

HEALTH SERVICES ADMINISTRATION

College of Business and Public Administration

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BA	Minor	Graduate Certificate
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UNDERGRADUATE PROGRAMS

The Health Services Administration Program is offered by the College of Business and Public Administration. This Interdisciplinary program is designed for students interested in a variety of careers in the field of health services administration. Students are prepared for positions in health clinics, hospitals, long term care facilities, health maintenance organizations, health insurance companies, home health agencies, mental health agencies, physician practices, health departments, various regulatory agencies and community-based agencies among others. Responsibilities carried out by health managers/administrators include: budgeting/financial management, planning, human resource management, data analysis, marketing, physician relations and administration.

The required courses are in the areas of health services administration, business, health and economics. In addition, the program requires that the student complete a track or a minor in a specific sub-specialty. Examples of tracks include: aging, planning, human resource management, information technology, economics and business administration. Students must have approval of the program advisor for track or minor chosen and courses selected. HSAD students must maintain a 3.0 cumulative **GPA** for all HSAD classes and no more than two course grades may be below 3.0. Students earning three or more grades of less than 3.0 in HSAD courses will be dismissed from the program. The culmination of the student's experience in the program will be an internship in a health care setting. To qualify for the internship, the student must have at least a 3.0 grade point average in HSAD classes plus permission from the department.

Students in the Health Services Administration Program must have an overall cumulative grade point average of 2.25. Also, students must complete one year of a foreign language, such as Spanish or sign language in college or two years of a single foreign language in high school.

Upon acceptance to the program students must complete at least 92 credit hours. Students choosing to minor in health services must complete 20 credit hours. Courses are offered on an every other year basis and students should check with the program director and class schedule each quarter.

Professional Membership Requirements: Every student graduating in Health Services Administration must be a student member of a professional organization at least by their senior year.

Work Experience Requirements: It is strongly advised that all students seek as much practical experience as possible, whether voluntary or paid. Students are urged to consult with their advisors in order to plan their program.

Required courses in the following programs of study may have prerequisites. Reference the course description section for clarification.

BACHELOR OF ARTS (BA)

STUDENT LEARNING OUTCOMES – STUDENTS WILL:

- develop excellent oral and written communication skills;
- apply strategies learned in the core curriculum during an internship;
- articulate health services competencies gained in core curriculum classes.

HEALTH SERVICES ADMINISTRATION MAJOR (94 CREDITS)

Note: two years of a single high school foreign language or one year of a single college level foreign language is required.

Required Courses (86 credits)

- ACCT 251 Principles of Financial Accounting (5)
- ACCT 252 Principles of Managerial Accounting (4)
- BUED 302 Business Communication (4)
- DSCL 245 Data Analysis for Business (4)
- ECON 200 Introduction to Microeconomics (5)
- ECON 445 Insurance and Risk (5)
- ECON 452 Health Economics (5)
- HLED 256 Medical Terminology (1)
- HSAD 300 Health Care Organization and Administration (4)
- HSAD 310 Health Care Supervision (4)
- HSAD 322 Health Care Technology (4)
- HSAD 410 Health Law, Regulation and Ethics (4)
- HSAD 435 Process Improvement in Health Care (4)
 - or OPSM 330 Operations Management (4)
- HSAD 440 Health Care Research Design and Methods (4)
- HSAD 460 Long Term Care Administration (4)
 - or HLED 370 Personal and Community Health (4)
- HSAD 470 Reimbursement and Management Strategies in Healthcare (4)
- HSAD 490 Senior Capstone: The Impact of Culture, Gender and Race on Health (4)
- HSAD 495 Internship (5)
- HUMR 328 Human Resource Management (4)
- MISC 311 Information Technology in Business (4)
- MKTG 310 Principles of Marketing (4)

Track or minor (8 credits minimum)

Courses to be selected with approval of Health Services Administration Advisor

<i>Required program credits</i>	86 credits
<i>Track or minor credits</i>	8 credits
<i>Minimum total credits for above major</i>	94 credits

BACHELOR OF SCIENCE (BS)

STUDENT LEARNING OUTCOMES – STUDENTS WILL:

- demonstrate effective written and oral communication skills;
- understand health care administration;
- understand business domain knowledge, such as accounting, finance, marketing, human resource management, logistics and supply chain;
- acquire MIS technical skills, including programming principles, database principles, networking and data communications;
- demonstrate problem-solving abilities by applying MIS technical skills, including business application program design and business database design;
- demonstrate MIS and HSAD project development skills through system analysis and design;
- demonstrate HI project management skills and team skills.

