

Handbook for Graduate Students

**Master of Health Services
Administration (MHSA)**

Department of Health Sciences



Revised August 2008

Table of Contents

Department of Health Sciences	3
MHSA Mission Statement	3
Core Values	3
Student Learning Objectives	4
Description of MHSA Culminating Experiences	6
MHSA Program Behavioral Expectations	8
MHSA Students' Rights and Responsibilities	13
MHSA Program Admission Standards	15
MHSA Program of Study	17
MHSA Proposed Course Tracking	20
Appendix A – MHSA Practicum Guidelines	
Appendix B – MHSA Internship Guidelines	

Welcome from the Chair of the Department of Health Sciences

Welcome to the MHA program at Armstrong Atlantic State University. This Handbook has been developed to familiarize you with program policies and procedures and to serve as a resource to you as you progress through the program. You are also advised to familiarize yourself with the current *AASU Graduate Catalog*. Good luck to you and welcome aboard!

Sandy Streater, Chair, Health Sciences Dept.

MHA Mission Statement

The MHA program at Armstrong Atlantic State University prepares a highly qualified, diverse group of students for increasingly responsible leadership roles in health services administration across the continuum of the health services industry, utilizing a contemporary, competency-based curriculum and a student-centered approach to education.

MHA Core Values

The core values identified as being necessary and sufficient to accomplishing the stated mission of the MHA program include the following:

- A commitment to educational integrity
- A commitment to research-based instruction
- A commitment to community health and well-being
- A commitment to diversity of views / backgrounds among faculty, students, and program stakeholders
- A commitment to educational/instructional quality management and improvement
- An emphasis on student-centered educational programming
- A commitment to the advancement of health services administration as a professional discipline

MHSA Student Learning Objectives

These objectives describe what a successful learner should know and be able to do upon completion of the MHSA program.

Learning Outcome 1:

All MHSA students will demonstrate the acquisition of appropriate knowledge and skills related to the management of the health services environment, processes of patient care, and/or population health.

Learning Objectives (Learning Outcome 1):

Upon completion of the MHSA Program, graduates will be able to:

- Demonstrate an understanding of structuring, marketing, positioning, and governing health services organizations to achieve optimum performance.
- Demonstrate an understanding of the effective financial management of health services organizations.
- Demonstrate an understanding of the characteristics of effective leadership, interpersonal relations, conflict and change management, and written and oral communications skills
- Demonstrate an understanding of the effective management of human resources and health professionals in diverse organizational environments (e.g., hospitals, clinics, home health agencies, insurers, pharmaceutical firms)
- Demonstrate an understanding of the effective management of organizational information, including the collection, statistical and non-statistical analysis, and summary of administrative and clinical data for informed decision-making.
- Demonstrate an understanding of fundamental principles of economic analysis to support organizational decision-making.
- Demonstrate an understanding of legal and ethical analysis principles as they are applied to business and clinical decision-making.
- Demonstrate an understanding of government health policy formulation, implementation, and evaluation.

- Demonstrate an understanding of methods of assessment of the health status of populations, determinants of health and illness, and health risks and behaviors in diverse populations.
- Demonstrate an understanding of the management of change in health care organizations in diverse communities.
- Demonstrate an understanding of methods of quality assessment for both business practices and health care delivery focusing on outcomes measurements, process/outcome relationships, and methods for process improvement.

Learning Outcome 2:

All MHSA students will demonstrate the ability to apply critical thinking, problem solving, as well as management knowledge and skills, in appropriate situations.

Learning Objectives (Learning Outcome 2):

Upon completion of the MHSA Program, graduates will:

- Demonstrate the ability to synthesize didactic knowledge and apply critical thinking and problem solving skills as part of the successful completion of the MHSA written and oral comprehensive examinations.
- Demonstrate the ability to apply didactic knowledge, critical thinking, and problem solving skills to the conceptualization, completion, presentation, and defense of the MHSA practicum, internship, and/or residency experience.

Learning Outcome 3:

All MHSA students will demonstrate the ability to draw upon and apply material covered throughout the program of study and demonstrate skills in continuous learning through information access, synthesis and use.

Learning Objectives (Learning Outcome 3):

- Demonstrate the ability to synthesize didactic knowledge obtained across the MHSA curriculum and apply critical thinking and problem solving skills as part of the successful completion of MHSA 8880 and MHSA 8890, the program capstone course sequence.

- Demonstrate the ability to synthesize didactic knowledge and apply critical thinking and problem solving skills as part of the successful completion of the MHPA written and oral comprehensive examinations.

Description of Culminating Experiences Required for MHPA Program:

The culminating experiences for the MHPA degree include the following: (1) successful completion of MHPA 8880 and MHPA 8890 (Health Care Strategic Management I and II), the MHPA program capstone course sequence, with a grade of B or higher for both sections; (2) successful completion of the MHPA written comprehensive examination; (3) successful completion of at least **ONE** of the following applied learning experience requirements – (a) the MHPA practicum, (b) the MHPA Internship/Residency, (c) the MHPA research practicum; (4) an oral MHPA examination.

MHPA written comprehensive examination:

The MHPA written comprehensive exam is taken during the semester in which the student anticipates completing all degree requirements, including the practicum. The dates for the administration of the MHPA written comprehensive will be established each semester by the MHPA graduate coordinator in consultation with the MHPA faculty. Students are responsible for all material covered in the required courses component of the MHPA degree program.

The format of written comprehensive assessment is a strategic management case study that will require the student to assimilate knowledge and utilize various analytical, critical thinking, and problem-solving skills across the continuum of health services administration to demonstrate the successful acquisition of critical competencies necessary for effective leadership within the field. The MHPA program utilizes the Healthcare Leadership Alliance's Competency Directory for purposes of identifying critical competencies to incorporate into its curriculum, which provides the framework for the written comprehensive assessment.

The written comprehensive assessment will be graded within two weeks after its administration. Students that receive a grade of marginal pass or failure on any given component of the written comprehensive examination will be required to submit to a re-assessment covering the subject area(s) involved. The format of the re-assessment will be determined by the MHPA graduate coordinator in consultation with MHPA faculty, and may take the form of another written assessment in the subject areas of weakness and/or an oral examination. Students must earn a grade of 'Pass' on all parts of any re-assessment(s) in order to satisfy the requirements of this experience. Any student that fails to meet this requirement may be subject to re-taking one or more courses for

completion of degree requirements and/or may be subject to academic dismissal at the discretion of the MHPA graduate coordinator, in consultation with MHPA faculty.

MHPA oral examination:

Subsequent to the successful completion of the MHPA written comprehensive examination, each student will be required to submit to an oral examination administered by their faculty practicum/internship supervisor and/or members of the MHPA faculty. The purpose of the MHPA oral examination is allow the student to address specific areas of interest and/or concern as identified by the faculty practicum/internship supervisor and/or members of the MHPA faculty.

MHPA Applied Learning Experiences:

MHPA Practicum:

The MHPA practicum is a variable length applied learning experience that allows the student to apply learned knowledge and skill competencies to a specific area of health services administration, most often in the form of an organizational project, under the supervision of a site-based preceptor and faculty advisor. This applied learning experience option is typically best suited for those students that already possess a significant amount of operational experience in the health services field. (see Appendix A for details)

MHPA Internship/Residency:

The MHPA internship/residency is a variable length applied learning experience that requires the completion of a structured program under the auspices of a site-based and MHPA program-approved protocol. Students pursuing this applied learning experience option are required to complete their assigned duties/ responsibilities in a satisfactory fashion and prepare a post-experience report for program faculty evaluation. This applied learning experience option is typically best suited for those students that have limited levels of operational experience in the health services field. (See Appendix B for details)

MHPA Research Practicum:

The MHPA research practicum is a variable length applied learning experience that requires the student to actively engage in the production of research/scholarly output under the direct supervision of a faculty advisor and/or site-based practitioner. This applied learning experience option is typically best suited for those students who anticipate pursuing post-MHPA doctoral level education related to the health services administration discipline.

MHSA Program Behavioral Expectations

Professional Values, Concepts, and Ethics to Which the Program is Committed:

The MHSA program ascribes to the Mission Statement for AASU and the University System of Georgia regarding values: "The mission of the University System of Georgia is to contribute to the educational cultural, ethnic, racial, and gender diversity in the faculty, staff and student body, supported by practices and programs that embody the ideals of an open, democratic, and global society; Armstrong Atlantic State University is to foster in its students abilities essential to being knowledgeable, thoughtful, responsible, and creative members of society; Armstrong Atlantic State University is to foster a deepened understanding of diverse world views and experiences through the examination of multicultural and international perspectives across the curriculum and activities that encourage respect for human worth." This information can be found in *the AASU Graduate and Undergraduate Catalogs*.

