



IUP Graduate Handbook

Health Services Administration

A Master of Science program offered jointly by:

Departments of *Employment Relations and Health Services Administration*; and
Department of Nursing and Allied Health Professions

Handbook Updated 2021

Health Services Administration, MS

Department of Employment Relations and Health Services Administration

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Introduction

Welcome to the Health Services Administration MS program Graduate Student Handbook! The goal of this handbook is to provide information about services and activities that will enrich your graduate experience and facilitate the practical aspects of receiving an education here.

In the handbook, you can find information on enrolling in courses, degree requirements, financial support, student services, campus resources, and employment/career services.

Indiana University of Pennsylvania

Founded in 1875, IUP is a vibrant, comprehensive, research-based, teaching-focused, student-centered learning community.

IUP combines the academic opportunities of a large university with the highly personalized and intimate learning-centered environment of a small college.

Over 10,000 undergraduate and graduate students are enrolled in our accredited and nationally recognized programs, enjoying traditional and nontraditional classroom experiences, engaging in research and service activities with their faculty mentors, becoming lifelong learners, preparing for rewarding careers and productive lives, and developing leadership skills for effective citizenship.

IUP's Civility Statement

As a university of different peoples and perspectives, IUP aspires to promote the growth of all people in their academic, professional, social, and personal lives. Students, faculty, and staff join together to create a community where people exchange ideas, listen to one another with consideration and respect, and are committed to fostering civility through university structures, policies, and procedures. We, as members of the university, strive to achieve the following individual commitments:

To strengthen the university for academic success, I will act honestly, take responsibility for my behavior and continuous learning, and respect the freedom of others to express their views.

To foster an environment for personal growth, I will honor and take care of my body, mind, and character. I will be helpful to others and respect their rights. I will discourage intolerance, hatred, and injustice, and promote constructive resolution of conflict.

To contribute to the future, I will strive for the betterment of the community, myself, my university, the nation, and the world.

Affirmative Action

www.iup.edu/gradcatalog

Title IX Reporting Requirement

www.iup.edu/gradcatalog

Student Conduct and Student Rights

www.iup.edu/studentconduct/policies/
www.iup.edu/gradcatalog

Health Services Administration Master of Science Program

The Health Services Administration (HSAD) Master of Science Program is offered jointly by the Department of Employment Relations and Health Services Administration, and by the Department of Nursing and Allied Health Professions. Both departments maintain strong reputations for producing highly qualified graduates who become strong contributors to their fields. The HSAD program was created in 2006 to respond to a growing need in healthcare for administrators with academic preparation in both healthcare and employment relations. With the 2010 enactment of the Affordable Care Act, there was a legislative push to promote quality and efficiency in the delivery of healthcare through increased use of the electronic health record (EHR) and the creation of systems of healthcare in which better quality and accountability is achieved through integrating providers into larger systems of healthcare delivery. The old model of care delivery by numerous independent contractors and small practice groups is gradually being replaced by integrated delivery systems that assure quality and accountability, in part, through their role as the employer of those providing care. This change requires an ever-greater number of healthcare administrators with preparation in the field of employment relations.

The Master of Science in Health Services Administration prepares students for a wide variety of leadership positions within health services organizations in not-for-profit, for-profit, and government settings. The role of a health services administrator includes the specialized application of employment relations knowledge, the improvement of individual and public health, and the improvement of health delivery systems. The program provides students with an effective balance of coursework in health services, employee relations, and research methodology that would enable them to excel in this role.

Mission Statement and Program Objectives

The mission of the Health Services Administration program is to prepare students with the knowledge, skills, and values required to become leaders in meeting the demands of the ever-changing health services environment.

Program objectives include:

- Use various financing systems, organizational structures, and market strategies to achieve optimum performance in health care organizations.
- Exhibit leadership skills in conflict resolution, human resource management, change theory, interpersonal relations and effective communications.
- Manage information resources, including statistical and non-statistical analysis to assist in effective decision making.
- Analyze the ethical and legal imperatives influencing health care.
- Analyze the health of populations, determinants of health, and health risks and behaviors in diverse populations.
- Analyze legislative, regulative, and political processes and their impact on the health services.
- Conduct research that addresses health care issues and focuses on outcome measurement.

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Admission

Admission Criteria:

A minimum cumulative GPA of 2.6 or higher (if bachelor's degree was earned within the last five years) is required. If you graduated over five years ago, a cumulative GPA of 2.4 or higher is required.

Earned bachelor's degree from an accredited institution.

Evidence of coursework in statistics and research methodology and design is strongly recommended.