HEALTH INFORMATICS TECHNOLOGY AND MANAGEMENT (96-97 CREDITS)

The Health Informatics Technology and Management Bachelor of Science degree has been created as an interdisciplinary offering. Students admitted to the program would study a curriculum that blends three disciplines: health services administration, management information systems and computer science. This program is designed to prepare students as health information technology professionals to manage and use health information and emerging electronic information technologies in the healthcare industry. Graduates will be prepared to participate in the design of data schemas for health information systems, in the definition and analysis of requirements for health information systems, in the design, deployment and querying of reporting systems via both direct query and reporting tools for use in administrative, clinical and support areas.

Any EWU student who has completed or nearly completed the prerequisite courses may declare a major in HITM. HITM students must maintain a

3.0 cumulative GPA for all HSAD, CSCD and MISC classes. No more than two courses in HSAD, CSCD and MISC classes may be below a 3.0. Students earning three or more grades of less than 3.0 in HSAD, CSCD and MISC will be dismissed from the program. The culmination of the student's experience in the program will be an internship in a healthcare setting. Students in the HITM program must have an overall cumulative grade point average of 2.25.

Professional Membership Requirements: Every student graduating in the Health Informatics Technology and Management must be a student member of a national professional organization for the discipline at least by their senior year.

Work Experience Requirement: It is strongly advised that all students seek as much practical experience as possible, whether paid or volunteer.

Students are urged to consult with their advisors in order to plan their program.

Required Courses (96-97 credits)

- ACCT 251 Principles of Financial Accounting (5)
- ACCT 252 Principles of Managerial Accounting (4)
- BUED 302 Business Communication (4)
- CSCD 303 Computer and Information Security (4)
- DSCI 245 Data Analysis for Business (4)
- DSCI 346 Advanced Data Analysis for Business (4)
- ECON 200 Introduction to Microeconomics (5)
- ECON 445 Insurance and Risk (5)
- ECON 452 Health Economics (5)
- HLED 256 Medical Terminology (1)
- or OCHT 292 Foundations of Documentation and Medical Terminology (2)
- HSAD 300 Health Care Organization and Administration (4)
- HSAD 310 Health Care Supervision (4)
- HSAD 410 Health Law, Regulation and Ethics (4)
- HSAD 435 Process Improvement in Health Care (4)
- HASD 440 Health Care Research Design and Methods (4)
- HSAD 455 Healthcare Billing (2)
- HASD 490 Senior Capstone (4)
- or CSCD 490 Senior Capstone (4)
- HSAD 495 Internship (5)
- HUMR 328 Human Resource Management (4)
- MISC 311 Information Technology in Business (4)
- MISC 372 Data Communications and Networking Fundamentals (4)
- or CSCD 330 Network Programming (4)
- MISC 373 Business Database Application (4)
- or CSCD 327 Relational Database Systems (4)
- MISC 481 Systems Analysis and Design (4)
- or CSCD 350 Software Engineering (4)
- MISC 488 Health Information Technology (4)

Total minimum credits for above major: 96 credits

MINOR

HEALTH SERVICES MANAGEMENT MINOR (20 CREDITS)

Required Courses (16 credits)

- HSAD 300 Health Care Organization and Administration (4)
- HSAD 310 Health Care Supervision (4)
- HSAD 322 Health Care Technology (4)
- HSAD 410 Health Law, Regulation and Ethics (4)

Electives—Choose one of the following (4 credits)

- HSAD 435 Process Improvement in Health Care (4)
- HSAD 460 Long Term Care Administration (4)

Required program credits 16 credits

Elective credits 4 credits

Total credits for above minor 20 credits

GRADUATE PROGRAM

The College of Business and Public Administration through its Health Services Administration Program, offers graduate courses and a graduate-level certificate in health services administration. Courses from health services administration are often included in a number of programs such as: Social Work, the Master of Business Administration, the Master of Public Administration and Master of Urban and Regional Planning.

In general, the graduate courses are designed to expand one's understanding of issues that impact the successful delivery of health services. The individual classes focus on unique (universal) organizational issues that impact health delivery. The topics covered in these classes will be useful to health-related

professionals who have specialty expertise in a health discipline and desire a greater understanding of the legal, fiscal and managerial aspects of delivering health care in several different environments. They also will aid non-health professionals who wish a better understanding of financing and delivery of public and private/non-profit health care.

This graduate certificate supports the goals of the college and university by providing opportunities for people to expand their collaborative, critical thinking, change management and strategic planning skills. Students who successfully complete a certificate offered by this program will become more effective manager/administrators or collaborators within the health delivery system. The program believes in the concept that "health is a team affair" and is committed to providing education, research and service opportunities for students to become effective collaborators in personal community health enhancement.

Objectives of the Certificate Program

The program has objectives to provide students opportunities to:

1. Expand their understanding of the fiscal, legal and operational constraints and to identify opportunities for financing;
2. Enhance communication, interpersonal collaboration, leadership, strategic planning, change management and critical thinking skills;
3. Expand their knowledge of future health care issues.