As a condition of admission to the MHSA program at AASU, all students are expected to abide by the rules of the Honor Code and the Code of Conduct. The Honor Code and Code of Conduct are printed in the AASU Catalog, Students Illustrated and on the University website. Any student desiring assistance with any matter related to these Codes is invited to seek assistance in the Division of Student Affairs.

Commensurate with their obligations associated with adherence to these defined codes of conduct, all students are expected to:

1. Exercise honesty in all matters, both academic and personal in nature.
2. Be fair and courteous with others, treat them fairly and with respect, showing sensitivity to cultural, ethnic, and religious diversity and personal dignity.
3. Accept personal responsibility for appropriate behavior as defined by the Codes.
4. Know the offenses under each Code and the penalties for violating them.
5. Understand that they are responsible for knowing and following any additional written or verbal requirements given by the professor, which relate to honor or conduct and which are inherent to the classroom or University functions.

6. Know what plagiarism is, as defined under the Honor Code; recognize that it undermines individual and academic integrity and ensure that it is avoided in both spirit and deed.
7. Understand that the Codes apply at all University activities whether on the main campus or at other locations.
8. Remember that they are representatives of Armstrong Atlantic State University and that they must always conduct themselves in a manner that brings credit upon themselves and the University.

Any student determined to be in violation of one or more of the provisions of these codes will be subject to all proscribed academic and/or disciplinary penalties as outlined in the Code of Student Conduct. Lastly, it should be noted that student ignorance of the specific provisions within the Code of Student Conduct is not an acceptable defense in any such proceedings. Students should thus exercise particular care to refrain from any activity or behavior that has the appearance of constituting a violation of the Code.

The MHSA program has also adopted the following honor code policy as established by the Department of Health Sciences, effective Fall 2008:

This Honor Code policy applies to all students enrolled in a course taught by Health Sciences faculty. Students who are caught violating AASU's Honor Code and Code of Conduct in any Health Sciences course will be subject to the following disciplinary action:

1. The first instance will result in a score of zero (0) on the assignment in question;
2. The second instance, regardless of whether it occurred in the same course as the first, will result in an automatic failing grade (F) for the course;
3. The third instance, regardless of whether prior instances occurred in the same course, will result in dismissal from the program.

All Honor Code violations will be documented in the student's departmental file. Moreover, the instructor reserves the right to: (1) accelerate the above three penalties based on the instructor's assessment of the severity of the violation; (2) report the Honor Code violation to the appropriate program coordinator; (3) review assignments and exams from previous Health Sciences courses for possible Honor Code infractions; and (4) refer instances of honor offenses to the Office of Student Affairs and the AASU Honor Court.

The MHSAs program further subscribes to the values and ethics presented by the American College of Health Care Executives in their most recent publication of the American College of Health Care Executives Code of Ethics.

PREAMBLE

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

The *Code of Ethics* also incorporates standards of ethical behavior governing personal 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 all personal and 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 exploitation of professional relationships for personal gain;
- F. Avoid 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. Ensuring that individuals may freely express ethical concerns and providing mechanisms for discussing and addressing such concerns;

- C. Ensuring a work environment that is free from 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. Ensuring 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.

MHSA Student Rights and Responsibilities:

Procedure for Filing General Program Complaints

All students at AASU have rights that are protected under the rules and regulations of the University System of Georgia. These rights include the following:

1. The right to attend classes during their regularly scheduled time without deviation from such time and without penalty if the student cannot attend instructional time not institutionally scheduled.
2. The right to consult with an assigned advisor for a reasonable amount of time each semester.
3. The right to consult with faculty outside of classroom time during regularly scheduled office hours and/or by appointment.

4. The right to reasonable access to campus facilities of which use is required to complete course assignments and objectives.
5. The right to receive, each semester, for each course, a syllabus which outlines course objectives and requirements and to be informed of any changes in these syllabi during the semester.
6. The right of timely review of lecture and/or reading material before a major examination is administered.
7. The right to receive access to any/all records of the student that are kept by the Health Sciences Department.
8. The right to receive timely information on proposed methods of course evaluation as well as a right to see all graded materials, with final distribution at the discretion of the instructor.
9. The right to be informed of the appropriate procedure for filing appeals of assigned grades. (see below).

Any student that feels that any of these rights has been abrogated by any member of the Health Sciences Department – faculty, staff, or other student(s) – has the right to file a formal complaint for purposes of trying to resolve the issue(s) involved in a timely fashion. Any such complaint(s) should be put in writing to the Department Chair of Health Sciences as soon as possible after the grievance has occurred. All submissions will be kept strictly confidential between the student, the department chair, and the staff/faculty member(s)/student(s) that are included in the complaint.

Provisions for Students with Disabilities

All students that have a documented disability, whether permanent or temporary, that will impact significantly on their ability to be successful in the completion of the MHSA program of study are encouraged to discuss the disability with me to allow for appropriate assistance through the Office of Disability Services. All inquiries will be strictly confidential.

Program Admission Standards

Admission Standards**

Students are typically admitted during fall and spring semesters, with summer admissions granted only in exceptional circumstances. Deadlines for submission of admissions materials can be ascertained by contacting graduate enrollment services at AASU.

All prospective students are **required** to submit the following materials for admissions consideration:

- (1) Completed application (may be done online);
- (2) official transcripts for ALL undergraduate and/or graduate coursework completed as of the prospective student's application to the program;
- (3) letter of intent describing the student's career goals, experiences to date, etc. (see web site for specifics on LOI requirements);
- (4) professional resume, detailing a minimum of five years educational and work experience as of the date of application

Additionally, prospective students may be required to submit standardized examination scores (GRE or GMAT only) as part of their application packet or provide scores from either/both exam(s) taken within the previous five years. Questions pertaining to the standardized examination requirement should be directed to the graduate coordinator for the MHSA degree.

There are two categories of admission to the MHSA program – regular and provisional. Students that are admitted provisionally do not meet all of the formal requirements for regular admission, and must, at a minimum, make a grade of B or better in each of their first three courses (9 semester hours) in order to be considered for re-classification to regular admission status, at the discretion of the MHSA graduate coordinator. Only credit earned at Armstrong Atlantic may be used to satisfy provisional requirements for the MHSA, which is an autonomous graduate degree.

The criteria that are formally considered in the admissions decision process include, but are not necessarily limited to, the following:

- (1) The prospective student's undergraduate grade point average (minimum 2.5 on a 4.0 point scale), with emphasis placed on the cumulative GPA earned in upper-division courses (final 60 hours of undergraduate program);

- (2) The prospective student's standardized examination score(s), if applicable (GRE or GMAT only);
- (3) The prospective student's level/number of years of experience in the health care field.

***Note: Students that have an earned doctorate or masters degree from a regionally-accredited institution are automatically admitted into the regular admissions category.*

Standards of Progression and Graduation

- A. Fifty percent of the program of study must be completed at the 7000-8000 levels. All degree requirements must be completed within seven years.
- B. Students will successfully complete a written and oral comprehensive assessment (administered on a pre-determined date).
- C. The student must apply for graduation two semesters before the date of graduation. The program of study must accompany the application for graduation.

ARMSTRONG ATLANTIC STATE UNIVERSITY
Program of Study Worksheet
Master of Health Services Administration
(Revised August 2008)

Course Number	Course Title	Credit Hours
PUBH 7100	Foundations of Public Health, Concepts and Administration	3
PUBH 7110	Epidemiology	3
MHSA 7200	Statistical Apps. HC Management	3
MHSA 7300	Managerial Accounting in Health Care	3
MHSA 7650	Human Resources Mgmt. in Health Care	3
MHSA 7700	Quality Management Methods HC	3
MHSA 8500	Leadership Seminar	3
MHSA 8610	Health Care Economics	3
MHSA 8625	Health Informatics	3
MHSA 8630	Health Care Financial Management	3
MHSA 8635	Health Politics and Policy	3
MHSA 8650	Operations Management Methods HC	3
MHSA 8861	Org. Theory/Behavior HC	3
MHSA 8864	Legal Environment of Health Care	3
MHSA 8870	Managerial/Biomedical Ethics	3
MHSA 8880*	Strategic Mgmt. HC I	3
MHSA 8890*	Strategic Mgmt. HC II	3
MHSA 8900	Internship/Residency HC	2
OR		
MHSA 8911/8912	Health Services Admin. Practicum I/II	1/1
OR		
MHSA 8920	MHSA Research Practicum	2

53 Hours Total

- * MHSA 8880/8890 is designated as the program capstone course sequence. All MHSA students will take this course sequence during the last two semesters of their program in residence (excluding summers).