Application Requirements:

Two letters of recommendation. If your bachelor's degree was earned within the last five years, at least one letter must be from a faculty member or the dean/director of the undergraduate program. If your degree is older than five years, both letters must be from employers or professional colleagues.

o Satisfactory professional essay (minimum of two pages) to include a description of the following:

- *A significant professional accomplishment*
- *Expectations of graduate study*

- *Career goals*

Application Process:

Submit all application materials to IUP's School of Graduate Studies and Research. Items should include:

- *Application form*
- *Two letters of recommendation*
- *Signed and dated goal statement (professional essay)*
- *Official transcripts from all colleges and universities attended*
- *\$50 application fee (nonrefundable)*

Admission requirements for International Graduate Students can be found at <https://www.iup.edu/admissions/international/exchange-student-requirements>. In addition to the policies and resources described in the Graduate Catalog, International Students should also refer to the Office of International Education <http://www.iup.edu/international/>. The International Students website, <https://www.iup.edu/admissions/international/index.html>, provides guidance regarding required forms, ESL/academic assistance, transportation, housing, and social events. The International Student Handbook can be found at the international students orientation website <https://www.iup.edu/international/students-scholars/students/new/index.html> and is also a valuable resource for international students attending IUP.

Graduate Admissions: www.iup.edu/admissions/graduate/

For more information regarding Admission Classification and Provisional Admission for International Graduate Application, view the Graduate Catalog: www.iup.edu/gradcatalog

Financial Assistance

Graduate Assistantships

- *(GAs) are selectively awarded to highly qualified graduate students and often on the basis of academic excellence. Full time students can be eligible for 20-hour or 10-hour per week GAs and some part time students may also have GA eligibility.*
- <https://www.iup.edu/admissions/graduate/financialaid/graduate-assistantships-at-iup.html>
- Office of Financial Aid: www.iup.edu/financialaid/
- *Program/Department Awards – optional*

Academic Advisement

Role of Academic Advisor

- *The faculty members are here to help you, especially your graduate coordinator. You can expect assistance in making timely progress towards your degree. Your graduate coordinator (or major advisor identified in your admission letter) will communicate regularly with you and will provide you with intellectual guidance and support for your scholarly efforts. Your advisor will also assist you in participating in scholarly and professional experiences that will add depth and breadth to your skills.*
- *Your graduate coordinator will provide you with accurate and timely information about academic requirements and academic evaluation. The faculty will tell you about the availability of courses you wish to take and the program of study requirements. There should be a mutually agreed upon set of meetings between you and your advisor (these could be e-meetings) so that you receive the guidance you need.*
- *Faculty members will treat you professionally. Verbal abuse, hostile and threatening actions, and physical violence are not tolerated at IUP. Similarly, unprofessional requests such as being asked to babysit or to mow your advisor's lawn should be declined. The advisor/ advisee relationship is built on trust and anything that breaks that trust will damage the relationship. You should report to the School of Graduate Studies and Research any behavior that you feel is inappropriate.*

Student role

- *IUP expects that you will work hard to earn your degree. We expect that you will complete assignments by the deadlines provided by faculty members.*
- *IUP expects that you will demonstrate professional integrity and academic honesty at all times. Civility is a valued trait at IUP and we expect every student to exhibit this trait.*
- *We expect you to be aware of happenings outside of your project, thesis, or dissertation topic. You should be aware of current world events and significant changes occurring at the university. Our goal is to produce well-rounded alumni whose knowledge and awareness has both breadth and depth.*
- *It is critically important that you communicate regularly with your graduate coordinator or assigned advisor.*
- *You are responsible for adhering to the policies outlined in the Graduate Catalog and to the deadlines and requirements for graduation. You and your graduate coordinator or major advisor should discuss all of the various requirements, but meeting them is your responsibility*

Campus Resources & Student Support

The School of Graduate Studies and Research: www.iup.edu/graduatestudies/
Graduate Catalog: www.iup.edu/gradcatalog
Office of Student Billing: [Student Billing - IUP](#)
Office of the Registrar: www.iup.edu/registrar/
Disability Support Services: www.iup.edu/disabilitysupport/
Office of Social Equity: www.iup.edu/socialequity/
IUP Campus Library: www.iup.edu/library/
MyIUP: www.iup.edu/myiup/
IT Support Center: www.iup.edu/itsupportcenter/
Veterans and Service Members: www.iup.edu/veterans/resource-center/
IUP Writing Center: www.iup.edu/writingcenter/
IUP Career and Professional Development Center: www.iup.edu/career/
IUP Parking Services and Visitor Center: www.iup.edu/parking/
University Policy: www.iup.edu/police/ | 724-357-2141
Crisis Intervention 24/7 Hotline: 1-877-333-2470
Student Registration: www.iup.edu/registrar/students/registration/