Admission Requirements/Preparation

The Health Services Administration program encourages people with a bachelor degree and who are interested in health services administration, to enroll in the graduate courses offered. Depending on one's background and multitude of health care entities (public and experience, certain prerequisite courses could be needed. Students who have a bachelor's degree in business, public administration, social work or related disciplines may have the necessary preparation to enroll in the courses and Certificate Program with little or no additional preparation. Students who have a bachelor's degree in business, public administration, social work or related disciplines may have the necessary preparation to enroll in the courses and Certificate Program with little or no additional preparation. The identification of necessary prerequisites would occur through a review of transcripts and other application material by the program director.

Program Requirements

1. Two copies of official transcripts for all college work completed.
2. Meet graduate program admission requirements.
3. A letter describing one's background and experience in the health delivery system and how the Health Services Administration Certificate fits into one's professional goals.
4. Application materials should be sent directly to Graduate Studies Office, 206 Showalter, Eastern Washington University, Cheney, WA 99004-2444.

Application Deadline

The Health Services Administration programs accept students into courses at any time. HSAD 500, U.S. Health Care Systems is the first class and is offered in the fall. It is the prerequisite for the remaining classes.

CERTIFICATE

GRADUATE CERTIFICATE IN HEALTH SERVICES ADMINISTRATION

The Health Services Administration Certificate is intended to provide students who have an interest in working within the health field with an understanding of the many different types of health organizations that exist in the U.S. The courses also present students with an overview of the financial, legal and administrative issues that face all health administrators in today's market. Students who wish a Health Services Administration Certificate must successfully complete the following courses:

Required Courses

- HSAD 500 U.S. Health Care Systems (4)
- HSAD 510 Health Law (4)
- HSAD 520 Health Reimbursement Issues (4)
- HSAD 530 Seminar on Business and Health (4)
- HSAD 598 Seminar in Health Services Administration (4)

Total required credits 20 credits

Note: HSAD 500, 510 and 520 are the core classes for the certificate. HSAD 530 and 598 must be completed for the certificate-only students. For students in master's programs seeking the Professional Specialization Option, the core classes must be completed. Master's students are strongly encouraged to complete HSAD 530 and 598. Master's students, with their program advisor, may determine that other classes would better meet the needs in gaining insight into health issues in their specific discipline. This process will include the HSAD program advisor.

Health Services Administration Courses

Terms offered: fall, winter, spring, summer (FWSU). If no terms are indicated check with the department or EagleNET.

HSAD 300 Health Care Organization and Administration (4) FS

This is a survey course that looks at the multitude of healthcare entities (public and private), how they interact and the issues that are in today's complex health care environment.

HSAD 310 Health Care Supervision (4) W

Prerequisite: HSAD 300 or permission of the instructor.
Topics covered include: tasks, education, roles and values of health services managers in various settings; control, organization behavior, design, professional integration, adaptation and accountability. Case analysis method will be emphasized.

HSAD 322 Health Care Technology (4) S

Prerequisites: HSAD 300, MISC 311 or permission of the instructor.

This course introduces the student to the technology used in health care for administrative, clinical and facility needs. Support systems for health care are also discussed. This illustrates the breadth and scope of technology in health care and its impact on patients, providers and payors.

HSAD 399 Special Studies (1-10) FWSU

Prerequisites: permission of the instructor, department chair and college dean.

Subjects vary according to faculty and student interest and need.

HSAD 410 Health Law, Regulation and Ethics (4) F

Prerequisites: HSAD 300, 310 or permission of the instructor.
This course is an introduction to health-related legislation, regulation and certification/accreditation programs. The legal and ethical implications for providers and consumers of health care are explored. Topics covered include contracts, fraud and abuse, antitrust and corporate, criminal and tax law, informed consent, patient rights, medical worker issues and conflict of interest. Ethics, risk management and corporate compliance, will also be discussed.

HSAD 435 Process Improvement in Health Care (4) F

Prerequisites: HSAD 300, 310 and 410 or permission of the instructor.

This course examines strategic planning in health care, the application of quality management in health care and strategies for competitive advantage. The student is exposed to a variety of strategies as well as a systems approach to understanding concepts as they apply to health care.

HSAD 440 Health Care Research Design and Methods (4) W

Prerequisites: DSCI 245 and HSAD 300 or permission of the instructor.

This course covers the methods used in health services research and evaluation which includes research designs, measurement, methods of analysis and evaluation of published research. The objective of the course is to provide the student with an understanding of the research process and evidence-based research as it relates to health care.

HSAD 450 International Perspectives on Healthcare (4) F

[satisfies international studies university graduation requirement]

This course evaluates the impact of values and beliefs, types of providers, government, funding and medical technology in the delivery of health care in industrialized, emerging and poor geographic regions outside the United States. It compares the delivery of health care in these geographic areas to each other and to that experienced in the United States to determine best practices and areas for improvement.