Please see the 2008-2009 AASU graduate catalog for a complete listing of courses and course descriptions.

Statute of Limitations

Students must complete all requirements for the MHSA within seven (7) years of the commencement date of the first graduate-level public health course attempted at AASU. Extensions may be granted on an appeal basis. After reaching the seven-year limit, the student must obtain an appeal form from the graduate office and submit it for appraisal by the MHSA Program Coordinator. Appeals will be accepted or rejected based on the merits of the appeal.

Appeals

Candidates may appeal progression and graduation decisions through the graduate office. The student will be required to complete the appeal form and to provide additional information. Contact the Graduate Studies Office for appeal information and procedures.

Assistantships

Two types of graduate assistantships are available to master's degree students in the MHSA. A full academic year assistantship may be awarded at the beginning of the school year. Other assistantships are available on a semester-by-semester basis. All assistantships require a minimum of nineteen hours of assistantship duties per week and benefits include the waiver of tuition and a stipend for the term of the assistantship. For consideration for an assistantship, contact the Graduate Studies Office for an application well in advance of the desired term. To be eligible for an assistantship, a student must be admitted as degree-seeking and enrolled in at least six semester hours per term in which the assistantship is awarded.

Financial Aid

See AASU School of Graduate Studies Financial Aid Guidelines in the most recent catalog.

Liability Insurance

Students must secure liability insurance the term prior to beginning their practicum (see MHSA Practicum Guidelines attached).

Student Medical Report

Students must have a medical clearance prior to going on-site to begin their practicum (see MHPA Practicum Guidelines attached). There also may be specific courses which require students to have medical clearance. If this is the case, students will be notified by the course instructor.

Student Health Insurance Requirement

Effective fall semester 2006, the Board of Regents of the University System of Georgia implemented a system-wide health insurance policy (USG SHIP) for all students enrolled in academic programs that require proof of health insurance. Documentation of proof of health insurance coverage may be required of MHPA practicum/internship students **PRIOR TO** the beginning of the applied learning experience. More information concerning this requirement can be obtained by contacting Tracy Hamilton, Administrative Secretary for the Department of Health Sciences, at (912) 344-2458 or via email at tracy.hamilton@armstrong.edu.

Mandatory Student Background Checks

Clinical agencies, as well as practicum and internship sites utilized by the Department of Health Sciences, may require criminal background checks and/or drug testing prior to acceptance of the student into the practicum/internship site. Students who do not pass the criminal background check and/or drug test may be unable to access the practicum/internship site and therefore may be unable to complete their program of study. All fees or costs associated with required background checks and/or drug testing are the responsibility of the student. Additional information regarding the process for background checks may be obtained by contacting Tracy Hamilton, Administrative Secretary for the Department of Health Sciences, at (912) 344-2458 or via email at tracy.hamilton@armstrong.edu.

Proposed MHSA Course Offerings by Semester
Effective Fall 2008
(Subject to change)

Fall Semester Course Offerings

PUBH 7100 Foundations of Public Health, Concepts and Administration
 PUBH 7110 Epidemiology
 MHSA 7200 Statistical Applications for HC Management
 MHSA 7300 Managerial Accounting in Health Care
 MHSA 7700 Quality Management Methods in Health Care
 MHSA 8650 Operations Management Methods in Health Care
 MHSA 8861 Organization Theory/Organizational Behavior in Health Care
 MHSA 8880 Strategic Mgmt. Health Care Organizations I
 MHSA 8890 Strategic Mgmt. Health Care Organizations II

Spring Semester Course Offerings

PUBH 7100 Foundations of Public Health, Concepts, and Administration
 PUBH 7110 Epidemiology
 MHSA 8500 Leadership Seminar
 MHSA 8610 Healthcare Economics
 MHSA 8630 Health Care Financial Management
 MHSA 8635 Health Politics and Policy
 MHSA 8880 Strategic Mgmt. Health Care Organizations I
 MHSA 8890 Strategic Mgmt. Health Care Organizations II
 MHSA 8864 Legal Environment of Health Care

Summer Semester Course Offerings

PUBH 7100 Foundations of Public Health, Concepts, and Administration
 PUBH 7110 Epidemiology
 MHSA 7650 Human Resources Management in Health Care
 MHSA 8625 Health Informatics
 MHSA 8870 Managerial and Biomedical Ethics

** Note: All applied learning experience sections – MHSA 8900, MHSA 8911/8912, and MHSA 8920 – are offered every semester.

Proposed MHSA Tracking Plan
Effective Fall 2008
Fall Matriculation
(Assumes full time student)

Program Year	Fall Semester	Spring Semester	Summer Semester
Year One	PUBH 7100 MHSA 8861 MHSA 7200 PUBH 7110	MHSA 8610 MHSA 8864 MHSA 8500	MHSA 8625 MHSA 7650 MHSA 8870
Year Two	MHSA 7300 MHSA 7700 MHSA 8650 MHSA 8880	MHSA 8630 MHSA 8635 MHSA 8890 MHSA 8900 OR MHSA 8911/12	MHSA 8911/8912

Spring Matriculation
(Assumes full time student)

Program Year	Fall Semester	Spring Semester	Summer Semester
Year One		PUBH 7100 MHSA 8864 MHSA 8610 PUBH 7110	MHSA 8625 MHSA 7650 MHSA 8870
Year Two	MHSA 7300 MHSA 8861 MHSA 7200	MHSA 8630 MHSA 8500 MHSA 8635 MHSA 8880	MHSA 8900 OR MHSA 8911/8912
Year Three	MHSA 8650 MHSA 7700 MHSA 8890 MHSA 8911/8912		

Proposed MHSA Tracking Plan
Effective Fall 2008

Fall Matriculation
(Assumes part time student)

Program Year	Fall Semester	Spring Semester	Summer Semester
Year One	PUBH 7100 MHSA 7200	MHSA 8610 MHSA 8864	MHSA 8870 PUBH 7110
Year Two	MHSA 7300 MHSA 8861	MHSA 8635 MHSA 8630	MHSA 7650 MHSA 8625
Year Three	MHSA 7700 MHSA 8650	MHSA 8500 MHSA 8880	MHSA 8900 OR MHSA 8911/8912
Year Four	MHSA 8890 MHSA 8911/8912		

Spring Matriculation
(Assumes part time student)

Program Year	Fall Semester	Spring Semester	Summer Semester
Year One		PUBH 7100 MHSA 8610	MHSA 8625 PUBH 7110
Year Two	MHSA 7200 MHSA 8861	MHSA 8500 MHSA 8864	MHSA 7650 MHSA 8870
Year Three	MHSA 7300 MHSA 7700	MHSA 8635 MHSA 8630	MHSA 8900 OR MHSA 8911/8912
Year Four	MHSA 8650 MHSA 8880 MHSA 8911/8912	MHSA 8890	

Appendix A

Master of Health Services Administration (MHSA) Practicum Guidelines



Revised August 2008

Introduction

The Practicum Guidelines include requirements for the practicum chair, committee members (if applicable), site supervisor and student. Requirements of the practicum site supersede requirements in the academic unit.

MHSA Protocol for Selection of Practicum Director and Practicum Procedures

MHSA students that select to complete and are approved for the practicum option must successfully complete a minimum of 2 semester hours of practicum over two individual semesters (1 hr per semester) as part of his/her degree requirements. Prior to the student beginning the practicum, he/she must choose a director for the practicum.

One semester prior to the beginning of the practicum, the student will do the following:

- **Select a practicum director from eligible MHSA faculty.** Eligible faculty are those with full or associate graduate faculty status at AASU or, in some cases, a faculty who has received administrative permission to direct a practicum from the MHSA Graduate Coordinator.

Note: The student may opt for a practicum committee, comprised of two or more members of the Health Sciences faculty who are otherwise eligible to serve as practicum director, with a chair to direct his/her practicum if they so choose. In this case, the director must be chosen from faculty with full or associate graduate faculty status at AASU or one who has received administrative approval to direct practica from the MHSA Graduate Coordinator. Additional committee members may be chosen from faculty with full, associate or assistant graduate faculty

status or a faculty member who has received special permission to serve on a practicum committee by the School of Graduate Studies.

