General Education Coordinator, makes a final determination.

REPEATING AN INTERNSHIP - CORRECTIVE ACTION PLAN  
HCSA 392/493, MRIS 293/493

NAME \_\_\_\_\_ DATE \_\_\_\_\_

INTERNSHIP \_\_\_\_\_

OBJECTIVE: The intern will complete this form at the beginning of any internship that is being repeated. This should be done with the assistance of the faculty coordinator that supervised the unsuccessful internship.

1. IDENTIFY CONCERNS FOR LACK OF SUCCESSFUL INTERNSHIP

2. PERSONAL PLAN FOR IMPROVEMENT ON INTERNSHIP

**FERRIS STATE UNIVERSITY**

**COLLEGE OF HEALTH PROFESSIONS**

**POLICY - CRIMINAL BACKGROUND CHECK REQUIREMENT**

All students enrolled in clinical courses within the COLLEGE OF HEALTH PROFESSIONS will be required to undergo criminal background checks as part of the requirement for clinical placement in any agency. In some instances additional requirements may be imposed by the clinical agency, to include drug screening and fingerprinting. The timing and frequency of the criminal background check process will be determined by the program of study in accordance with requirements of each individual clinical agency. It is the student's responsibility to complete and assume payment for these background checks as directed by the program of study.

If a criminal history is identified and determined by the clinical agency to be in violation of the employment guidelines for that agency, the student will not be allowed to complete the clinical experience in that agency. This may jeopardize the student's ability to progress in the CAHS program of study if an alternate setting is not available.

All CAHS students will be made aware of this requirement at the time of application to the professional sequence of the program of study.

**Rationale:**

Current regulations within the health care setting require that criminal background checks be carried out on all personnel who will have contact with patients in that setting. This requirement is a condition for affiliation with each clinical agency. This requirement is intended to protect vulnerable populations, such as patients in the clinical setting. Individuals with certain criminal histories may not be eligible for licensure as a health care provider.

Adopted:  
February 1, 2007

**FERRIS STATE UNIVERSITY  
COLLEGE OF HEALTH PROFESSIONS**

**PROCEDURE - CRIMINAL BACKGROUND CHECK**

In accordance with the CAHS policy to require criminal background checks (CBC) for all students to assure compliance with clinical agency guidelines for placement, the following process will be utilized within the COLLEGE OF HEALTH PROFESSIONS:

Student Notification:

1. All CAHS students will be provided with information regarding the requirement for a criminal background check through the following mechanisms:
  - a. A Copy of the CAHS policy will be included in the orientation packet or as a handout for transfer students or students making a program change into a CAHS program
  - b. As part of the individual program's progression policy for all students
  - c. As part of the list of requirements to enroll in clinical/internship courses provided by each program
  - d. A signed release of information form prior to the start of the clinical or internship sequence.
  - e. All of the above must clearly state that qualification to be placed in a clinical agency will be dependent on the student demonstrating no criminal history that has the potential to prohibit clinical placement and subsequent licensure or certification in the discipline

Process to Complete the CBC:

1. The COLLEGE OF HEALTH PROFESSIONS will contract with an approved outside vendor to perform the criminal background checks for all CAHS students in the professional sequence of the program of study.
2. Each program will designate a faculty or staff representative to administrate the criminal background checks. Responsibilities include:
  - a. Identified as the contact person for the CBC vendor to receive or access student CBC records electronically
  - b. Provide the instructions for the CBC to the students
  - c. Monitor the completion and results of the CBC process for each student cohort
  - d. Document completion of each CBC as required by the program.
  - e. Provide information regarding the CBC to the clinical agency as appropriate
3. Each student will be required to submit to a criminal background check at the following points:
  - a. Prior to placement in the initial clinical or internship sequence for the program.
    - i. This initial criminal background check can be completed as early as one semester prior to clinical/internship placement but must be completed and verified by the program designee before the student can be placed in the clinical setting.
  - b. For programs with a clinical sequence that exceeds one year, additional criminal background checks will be required prior to the start of each academic year during the professional sequence of the program.
4. The student is responsible for the cost of the criminal background check. A credit card or debit card is required to complete the CBC online.
5. If a student's criminal background check reveals a history of an offense, the program designee will contact the clinical agency to determine if the student can be placed.
6. The student who cannot be placed for clinical experiences due to an identified criminal history will not be allowed to progress in the CAHS program.

#### Documentation & Notification:

1. The student will sign a release of information form that will allow the program to share the information from the CBC with clinical agencies when appropriate to determine if student placement can occur.
2. The program designee will verify that all students have completed the required criminal background check in accordance with this procedure and the CAHS policy. This will be documented on the CAHS Clinical Requirements Documentation Form.
3. The CBC report will not be retained in the student file, as the results are available on the vendor website.

#### Related Forms

1. CAHS Criminal Background Check Policy
2. CAHS Clinical Requirements Documentation Form Program Progression Policy
3. Program list of Requirements to enroll in Clinical / Internship courses

Adopted:  
February 1, 2007

## **American College of Healthcare**

### ***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; and
- G. Work to ensure the existence of procedures that will safeguard the confidentiality and privacy of patients or others served.

## **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 work environment that discourages harassment, sexual and other; coercion of any kind, especially to perform illegal or unethical acts; and discrimination on the basis of race, ethnicity, creed, gender, sexual orientation, age, or disability;
- D. Providing a work environment that promotes the proper use of employees' knowledge and skills;
- E. Providing a safe work environment; and
- F. Establishing appropriate grievance and appeals mechanisms.

#### **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 affiliate 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.