IUP Email

IUP offers an email account to all active students. **Your IUP email address is the primary means by which the university will contact you with official information and you should use for all IUP official communications. It is your responsibility to check your IUP email regularly.** Visit <https://www.iup.edu/itsupportcenter/> to learn more about setting up this account. For more information regarding University Policy on email communications, view the Graduate Catalog: www.iup.edu/gradcatalog

Graduate Student Assembly

The Graduate Student Assembly (GSA) represents the graduate student body's interests at IUP and within the Indiana community. The GSA makes recommendations related University-wide and graduate-specific policies and in areas of concern in the cultural, intellectual, and social life of the part- and full-time graduate student. Visit www.iup.edu/graduatestudies/gsa for more information.

Programs and Degrees

Master's Program

The Master of Science in Health Services Administration (HSAD) degree consists of 36 credits. The Department of Nursing and Allied Health Professions will offer 18 credits and the Department of Employment Relations and Health Services Administration will offer 15.

Students choose one three-credit elective from IUP courses that are appropriate for their needs and interests and meet the program objectives. Courses offered by Employment Relations and Health Services Administration, Nursing and Allied Health Professions, Business and Information Technology, Sociology, and Psychology departments might be of particular interest to students for this elective.

Dual-Degrees

The majority of students in the HSAD graduate program are pursuing a single degree -- a Master of Science in Health Services Administration. However, the option to pursue a dual-degree with a Master of Arts in Human Resources and Employment Relations is also available to graduate students. With the dual-degree option, you can receive two degrees with fewer total credits. Interested graduates should contact their graduate coordinator for more information.

Program Length

You can complete the master's degree in one year full-time, take the option of one online course and one evening course over two years, or spread the courses out over as many as five years. Choose what works best for you.

Required Courses

<i>ELR/HSAD 631</i>	<i>Human Resource Management</i>	<i>3 cr.</i>
<i>HSAD 605</i>	<i>Epidemiology</i>	<i>3 cr.</i>
<i>HSAD 609</i>	<i>Ethics and Social Issues in Health Care</i>	<i>3 cr.</i>
<i>NURS/HSAD 614</i>	<i>Health Policy</i>	<i>3 cr.</i>
<i>ELR/HSAD 616</i>	<i>Health Law</i>	<i>3 cr.</i>
<i>ELR/HSAD 619</i>	<i>Research Methods in ELR</i>	<i>3 cr.</i>
<i>Or</i>		
<i>GSR 615</i>	<i>Elements of Research</i>	<i>3 cr.</i>
<i>NURS 622</i>	<i>The Practice of Nursing Research</i>	<i>3 cr.</i>
<i>----</i>	<i>An approved course in Research Methods</i>	
<i>NURS/HSAD 555</i>	<i>Informatics in Health Care</i>	<i>3 cr.</i>
<i>Or</i>		

<i>IFMG 640</i>	<i>Management Information Systems</i>	<i>3 cr.</i>
----	<i>An approved course in Information Science</i>	
NURS/HSAD 730	Financial Management in Health Care	3 cr.
Or		
FIN 630	Financial Management (Pre-requisite FIN 310)	3 cr.
----	An approved course in Finance	
HSAD 761	Health Service Administration Capstone	3-6 cr.
Or		
NURS 731	Nursing Administration Capstone	3 cr.
NURS 732	Nursing Administration Capstone II	3 cr.
ELR/HSAD 698	Internship	
HSAD 795	Thesis	6 cr.
----	Elective approved by coordinator	

Elective 1

Organizational Behavior/Supervision - one course from the following:

ELR/HSAD 751 Conflict Resolution

ELR 612 Labor Relations: Practice and Administration

ELR 610 Employee Rights

MGMT 613 Organizational Analysis

An approved course in Org Behavior or Supervision.

Elective 2

Leadership Theory/Interpersonal Skills in Health Care - one course from the following:

NURS 619 Leadership Strategies in Nursing

NURS 729 Nursing Administration

ELR 640 Negotiations

ELR/HSAD 751 Conflict Resolution

An approved course in Leadership/Interpersonal skills

Elective 3

Additional Elective to Support Organizational Behavior - one course from the following:

Supervision/Leadership Theory and Interpersonal Skills Elective from the courses listed above or another elective approved by the coordinator

Note: The ELR 698 Internship course may count for either 3 or 6 credits toward the HSAD MS, and HSAD 795 Thesis is also an option that may count as either 3 or 6 credits

Doctoral Programs

Students that anticipate continuing their education in a doctoral program could choose to complete a thesis instead of an elective course. The thesis would require six credit hours, bringing their degree total to 39 credits.