- **Collaborate with the faculty practicum supervisor, if necessary, to select the topic and site of the practicum experience.** The frequency of collaboration between the faculty practicum supervisor and the student will be determined by the faculty practicum supervisor.
- **Select the practicum site supervisor.** Most practicum experiences will require that the student identify a practicum site supervisor. In these cases, the site supervisor may be recommended by the student or the faculty practicum director. The site supervisor, if one is utilized, must be approved by the faculty practicum director prior to the start of the practicum. The faculty practicum supervisor, in conjunction with the student, will make the determination as to the need for a site practicum supervisor.
- **Meet with the practicum site supervisor to discuss proposed practicum and formulate learning / experiential objectives for the practicum.** Students should understand that the MHSA practicum experience is SELF-DIRECTED on their part. This requires their active participation in the formulation of objectives along with the site supervisor. All MHSA students should provide their site supervisor, if applicable, with an updated copy of their professional resume as well as a listing of areas of professional interest that could potentially be explored as part of a proposed practicum experience.

- **Submit proposed practicum objectives to faculty practicum supervisor for approval.** These objectives should be submitted in word-processed format and attached as a separate sheet(s) to a completed *Health Sciences Practicum Approval Form* (see below).
- **Obtain liability insurance policy rider through AASU or provide documentation of liability insurance coverage through the practicum site.** The College of Health Professions at AASU offers a blanket student liability insurance policy, currently costing \$15.00 for one year of coverage. Information on how to purchase this policy may be obtained by contacting the Health Sciences Department administrative secretary. MHPA students that conduct their practicum experience within their current place of employment may already be covered under the general liability policy of their employer. In such circumstances, students are required to provide documentation of this coverage to their faculty practicum supervisor.
- **Submit a completed College of Health Professions Medical Report for Faculty and Students to their faculty practicum supervisor.** This form can be obtained from the Health Sciences Department and must be completed / signed by a qualified medical care provider that has sufficient knowledge of the student's current health status.

During the first semester of the practicum (MHPA 8911), the student will do the following:

- **Students are expected to spend approximately 8-10 hours a week, on average, working specifically on their practicum.** This time spent on practicum-related activities may be "on site" or may not, depending upon the

nature and work requirements of the practicum itself. The practicum site supervisor (if applicable), in conjunction with the student, will mutually determine the specific work requirements of the practicum, subject to the approval of the faculty practicum supervisor.

- **Students will interact with their faculty practicum supervisor on a regular basis (to be determined by the faculty practicum supervisor) to keep him/her apprised of their progress in accomplishing the approved practicum objectives.** Students should be aware that it is **THEIR** responsibility to keep their faculty practicum supervisor informed regarding the current status of their practicum experience and progress to date. Students who fail to satisfy this requirement may receive an unsatisfactory grade for their practicum – the equivalent to receiving an ‘F’ in a didactic course.
- **Students should begin to write the initial draft(s) of their practicum document to submit to their faculty practicum supervisor for review and feedback.** The first three (3) chapters of the practicum document (see below) are introductory in nature, and can be formulated while the student is in the process of conducting the practicum experience. Students who fail to comply with this requirement may also receive an unsatisfactory grade for their practicum as described previously.

During the second semester of the practicum (MHSA 8912), the student will do the following:

- **Students should complete the work requirements for the practicum experience.** Students should fulfill all practicum work requirements as originally established between themselves and the practicum site supervisor. Students

that fail to satisfy this requirement may also receive an unsatisfactory grade for their practicum as described previously.

- **Students should complete the writing and revision of their practicum document to submit to their faculty practicum supervisor for approval.** The faculty practicum supervisor will establish deadlines for the submission of various drafts of the practicum document. Students that fail to submit their practicum draft(s) in accordance with the established deadlines may receive an unsatisfactory grade for the practicum or may be delayed in terms of completing their programs / graduation.
- **Students will give an oral presentation and defense of their practicum.** The faculty practicum supervisor will identify prospective dates and times from which the student may choose to conduct the oral presentation and defense of their practicum. The oral presentation and defense requires the student to provide an overview of his/her practicum – background, rationale, purpose, practicum objectives, review of literature, practicum methods, results, and conclusions – as well as submit to questions related to the practicum from member(s) of the MHSA faculty and/or students in attendance. The oral presentation and defense will typically be 20-30 minutes in length, and students are encouraged to utilize A-V aids (e.g. PowerPoint) as part of their presentation to increase its effectiveness.

At the successful conclusion of the practicum experience, the student will do the following:

- **Obtain the signatures of BOTH the faculty practicum supervisor and the practicum site supervisor, if applicable, on the acceptance page of the practicum document.** The affixation of signatures signifies acceptance of the finished practicum as conforming to the appropriate format, content mastery, and standards set by the Department of Health Sciences.
- **Have one final draft copy of the written practicum bound.** Contact the administrative secretary in the Health Sciences Department for more information regarding the binding of the written practicum. Additional copies of the written practicum may be bound at the student's discretion **AND** expense.

MHSA Practicum Faculty Supervisor, Site Supervisor and Student

Responsibilities:

- The **faculty supervisor (chair)** has the responsibility to assure that:
 - The practicum proposal meets MHSA criteria for practica.
 - The student has been informed of institutional policies and procedures as they relate to the use of human and animal subjects for research purposes, if applicable.
 - Communication is maintained with the site supervisor to discuss the student's progress.
 - The practicum, in its final form, meets the appropriate format, content, mastery and standards set by the Health Sciences Department.

- The **site supervisor** has the responsibility to:
 - Determine that the practicum objectives are feasible.
 - Inform the student of institutional policies and procedures as they relate to the use of human and animal subjects for research purposes, if applicable.
 - Contact the faculty advisor if any concerns regarding the student's performance should arise.
 - Develop the work site schedule in conjunction with the practicum student.
 - Assist the faculty practicum supervisor in the evaluation of the student's performance.

- The **practicum student**, in addition to doing the work and producing the practicum document, has the responsibility to:
 - Be familiar with, and adhere to, the practicum guidelines as specified
 - Be aware of all deadline/submission dates for the practicum and adhere to these dates

- Obtain liability insurance or provide proof of coverage prior to the initiation of the practicum
 - Submit the *College of Health Professions Medical Report for Faculty and Students* to the faculty practicum supervisor prior to the initiation of the practicum
 - Submitting completed IRB form to faculty practicum supervisor, if applicable.
- Students **must** register for one (1) additional practicum hour each semester after the required minimum credit hours (2) are met until a grade is earned. A grade of "**IP**" (*in progress*), will be reported until the practicum is completed. A grade of "**S**" (*satisfactory*), or "**U**" (*unsatisfactory*), will be reported on the student's final grade report upon conclusion of the practicum.

Practicum Policies and Written Practicum Document Format

The MHSA practicum, as one of the culminating experiences of the MHSA program, provides the student with an opportunity to apply learned didactic concepts and obtain practical experience in a given area of health services administration.

The practicum concept is designed / developed by the student, under the supervision of the faculty practicum chair and the site supervisor. It is designed to be an activity that positively influences both the student in terms of his or her academic development and the site in terms of providing a “product” that has value to the health services organization.

The practicum can take any number of different forms - e.g. the investigation of a problem / development of solutions, program / product feasibility study, program / product / service line research and development, program evaluation, strategic plan development, etc. More generally, all practica should be accompanied by a set of feasible practicum objectives, developed jointly by the student, the faculty practicum supervisor, and the site supervisor. These practicum objectives **MUST** be approved by both the faculty and site supervisors prior to the student beginning the practicum experience.

The final form of the practicum includes a written paper. At the completion of the practicum experience, the paper must be presented (in written and oral form) to, at a minimum, the faculty supervisor and the site supervisor for their review and approval

The general sequence of the practicum paper is as follows:

- A. **Introduction:** The introduction addresses:
1. **The Problem/Project/Program:** This section gives the reader guidance regarding the problem/project/program to be addressed in its global sense. After reading this section, the reader should have a clear understanding of the issue at hand.
 2. **Significance:** This section describes the importance of the issue being addressed to the discipline of health services administration. It does not address the importance to the investigator, nor is it situation-specific. It serves as the foundation for the “implications” or “recommendations” component of the final chapter.
 3. **Purpose:** This section should contain the “who”, “what”, and “where” of the practicum. It should include the objectives of the practicum stated in a manner that allows progress toward achieving them to be measured.
- B. **Literature Review:** In this review, include references that have some immediate implications for the practicum. Be explicit regarding the significance of all literature cited. An introductory paragraph guides the reader in establishing the focus of the review. Generally, articles should help formulate the problem, develop solutions, and/or highlight gaps in the knowledge base that will be addressed in the practicum. Headings may be helpful. The conclusion of this section should summarize the findings and lend support to the chosen practicum focus.
- C. **Methods:** This section addresses the actual design of the practicum, its framework, evaluation processes, and/or the time frame for implementation and evaluation if necessary. It may also include information regarding meetings,

memos, minutes of meetings, educational materials, or any other information that the student feels is necessary to assist the readers in understanding the process that was undertaken to accomplish the stated practicum objectives.