HSAD 455 Healthcare Billing (2) W

Prerequisites: HSAD 300, 310, 410, 440.
This course provides an overview of the healthcare billing processes from a variety of healthcare delivery systems both public and private. Systems used in billing, the billing and revenue cycles and application of information for administrative and clinical needs are reviewed.

HSAD 460 Long Term Care Administration (4) W

Prerequisite: HSAD 300 or permission of the instructor.
The administration issues of care for long term patients will be addressed with specific discussion on the aged and primary and extended care of the age. The peculiar social, cultural and economic environment will be discussed as each is related to accessibility and availability of health services and the aspects of administration in long term care facilities.

HSAD 470 Reimbursement and Management Strategies in Healthcare (4) W

Prerequisite: HSAD 300, 310, 322, 410, ACCT 251, 252, MISC 311, DSCI 245, ECON 200.

This course examines reimbursement and management strategies in health care, through medical practice simulation. Topics include an introduction to health care strategic planning, review of current implementation of billing and coding and decision making in practice management. This course also reviews performance metrics and overall operation and financial health of a practice.

HSAD 490 Senior Capstone: The Impact of Culture, Gender and Race on Health (4)

[satisfies senior capstone university graduation requirement]

Prerequisite: HSAD 300, 310, 410.
This course examines health related differences due to the impact of gender, ethnicity and race on health. It attempts to put this information in a context which allows health program managers to use this information to better plan, design and implement programs which are sensitive to the health needs of diverse populations. To achieve this goal the class will examine epidemiological research, historical and cultural studies and social and psychological theories pertaining to health status and communication.

HSAD 495 Internship (5)

Prerequisites: HSAD 300, 310, 410 and permission of the instructor, department chair and college dean

Students learn the day-to-day operation of a health care organization by spending 20 hours a week on-site under direct supervision.

HSAD 499 Directed Study (5) FWSU

Prerequisite: permission of the instructor, department chair and college dean.

Individual study in a field of special interest.

HSAD 500 U.S. Health Care Systems (4) F

Prerequisite: graduate standing.
This course concentrates on the health care environment and how it impacts on health services administration. Considerable time is spent discussing the effectiveness of the health care system in the United States as it exists today. Topics to be covered include: the various health care delivery models, financing health care, managed care organizations, Medicare and Medicaid, health manpower, single and multi-hospital systems, long-term care and historical data.

HSAD 510 Health Law (4) U

Prerequisite: HSAD 500.
The objective of the course is to develop in the student an appreciation for the depth and reach of the law in all facets of the health care delivery process. The course will emphasize the impact of the law in private and public health settings. Topics include an introduction to our legal system, professional liability issues related to providers, legal issues in the operation and regulation of health care institutions and legal issues in the institution-patient relationship as well as the institution-physician relationship.

HSAD 520 Health Reimbursement Issues (4) W

Prerequisites: HSAD 500 and either BADM 530 or PADM 507 and 513 or permission of the instructor.

Reimbursement issues are reviewed for two perspectives (1) institutions/providers and (2) payers and users of health care, such as insurers, business and consumers. Topics covered from the providers' perspective include evaluation of one's financial information for clinical and managerial decisions. Topics covered from the payer's perspective include financial incentives and disincentives. Implications for efficient and effective delivery of health care services are identified and explored.

HSAD 530 Seminar on Business and Health (4) S

Prerequisites: HSAD 500 and advanced graduate standing or permission of the instructor.

This course examines the role companies and other employers play in the development of health policy and provision of health services pertaining to employee benefits.

HSAD 560 Managed Care Systems (4)

Prerequisites: HSAD 500, 520 or permission of the instructor.

An examination of the challenges associated with organizing and managing various types of managed care systems (Health Maintenance Organizations (HMOs), Preferred Providers Organizations (PPOs), etc.). The course places special emphasis on the organization and management of physicians' practice and the principles of health insurance, including premium development and risk management. Other topics include contractual relationships with hospitals, utilization review, quality assurance systems and marketing.

HSAD 595 Internship (1-5)

Prerequisite: permission of the instructor, department chair and college dean.

HSAD 596 Experimental Course (2-5)

HSAD 598 Seminar in Health Services Administration (4) U

This course is designed to emphasize the manager's role when conducting grant writing or research within the field of health care. The course will emphasize the managerial applications of survey research and grant writing from both a theoretical and practical perspective. Students will learn to conduct survey research or write a grant during this course with the assistance of the instructor.

HSAD 599 Directed Readings (1-5)

Prerequisite: permission of the instructor, department chair and college dean.

HEALTH EDUCATION

See PHYSICAL EDUCATION (1-5), HEALTH AND RECREATION.