Course Descriptions

Required Courses:

ELR/HSAD 631: Human Resource Management in the Public Sector 3cr.

Provides students with an in-depth analysis of human resource management with a special examination of public sector organizations. Emphasizes the job functions and issues facing the human resource professional and organizations. Course topics include the current environment in human resources, the acquisition and preparation of human resources, the assessment and development of Human Resource Management (HRM), the strategies involved in compensation administration, and collective bargaining and labor relations issues in the public sector.

HSAD 605: Epidemiology in Health Services Administration 3cr.

Addresses the concepts and methods of epidemiology as they apply to a variety of health events.

Examines concepts of epidemiology, identifies data sources, and interprets epidemiological research findings. Issues in the application of epidemiology to health services administration are addressed.

HSAD 609: Ethics and Social Issues in Health Care 3cr.

Explores ethical imperatives as they apply to the provision of health services in the twenty-first century. Selected ethical frameworks provide the structure to analyze emerging cultural and societal issues impacting the delivery of health care services. The provision of health services to vulnerable populations, as well as rural health issues, will be of particular interest.

NURS/HSAD 614: Health Policy 3cr.

Focuses on the legislative, regulatory, and political processes that impact health services in the United States. Students will examine their role in health policy development at the federal, state, and local levels. Selected policies will be analyzed for their effect on health care delivery. The influence of U.S. policy on the health of those in other countries will be explored.

ELR/HSAD 616: Health Law 3cr.

Focuses on legal language, tort law, legal issues, and legal sanctions of state and national health care laws as applied to individuals and organizations. Through lectures, discussions, readings, and presentations, students will learn to solve problems of health care administration within the current health care legal system and develop an understanding of the legal issues present within the current health care field.

Evaluation of Students

For information regarding School of Graduate Studies and Research policies on grading, view the Graduate Catalog: www.iup.edu/gradcatalog

Candidacy/Qualifier Exam

The HSAD program does not require candidacy/qualifier exam.

Comprehensive Exam

The HSAD program does not require comprehensive exams.

Comprehensive/Candidacy Examinations

This examination is given, usually upon the candidate's completion of coursework, to determine the student's progress in the degree field and fields related to it and the student's likelihood of success in his/her research-dissertation phase. The examination may be written, oral, or both and is not necessarily limited to areas in which the candidate has taken course work. In addition to having written procedures for taking the comprehensive exam, departments must also have written procedures regarding providing feedback for comprehensive exams.

Program Level Examination Appeals

Appeals for Program Level Exams such as, candidacy, comprehensive, or qualifying examinations, are made to the dean of the School of Graduate Studies and Research (SGSR) based on policy and/or procedural violations. The appeal can be based only on policy and/or procedural violations, and not simply on the outcome of the examination. Procedural violations would be cases in which the program/department failed to follow program/department and/or University policies and/or procedures relating to the administration and/or evaluation of the exam.

The appeal must be made in writing to the dean of the School of Graduate Studies and Research. Documentation of the policy(ies)/procedures in question must be provided, along with a detailed

description of the alleged violation(s). All evidence supporting the alleged violation should also be provided. The student must submit the written appeal to the dean of the SGSR within 30 days of receipt of the outcome of the examination. Upon receipt of the written appeal to the dean of the SGSR, the dean will conduct an investigation of the allegation, review the documentation and render a final decision which completes the appeal process. The final decision rendered by the dean of the SGSR may not be appealed.

If it is found that policy/and/or procedure has been violated, the dean of the SGSR will instruct the program/department to allow the student to retake the exam, fully adhering to policy and procedures. In the event of a finding in support of the student allegation, the reexamination may not be counted as one of the attempts permitted under the University or Department's Reexamination Policy.

Reexamination Policy

No student is permitted a "third" examination without a recommendation to that effect from the degree program's sponsoring department per their adopted written procedures and the approval of the School of Graduate Studies and Research dean (or designee). Exceptions to this policy for programs can be made only with the approval of the School of Graduate Studies and Research. In the event a student does not successfully complete the comprehensive re-examination according to program requirements and the failure results in program dismissal, the program must notify the School of Graduate Studies and Research (SGSR) of the dismissal in writing. The SGSR will send an official notification of the dismissal to the student.