- D. **Results:** This section provides a summary of the most important outcomes of the practicum experience – those outcomes that are directly related to the original practicum objectives. The recommended approach to developing this section is to address each objective individually in terms of whether/to what extent each objective was achieved or not vis-à-vis the actual outcomes of the practicum experience.
- E. **Conclusion:** This section summarizes the main points of the practicum and conclusions regarding an evaluation of the process(es) undertaken. The degree to which specific objectives were attained (or not) should be addressed in this section. It may include limiting factors and recommendations for further development of the practicum.

Organization of the Written Practicum Document

It is recommended that the Practicum be assembled as follows. However, some practica do not fit this format well; if this is the case, contact your faculty advisor for approval of an alternative format.

- | | |
|--------------------------|--|
| Cover (Binding) | • See Health Sciences departmental secretary for this information |
| Preliminary Pages | • Abstract (Optional: not counted or numbered) |
| (lower case | • Title page (page i is assigned but <u>not</u> typed) |
| Roman numerals) | <ul style="list-style-type: none"> • *Copyright page (optional; page ii is assigned but <u>not</u> typed) • Approval page (page ii or iii is assigned but <u>not</u> typed) • Dedication page (optional; this page and pages hereafter carry typed lower case Roman numerals) • Acknowledgments (optional) • Table of Contents (if more than one page in length, the second page should begin on top line without use of indications such as “Table of Contents Continued”) • List of Tables (if applicable) • List of Figures (if applicable) |
| Text | <ul style="list-style-type: none"> • Introduction (if applicable), Chapter I (or Section I) through last page of Chapter V • Bibliography, References, or Works Cited (according to APA or other suitable format – see faculty practicum supervisor for details on referencing) • Appendix or Appendices • Separation Pages between text, references, and appendix are not necessary |

General Instructions for Preparing the Written Practicum Document

1. **Type face**: The size of the type should be a 12 point scalable font. Unusual types of fonts, smaller or larger size, or extremely bond type are not acceptable. Italics of the same size may be used in lieu of underscoring.
2. **Layout and Style**: In order to be photocopied, the practicum must be printed in black ink on white paper. The entire text of the practicum must use the same typeface. This includes tables and figure captions. Any appropriate typeface may be used for lettering within figures and for documents reproduced in appendices.
3. **Print Quality**: The typeface used must be dark, clear, and readable. (Laser and inkjet printers are acceptable).
4. **Right Justified Typing**: (with a smooth right margin) is **not** permitted because the uneven work spacing interferes with readability. Care should be taken regarding incorrect hyphenation automatically generated by computer programs.
5. **Paper**: Type the practicum or print it on one side of standard-sized (8 ½ x 11 in.) [22 x 28 cm], heavy white bond paper (at least 20 pound bond). Do not use onionskin or erasable paper.
6. **Photocopies**: Photocopies of a submitted practicum are acceptable if the quality of the photocopy is clean and clear.
7. **Preliminary Pages**: The title page and approval page must conform to the style of the samples pages contained in this document.

8. **Margins**: Margins on all copies must be uniform: The first page of each chapter, table of contents, list of tables, acknowledgements, bibliography, etc., must have margins of two inches at the top, one and one-half inches at the left, and one inch at the right and bottom. All other pages have a one-inch margin at the top, a one and one-half inch margin at the left, and one inch at the right and bottom.
9. **Pagination**: Each page of the practicum must be assigned a number. All pages with a two-inch top margin (see #8 above) must have the page number at the bottom of the page on the **X** shown on the typing guide sheet. There must be a double space between the last line of type and the page number at the bottom of the page. All pages with a one-inch margin at the top must have a page number at the top of the page on the **X** shown on the right margin of the typing guide sheet. There must be a double space between the page number and the first line of type.
10. **Spacing**: Double-spacing should be used in typing the practicum, except in those places where conventional usage calls for single spacing (footnote, indented quotations, large tables, bibliography or list of references, table and figure captions). Double-spacing means leaving one full-size line blank between each line of type on the page. Footnotes and bibliographical entries are separated by double spacing.
11. **Paragraphs**: The beginning of a paragraph at the bottom of a page must contain at least two lines of type. Likewise, a paragraph concluding at the top of a page must contain a minimum of two lines. To comply with this requirement, it may be necessary to end a page one typed line short of the margin. No extra space should be added between paragraphs at any time.

12. **Headings and Subheadings**: Centered headings that appear on pages with the two-inch margin should be uniform throughout in style. Subdivisions within a chapter (section) do not begin on a new page unless the preceding page is filled.
13. **Hyphenation**: Excessive divisions of words on the right margin should be avoided. No more than three successive lines may end in a hyphen. Never divide the last word on a page.
14. **Tables and Figures**: If possible, tables should be typed in the same typeface as the text of the thesis. Figure captions, likewise, should be typed in the typeface of the text. The number and title of a table should comply in form with the APA Style Manual (or other suitable referencing compendium – see faculty practicum supervisor for details) and be placed above the table. If the table is to be reduced, the table title should also be reduced. The number and caption of a figure should be placed below the figure. If the figure is to be reduced, the caption and figure number should be typed after the reduction. A table or figure may be embedded in the text or placed on a separate page following the text where it is first cited. If the table or figure is to be placed on a separate page, no extra space should be left at the bottom of the preceding text page, i.e., the text should run continuously. Illustrations, tables, and figures should not be larger than the space within the margins on the typing guide sheet. Maps, tables, etc., which are larger than the ordinary page, must be reduced or folded to fall within the margins in such a way that they will not be sheared in trimming or binding. The page number for reduced pages must be typed after reduction.
15. **Bibliography, references or works cited**: The form of the entries should follow the policy of the APA Style Manual or other suitable referencing compendium

Policy for Addressing Allegations of Misconduct in Scientific and Scholarly Research

Armstrong Atlantic State University has embraced the principal that honesty is an essential component of scholarly activity. Principal Investigators and others in positions of responsibility for the conduct of research and scholarly activity are expected to exercise reasonable supervision of those under their direction to ensure the integrity of the research or scholarly activity being conducted.

The University assumes primary responsibility for investigating and resolving allegations of scientific and scholarly misconduct by its campus community. This responsibility holds regardless of whether the activity involved was funded by external agencies. Assumption of this responsibility is consistent with the Code of Federal Regulations (CFR) at 45 CFR 689, though in some cases federal reporting requirements also pertain.

Definition of misconduct in scientific and scholarly research.

For the purposes of these procedures, misconduct in scholarly research is defined as:

- 1) Fabrication, falsification, plagiarism, or other practices that seriously deviate from those that are commonly accepted within the scholarly community for proposing, conducting, or reporting research. It does not include honest error or honest differences in interpretations or judgments of data.
- 2) Retaliation of any kind against a person who reported or provided information about suspected alleged misconduct and who has not acted in bad faith. (National Science Foundation Dear Colleague Letter, August 16, 1991).

Institutional Review Board (IRB)

The IRB, a federally mandated board which monitors the use of human and animal subjects in research, meets on a monthly basis during the 10 month academic year (August through May - contact graduate office for schedule). Specific practicum protocols requiring full board review are due at least ten working days before the IRB meeting each month. Your faculty practicum supervisor can assist with the completion of required IRB forms. Send protocols, complete with the appropriate forms, to the School of Graduate Studies at AASU through your faculty practicum supervisor and

department chair. Forms and information are available from the Health Sciences Office as well as the School of Graduate Studies.

The IRB approval process can be lengthy. If IRB approval is necessary for your proposed practicum, the application should be submitted two to three months **prior** to the initiation of the practicum to allow sufficient time for IRB review, and modifications to the proposed practicum, if required.

Note: Some practicum sites may require approval by the site's IRB.

Sample Title Page

**CONFRONTING ELDER ABUSE:
AN ANALYSIS OF PROBABLE CAUSES
AND POSSIBLE SOLUTIONS FOR THIS
HIDDEN PROBLEM
BY
TONI-ALEA WATTS**

A Practicum submitted to the
Faculty of the School of Graduate Studies
at Armstrong Atlantic State University
in Partial Fulfillment of the
Requirements of the Degree
Master of Health Services Administration

Savannah, Georgia

1998

Sample Approval Page

**CONFRONTING ELDER ABUSE:
AN ANALYSIS OF PROBABLE CAUSES
AND POSSIBLE SOLUTIONS FOR THIS
HIDDEN PROBLEM
BY
TONI-ALEA WATTS**

Dr. Michael Jones, Faculty Advisor

Ms. Betty McDonald, Site Supervisor

(Co-chairs may appear on the approval page)

Health Sciences Practicum Approval
(COHP Medical Report must accompany this form)

Student's Name: _____

Course: _____

Semester: _____

Practicum Title: _____

Practicum Site: _____

Address: _____

Practicum Site Supervisor's Name: _____

Telephone Number: _____

I have reviewed the proposed objectives submitted by this student and recommend approval for initiation of the practicum.

Approved By _____
MHPA Faculty Practicum Supervisor

Date: _____

MHSA PRACTICUM FACULTY SUPERVISOR, SITE SUPERVISOR, AND STUDENT RESPONSIBILITIES

The purpose of this form is to guide and direct the parties involved in the practicum by respecting their affiliation and working relationship with each other.

- The **faculty supervisor (chair)** has the responsibility to assure that:
 - The practicum proposal meets MHSA criteria for practica.
 - The student has been informed of institutional policies and procedures as they relate to the use of human and animal subjects for research purposes, if applicable.
 - Communication is maintained with the site supervisor to discuss the student's progress.
 - The practicum, in its final form, meets the appropriate format, content, mastery and standards set by the Health Sciences Department.
- The **site supervisor** has the responsibility to:
 - Determine that the practicum objectives are feasible.
 - Inform the student of institutional policies and procedures as they relate to the use of human and animal subjects for research purposes, if applicable.
 - Contact the faculty advisor if any concerns regarding the student's performance should arise.
 - Develop the work site schedule in conjunction with the practicum student.
 - Assist the faculty practicum supervisor in the evaluation of the student's performance.
- The **practicum student** has the responsibility to:
 - Be familiar with, and adhere to, the practicum guidelines as specified
 - Be aware of all deadline/submission dates for the practicum and adhere to these dates
 - Obtain liability insurance or provide proof of coverage prior to the initiation of the practicum
 - Submit the *College of Health Professions Medical Report for Faculty and Students* to the faculty practicum supervisor prior to the initiation of the practicum
 - Submitting completed IRB form to faculty practicum supervisor, if applicable.

Student Signature _____ Date _____

Practicum Site Supervisor Signature _____ Date _____

Faculty Supervisor Signature _____ Date _____

**ARMSTRONG ATLANTIC STATE UNIVERSITY
COLLEGE OF HEALTH PROFESSIONS**

**MEDICAL REPORT FOR FACULTY AND STUDENTS
Annual Physical Exam**

Name	Social Security
Address	
<i>Date of Physical Exam (must be completed between May 1 and July 31).</i>	<i>Name of Examiner</i>
I have examined _____ and find that he/she has:	
1. no evident health problems which could interfere with his/her performance of required practicum activities.	
2. * the following health problem(s)/restriction(s) which may/may not interfere with his/her performance of required practicum activities. (*Please explain #2 or #3 if checked and attach additional pages if necessary.)	
3. * significant health problem(s) which would interfere with his/her performance of required clinical activities.	
Signature of Health Care Provider	Street Address/City/State/Zip Code

**RETURN TO: Armstrong Atlantic State University, Department of Health Sciences
11935 Abercorn Street, Savannah, GA 31419-1997**

Rev 5/00



**ARMSTRONG ATLANTIC STATE UNIVERSITY
 COLLEGE OF HEALTH PROFESSIONS
 IMMUNIZATIONS AND SCREENING TESTS
 Faculty and Students**

NAME		SOCIAL SECURITY
PPD DATE	RESULT	
<i>If PPD is positive, chest radiograph may be needed (Attach Physician's Evaluation) PPD must be done YEARLY.</i>		
DATE OF RADIOGRAPH	RESULT	SIZE
WAS THERE PROPHYLAXIS? YES NO		
If YES, indicate what the prophylaxis was or is:		

TETANUS VACCINATION DATE (within last 10 years)

HEPATITIS B SERIES (OPTIONAL)
 Attach waiver if no vaccine has been received.

Date:	Date:	Date:	Date:
1st Vaccine	2nd Vaccine	3rd Vaccine	Titer

MENINGITIS

Advised of Meningitis incidences and availability of immunization at Health Department	
YES	NO
Agrees to get immunization.	Does not agree to get immunization.

PREGNANCY

Advised of risks of exposure to high risk diseases during pregnancy (Hepatitis B, Rubella, Cytomegalovirus, etc.)	
YES	NO

RUBELLA

Date of Disease	Titer (if available)	Date of MMR
-----------------	----------------------	-------------

CHICKENPOX

Has he/she had chickenpox? YES (when?)	NO	Exposure: YES (when?)	NO
---	----	--------------------------	----

** Attach copies of verifications of immunizations.

Signature: _____ Date: _____

RETURN FORM TO: Armstrong Atlantic State University
 Dept. of Health Sciences
 11935 Abercorn Street
 Savannah, GA 31419-1997

Revised: 8/08

**ARMSTRONG ATLANTIC STATE UNIVERSITY
COLLEGE OF HEALTH PROFESSIONS
HEPATITIS B DECLARATION FORM**

Faculty and Students

DEPARTMENT _____

Name	Major
------	-------

I understand that Hepatitis B is a severe and potentially life threatening illness. Hepatitis B vaccination significantly decreases my risk of being infected by the Hepatitis B virus. Therefore, I agree to take the prescribed series of inoculations and follow-up titer to assess antibody level, and a second series if necessary. I assume responsibility for all arrangements, costs, and complications arising from this vaccination procedure.

Signature	Date
-----------	------

I understand that Hepatitis B is a severe and potentially life threatening illness. Hepatitis B vaccination significantly decreases my risk of being infected by the Hepatitis B virus. I understand also that not taking the vaccination may significantly increase my risk of being infected by the Hepatitis B virus. Nevertheless, I elect NOT to take the prescribed vaccination procedure, and assume responsibility for all arrangements, costs, and complications arising from not taking those vaccinations.

Signature	Date
-----------	------

I have already received the vaccine.

Signature	Date
-----------	------

Site Supervisor MHSA Practicum Evaluation Form

Student Name: _____

Form Completed by Site Supervisor: _____

Date: _____

Using the scale provided, please circle the appropriate descriptor for each item. Feel free to comment on any evaluation criteria; however, if the evaluation score on any particular item is either *unacceptable* or *weak*, a comment is required. Additionally, I would appreciate your comment on the overall evaluation. Please return this evaluation by student or mail to:

Joey Crosby, Ph.D, R.Ph
Department of Health Sciences
Armstrong Atlantic State University
11935 Abercorn Street
Savannah, GA 31419-1997

I. Promptness/Attendance:

unacceptable weak acceptable good excellent

Comments:

II. Dependability: (i.e. reliability, timeliness, etc.)

unacceptable weak acceptable good excellent

Comments:

III. Motivation:

unacceptable weak acceptable good excellent

Comments:

IV. Quality of Work Produced: (i.e. acceptability of work performed, i.e. writing skills, accuracy, neatness, etc.)

unacceptable weak acceptable good excellent

Comments:

V. Personal Skills: (i.e. communication, appearance, maturity, etc.)

unacceptable weak acceptable good excellent

Comments:

VI. Professional Potential: (Your estimation of student's future potential within the field of health services administration)

unacceptable weak acceptable good excellent

Comments:

VII. Overall Performance:

unacceptable weak acceptable good excellent

Time spent on practicum responsibilities: Unless otherwise agreed upon, the student should spend approximately 8-10 hours per week, on average, fulfilling his/her practicum responsibilities. In your estimation, did the student meet this requirement?

Yes _____

No _____

Comments:

Is there anything else that you think we should know about this practicum student?

Appendix B

Master of Health Services Administration (MHSA) Internship Guidelines



Developed August 2008

The Internship Option

Students that select to complete and are approved for the internship option are required to complete a structured experiential learning program under the auspices of a site-based and program-approved protocol. Students pursuing this option are required to complete their assigned duties/ responsibilities in a satisfactory fashion and prepare a post-experience report for program faculty evaluation. (per the AASU Graduate Catalog). In contrast to the practicum option, the internship option requires the equivalent of full time employment for a minimum period of 8-10 weeks and does not necessarily involve the completion of a defined organizational project (though it certainly may do so).

Internship Course and Work Requirements

Students completing an internship for academic credit are required to register for MHSA 8900 (Internship/Residency In Health Services Administration) as part of their program of study. The requirements for the successful completion of the internship course section (and the internship in general) are as follows:

1. Prior to the initiation of the internship, the student is required to submit a formal internship proposal for approval by the graduate coordinator, utilizing the MHSA Internship Proposal form included at the end of this appendix.
2. Upon approval of the internship proposal, the student must complete a minimum of 320 hours of work **ON SITE**. The program coordinator will require formal attestation of hours worked from the internship site preceptor in order to verify the completion of this requirement. The hours worked requirement is the equivalent of 8-10 weeks of full time work or 16-20 weeks of part time work. The student must work a minimum of 16 hours per week in a given week in order to receive credit towards the minimum hours requirement.
3. At or towards the conclusion of the on-site internship experience component, the student is required to develop and deliver a formal presentation of his/her internship experience, utilizing the presentation framework delineated below.
4. At or towards the conclusion of the on-site internship experience component, the internship site preceptor must provide an evaluation of satisfactory or better on all measurable dimensions of student internship performance, utilizing the MHSA Student Internship Evaluation included at the end of this appendix.