Degree Completion

The Master of Science in Health Services Administration degree will consist of 36 credits; 39 if the student completes a thesis.

Know the deadlines for submitting your research topic approval form, applying for graduation, and final submission of your thesis or dissertation and accompanying forms. Missing one of these deadlines will impact your plans for graduation.

<http://www.iup.edu/graduatestudies/resources-for-current-students/research/thesis-dissertation-information/deadlines/>

- o Master and doctoral degree candidates must apply for graduation online in URSA.*
- o URSA Website <http://www.iup.edu/myiup/>*
- o Application instructions <http://www.iup.edu/commencement/graduate/how-to-apply-for-graduation/>*
- o Forms for finishing your degree <http://www.iup.edu/graduatestudies/resources-for-current-students/research/thesis-dissertation-information/all-forms/>*
- o All students are required to apply for graduation by the established deadlines.*

o Students who need to provide graduation verification to prospective employers or sponsor program administrators prior to the official graduation date can request a letter by e-mailing graduate-admissions@iup.edu.

For more information, view the Graduate Catalog: www.iup.edu/gradcatalog

Thesis and/or Dissertation Completion

Thesis/Dissertation Defense Department Process or Protocol

Departments determine if the defense of a thesis/dissertation are open (faculty and students welcome) or closed (only the committee and chair of the project). Each program that offers thesis/dissertation should develop and put in writing in their handbook the programmatic decision about open or closed defenses.

Evaluation Outcome for Dissertation and/or Thesis

The Health Services Administration Program thesis option requires a thesis committee of 3 faculty members, with the chair of the thesis and at least one other member of the committee from either the ELR or the Nursing Department. Members of the committee will convene upon completion of the defense to determine whether the student has passed the thesis defense and the committee will agree on the corresponding grade assigned to the Thesis. The Chair of the committee will assign the grade agreed to by the committee regarding the Thesis credits. The Thesis options will be pass, pass with revisions, revise and submit, or fail. For those who pass and pass with revisions, the grade will be determined at the time of the thesis defense. A student who must revise and resubmit will receive a grade upon completion of the submission. Students who fail the defense will be assigned a grade of F and will need to repeat the thesis credits.

The defense of a thesis is closed (only the committee and chair of the project).

For students admitted after Fall 2017 – Dissertation and thesis credits will be assigned Pass or Fail as the final evaluation outcome for the taken credits and carry no quality points weighted towards a student's CGPA.

For students admitted prior to Fall 2017 – Dissertation and thesis credits will be assigned a letter grade as the final evaluation outcome for the credits taken and carry quality points weighted towards a student's CGPA for the number of dissertation credits required for the program. "Extended" dissertation credits are not calculated into a student's CGPA.

For more information ,view the Graduate Catalog: www.iup.edu/gradcatalog

University Policies and Procedures

University policy is the baseline policy. Programs may have policy that is more stringent than the University baseline policy; however, not less stringent than the University baseline policy. For questions regarding this statement, please contact [Program Coordinator] or the School of Graduate Studies and Research.

Academic Calendar

View the IUP Academic Calendar: www.iup.edu/news-events/calendar/academic/

The Following University and SGSR policies can be found at www.iup.edu/gradcatalog

Academic Good Standing

Academic Integrity

Bereavement-Related Class Absences

Continuous Graduate Registration for Dissertation and Thesis

Grade Appeal Policy

Graduate Fresh Start Policy

Graduate Residency Requirement

Leave of Absence Policy

Time Limitations

Time-to-Degree Masters/Doctoral Dismissal Appeal Policy

Time-to-Degree Extensions for Master's Thesis and Doctoral Dissertation

Transfer of Credits Policy

(If you add program policy, be sure to delineate University policy and program policy.)

Research

www.iup.edu/gradcatalog

www.iup.edu/research/

Signature Page

Dear Health Services Administration Student:

Congratulations on choosing to further your education at IUP! Our department is committed to your success.

This student handbook provides information that is essential to your successful program completion and also provides information about University services that may be helpful to you. Additionally, our statement of student rights and responsibilities provide the framework for your role as an IUP citizen and a member of the IUP community.

My signature below indicates that I am responsible for reading and understanding the information provided and referenced in this department/program student handbook.

_____ [please initial] I understand my program coordinator may share this document with the School of Graduate Studies and Research.

Print Name

Signature

Date

Submit to Scott E. Decker, HSAD Graduate Coordinator within the first week of class.

The HSAD program will keep this signed document on file.