Students that successfully fulfill all of the aforementioned requirements will receive a grade of 'S' for the internship course section and satisfy the minimum experiential learning requirements for the MHSA degree. Any student that fails to meet any/all of these requirements will receive a grade of 'U' for that section and may not be allowed to re-register for additional sections of MHSA 8900 in successive semesters.

Pre-Internship Requirements and Procedures

Selection of site/preceptor

The internship serves as one of the culminating experiences for students in the field of health services administration. Planning for the selection of a site for the completion of an internship should begin fairly early in the MHSA program of study (by the end of the first academic year in most cases). To begin with, an entering student should have a general idea of why they are interested in becoming a health administrator. As the student matriculates through the MHSA program, his/her ideas become refined or change due to increased understanding of what the management of health services organizations is all about.

The first step in planning the internship is to explore all possible options in terms of potential sites. Faculty advisors and the graduate coordinator can often help with this. The interested student should explore a range of options, visit prospective internship sites, and talk with program graduates and managers in health systems organizations to identify where they would potentially like to work. Again, faculty advisors and the graduate coordinator can frequently assist the student in this regard, though student initiative is essential here as it is throughout the internship experience.

The following are examples of the types of health services organizations that have served as sites for experiential learning opportunities for AASU MHSA students in recent years:

St. Joseph's/Candler Health System, Inc., Savannah, GA
Memorial University Medical Center, Inc., Savannah, GA
Lewis Cancer and Research Pavilion, Savannah, GA
St. Mary's Community Health Center, Savannah, GA
The Medical College of Georgia Hospital and Clinics, Augusta, GA
Winn Army Hospital, Ft. Stewart, GA
Doctor's Hospital, Columbus, GA
Southeastern Orthopaedic Center, Inc., Savannah, GA
VA Hospital, Augusta GA
Beaufort Memorial Hospital, Beaufort, SC
The Medical Center of Central Georgia, Macon, GA
Veterans' Administration Hospital, Augusta, GA

Students may explore opportunities with other types/categories of health services organizations as well, subject to the following general conditions/requirements:

- (1) The organization must be recognized within the community it operates as having a legitimate health services delivery function, must be legally established and also have sound financial support.
- (2) The health services organization must approve in writing the internship arrangement between itself, the MHSA Program, and the student (see Internship Abstract details below).
- (3) The health services organization should be willing to make satisfactory arrangements with a member of its staff so that he/she may be assigned as the internship preceptor. The preceptor should be formally recognized as a health services administrator / manager within the organizational structure and be able to reasonably accomplish the following tasks: [a] give sufficient time to the assigned intern, [b] hold regular supervisory conferences with the assigned intern, [c] be available to the assigned intern in emergency situations, [d] be available to participate in conferences on an as needed basis with the student and/or the faculty advisor from the MHSA program, and [e] prepare all required reports and/or evaluations for the assigned intern.
- (4) The health services organization should provide suitable desk space, office supplies, and/or reimbursement for transportation on organizational business the intern participates in.

Although the internship experience will vary according to the particular field setting, the MHSA program operates under the general expectation that the intern will be treated and regarded by the sponsoring health services organization as an employed staff member. The intern is expected to fully adhere to organizational policies and procedures and to abide by organizational rules regarding conduct/behavior. Among the responsibilities that the intern may assume includes protecting any/all confidential information that comes to him or her by virtue of his/her professional/employed status in the organization. Failure to adhere to all applicable policies, procedures, rules and regulations of the sponsoring health services organization will likely result in the student's discharge from the internship site and receipt of an unsatisfactory grade for the internship course section, with the associated academic consequences detailed previously.

Internship Abstract Development

Once the student has identified a prospective site and preceptor for the internship experience, he/she is required to complete a formal internship abstract proposal using the Internship Abstract form included at the end of the appendix. The abstract proposal requires that the student, in consultation with the internship site preceptor and faculty advisor, develop a series of objectives, tasks, and activities that he/she plans to be involved with as part of the internship experience. The experience should be structured in such a way so as to allow the student to effectively supplement didactic learning in the classroom with real world, hands-on types of problems, decisions, and scenarios that are difficult or impossible to recreate in academic environments. The internship proposal agreement must be completed and all signatures obtained at least 2 weeks prior to the initiation of the internship.

Physical Examination Requirement

Prior to the initiation of the internship experience, each student must submit a completed AASU College of Health Professions Medical Report for Faculty and Students to their faculty advisor. This form, included at the end of this appendix, can also be obtained from the Health Sciences Department or the departmental web site (www.healthscience.armstrong.edu) and must be completed / signed by a qualified medical care provider that has sufficient knowledge of the student's current physical health status at least 2 weeks prior to the start of the internship.

Liability Insurance Requirement

Prior to the initiation of the internship experience, each student is required to obtain the liability insurance policy rider for health professional students through AASU or otherwise provide documentation of liability insurance coverage through the internship site. The current student liability insurance policy costs \$15.00 for one year of coverage which is sufficient to cover the time period encompassing the internship. Information on how to purchase this policy may be obtained by contacting the Health Sciences Department administrative secretary.

Health insurance Requirement

Effective fall semester 2006, the Board of Regents of the University System of Georgia implemented a system-wide health insurance policy (USG SHIP) for all students enrolled in academic programs that require proof of health insurance. Documentation of proof of health insurance coverage may be required for Department of Health Sciences internship students **PRIOR TO** the beginning of the applied learning experience. More information concerning this requirement can be obtained by contacting Tracy Hamilton, Administrative Secretary for the Department of Health Sciences, at (912) 344-2458 or via email at tracy.hamilton@armstrong.edu.

Intra-Internship Requirements and Procedures

Student Requirements/Responsibilities

As a signatory to the internship abstract/agreement, the student explicitly agrees to adhere to the following requirements during the internship experience:

1. Participating in setting goals for his/her own learning;
2. Fulfilling the requirement of a “full-time” position for a minimum of 8 weeks or 16 hours per week during the internship, resulting in no less than 320 total hours on site at the conclusion of the experience;
3. Behaving in an ethically and morally professional manner;
4. Conducting him/herself consistent with the values of the sponsoring health services organization;
5. Completing all assigned work requirements related to the internship experience in a satisfactory manner.

Internship Preceptor Requirements/Responsibilities

As a signatory to the internship abstract/agreement, the site-based internship preceptor agrees to adhere to the following requirements during the internship experience:

1. Understanding the internship requirements and the having the ability to meet them;
2. Planning an overall orientation to the site to facilitate the student’s acclimation to the organization;
3. Discussing and involving the student in meetings with governance and management at different levels of the organization as appropriate;
4. Conducting regular meetings with the student during the internship to allow for discussion of management/administrative issues at the site;
5. Working with the faculty advisor to design or adjust the internship experience as needed;
6. Evaluating the student’s performance vis-à-vis the internship experience, reviewing the evaluation with the student, and sending a copy of the evaluation to the faculty advisor at the completion of the internship.

Faculty Advisor Requirements/Responsibilities

As a signatory to the internship abstract/agreement, the faculty advisor agrees to adhere to the following requirements during the internship experience:

1. Helping the student clarify/understand the objectives of the internship;
2. Helping the student develop learning objectives for the internship;
3. Recommending texts, readings, and other resources as appropriate to the internship setting, as appropriate;
4. Helping the student locate an internship site/preceptor, as needed;
5. Maintaining regular contact with the student during the internship;
6. Working with preceptors to ensure an effective internship experience;

Post-Internship Requirements and Procedures

Preceptor Evaluation of Student (Required)

Not later than 6 weeks after the conclusion of the on-site component of the internship, the site preceptor will submit a formal evaluation of student performance during the internship to the program, via the graduate coordinator of the MHA program, utilizing the evaluation form included at the end of this appendix. This evaluation will be utilized as part of the program's assessment of the student's internship performance and for purposes of assigning academic credit for the internship course section (MHA 8900).

Internship Presentation (Required)

Subsequent to the conclusion of the on-site component of the internship, and coinciding with the semester of registration for MHA 8900, the student will prepare and present an overview of his/her internship experience to any/all interested MHA faculty and students, utilizing the format described below.

The student will prepare a Powerpoint presentation of not more than 30 slides total that summarizes the following aspects of the internship experience:

1. Location of internship;
2. How the internship was obtained;
3. Objectives of the internship;
4. Description of major responsibilities and projects;
5. Specific didactic knowledge and skills learned in the classroom that were utilized/applied as part of the internship;
6. The quality of the internship experience and way(s) in which it could be improved;
7. How the internship will impact the student's career development

Student evaluation of internship (optional)

At the conclusion of the on-site component of the internship, each student is encouraged to complete an evaluation of the internship experience, including both site and preceptor, utilizing the Internship Site Experience/Preceptor Form included at the end of this appendix. Formal student evaluation of the internship experience provides the program with information that it can utilize to improve the process and outcomes of future internship assignments in general and assignments with individual health services organizations, specifically. All information provided by the student will be kept confidential.

**Internship Abstract Form
Armstrong Atlantic State University
Master of Health Services Administration Program**

Date: _____

Student _____

Sponsoring Organization Information:

Organizational Name:

Internship Preceptor Name: _____

Address _____

State _____ **Zip Code** _____

Phone No: _____

E-Mail Address: _____

A. Duties/responsibilities anticipated while on the job.
(Use additional sheets of paper, if necessary)

B. Internship objectives: what you are planning to learn and what skills do you hope to acquire? *(Use additional sheets, if necessary)*

C. Activities you will carry out to obtain your objectives. List readings, projects, interviews, seminars, manuals, etc.
(Use additional sheets, if necessary)

APPROVAL AND AGREEMENT

MHSA Faculty Advisor

Date

Prospective Student Intern

Date

Internship Preceptor

Date

**ARMSTRONG ATLANTIC STATE UNIVERSITY
 COLLEGE OF HEALTH PROFESSIONS**

**MEDICAL REPORT FOR FACULTY AND STUDENTS
 Annual Physical Exam**

Name	Social Security
Address	
<i>Date of Physical Exam (must be completed between May 1 and July 31).</i>	<i>Name of Examiner</i>
I have examined _____ and find that he/she has:	
1. no evident health problems which could interfere with his/her performance of required practicum activities.	
2. * the following health problem(s)/restriction(s) which may/may not interfere with his/her performance of required practicum activities. (*Please explain #2 or #3 if checked and attach additional pages if necessary.)	
3. * significant health problem(s) which would interfere with his/her performance of required clinical activities.	
Signature of Health Care Provider	Street Address/City/State/Zip Code

**RETURN TO: Armstrong Atlantic State University, Department of Health Sciences
 11935 Abercorn Street, Savannah, GA 31419-1997**

Rev 5/00

**ARMSTRONG ATLANTIC STATE UNIVERSITY
 COLLEGE OF HEALTH PROFESSIONS
 IMMUNIZATIONS AND SCREENING TESTS
 Faculty and Students**

NAME		SOCIAL SECURITY
PPD DATE	RESULT	
<i>If PPD is positive, chest radiograph may be needed (Attach Physician's Evaluation) PPD must be done YEARLY.</i>		
DATE OF RADIOGRAPH	RESULT	SIZE
WAS THERE PROPHYLAXIS? YES NO		
If YES, indicate what the prophylaxis was or is:		

TETANUS VACCINATION DATE (within last 10 years)

HEPATITIS B SERIES (OPTIONAL)
 Attach waiver if no vaccine has been received.

Date:	Date:	Date:	Date:
1st Vaccine	2nd Vaccine	3rd Vaccine	Titer

MENINGITIS

Advised of Meningitis incidences and availability of immunization at Health Department	
YES	NO
Agrees to get immunization.	Does not agree to get immunization.

PREGNANCY

Advised of risks of exposure to high risk diseases during pregnancy (Hepatitis B, Rubella, Cytomegalovirus, etc.)	
YES	NO

RUBELLA

Date of Disease	Titer (if available)	Date of MMR
-----------------	----------------------	-------------

CHICKENPOX

Has he/she had chickenpox?	Exposure:
YES (when?) NO	YES (when?) NO

** Attach copies of verifications of immunizations.

Signature: _____ Date: _____

RETURN FORM TO: Armstrong Atlantic State University
 Dept. of Health Sciences
 11935 Abercorn Street
 Savannah, GA 31419-1997

Revised: 8/08

**ARMSTRONG ATLANTIC STATE UNIVERSITY
COLLEGE OF HEALTH PROFESSIONS
HEPATITIS B DECLARATION FORM**

Faculty and Students

DEPARTMENT _____

Name	Major
------	-------

I understand that Hepatitis B is a severe and potentially life threatening illness. Hepatitis B vaccination significantly decreases my risk of being infected by the Hepatitis B virus. Therefore, I agree to take the prescribed series of inoculations and follow-up titer to assess antibody level, and a second series if necessary. I assume responsibility for all arrangements, costs, and complications arising from this vaccination procedure.

Signature	Date
-----------	------

I understand that Hepatitis B is a severe and potentially life threatening illness. Hepatitis B vaccination significantly decreases my risk of being infected by the Hepatitis B virus. I understand also that not taking the vaccination may significantly increase my risk of being infected by the Hepatitis B virus. Nevertheless, I elect NOT to take the prescribed vaccination procedure, and assume responsibility for all arrangements, costs, and complications arising from not taking those vaccinations.

Signature	Date
-----------	------

I have already received the vaccine.

Signature	Date
-----------	------

**Student Internship Evaluation Form
(To Be Completed by Site Preceptor)
Armstrong Atlantic State University
Master of Health Services Administration Program**

Student Name: _____

Form Completed by: _____

Title: _____ Date: _____

Using the scale provided, please circle the appropriate descriptor for each item. Feel free to comment on any evaluation criteria; however, if the evaluation score on any particular item is either *unacceptable* or *weak*, a comment is required. Additionally, I would appreciate your comment on the overall evaluation. Please return this evaluation by student, email, or U.S. Mail to:

Joey Crosby, Ph.D, R.Ph
Department of Health Sciences
Armstrong Atlantic State University
11935 Abercorn Street
Savannah, GA 31419-1997

I. Promptness/Attendance:

unacceptable weak acceptable good excellent

Comments:

Time spent on internship responsibilities: Unless otherwise agreed upon, the student should spend a minimum of 320 hours total and 16 hours minimum per week fulfilling his/her internship responsibilities. In your estimation, did the student meet this requirement?

Yes

No

Comments:

II. Dependability: (i.e. reliability, timeliness, etc.)

unacceptable weak acceptable good excellent

Comments:

III. Motivation:

unacceptable weak acceptable good excellent

Comments:

IV. Quality of Work Produced: (i.e. acceptability of work performed, i.e. writing skills, accuracy, neatness, etc.)

unacceptable weak acceptable good excellent

Comments:

V. Personal Skills: (i.e. communication, appearance, maturity, etc.)

unacceptable weak acceptable good excellent

Comments:

- C. What do you perceive to be area(s) of strength in the MHSA Program as it pertains to student preparation for the internship experience?
- D. What do you perceive to be area(s) of weakness in the MHSA Program as it pertains to student preparation for the internship experience?

We thank you for your sponsorship of this student and internship experience. If you have further questions regarding the MHSA or its internship program, or if you are interested in sponsoring internship students in the future, please contact:

Joey Crosby, Ph.D, R.Ph
Graduate Coordinator, MHSA
Armstrong Atlantic State University
11935 Abercorn Street
Savannah, GA 31419
(912) 344-2657 (office)
joey.crosby@armstrong.edu

**Internship Site/Experience Evaluation Form
(To Be Completed by Student)
Armstrong Atlantic State University
Master of Health Services Administration Program**

Student Name: _____

Date: _____

Internship Organization: _____

Organizational Address: _____
(if known)

Preceptor: _____

1. The practice site preceptor fulfilled his/her responsibilities as we had agreed upon and as outlined in the Internship Guidelines.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

2. The internship experience allowed for successful integration of didactic theory and content in a practice-based setting.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

3. The internship experience allowed for exposure to senior management activities within the organization

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

4. The internship experience allowed for exposure to all relevant organizational operations and activities.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

5. The internship experience allowed for participation/working with teams on various projects.

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

6. What were the strengths in the MHSA curriculum relative to your internship experience (i.e. what course(s) did you make the most use of, in terms of knowledge/skills, during the internship)?

- 7. What areas in the MHSA curriculum could be/should be strengthened relative to your internship experience?**

- 8. How did the internship meet your needs or how could it have been improved?**

- 9. Faculty availability and assistance met my needs during the internship experience. (Please circle one response)**

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments:

- 10. General comments / recommendations not referenced above
(attached additional pages if needed):**