



IUP Graduate Handbook

Health Services Administration

A Master of Science program offered jointly by:

Department of Employment and Labor Relations

and

Department of Nursing and Allied Health Professions

Handbook Updated 2020

Health Services Administration

Department of Employment and Labor Relations

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Introduction and Welcome

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.

Nearly 12,000 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 and Labor Relations 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 measurements.

Faculty and Staff

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Admission

- Bachelor's degree from an accredited institution of higher learning.
- Minimum QPA of 3.0 if graduated with a BS or BA within five years of the application date. If the bachelor's degree is older than five years, the minimum QPA required is 2.6.
- Evidence of course work in statistics and research methodology and design.
- Two letters of recommendation. If bachelor's degree was earned within five years, at least one letter must be from a faculty member or the dean/director of undergraduate program. If degree is older than five years, both letters must be from employers or professional colleagues. Personal letters of recommendation are not acceptable.
- Satisfactory professional essay (minimum of two typewritten pages) to include a description of:
 - A significant professional accomplishment
 - Expectations of graduate study
 - Career goals

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.
- www.iup.edu/admissions/graduate/financialaid/assistantships-and-scholarships/
- Office of Financial Aid: www.iup.edu/financialaid/

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 completing 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 the Bursar: www.iup.edu/bursar/

Office of the Registrar: www.iup.edu/registrar/

Disability Support Services: www.iup.edu/disabilitysupport/

Office of Social Equity: www.iup.edu/social-equity/

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 <http://www.iup.edu/parking/>
University Police <http://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 www.iup.edu/itsupportcenter/howTo.aspx?id=23401 to learn more about setting up this account. For more information regarding University policy on email communication, 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 and Labor Relations 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 the Employment and Labor Relations, 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 Employment and Labor 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. Depending on the program, other master's programs may also pair with the Health Services Administration MS to offer a dual-degree option..

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

ELR/HSAD 631	Human Resource Management in the Public Sector	3 cr.
HSAD 605	Epidemiology in Health Services Administration	3 cr.
HSAD 609	Ethics and Social Issues in Health Care	3 cr.
NURS/HSAD 614	Health Policy	3 cr.
ELR/HSAD 616	Health Law	3 cr.
ELR/HSAD 619	Advanced Research	3 cr.
Or		
GSR 615	Elements of Research	3 cr.
NURS 622	The Practice of Nursing Research	3 cr.
----	An approved course in Research Methods	
NURS/HSAD 555	Informatics in Health Care	3 cr.
Or		
IFMG 640	Management Information Systems	3 cr.
----	An approved course in Information Science	
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	3 cr.
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.

ELR/HSAD 619: Advanced Research (or GSR 615/NURS 622/Other) 3cr.

Provides students with the advanced knowledge needed to understand the process of research development, effectively evaluate research studies, interpret common statistical information, use the statistical package for social sciences, and develop and execute a research project.

NURS/HSAD 555: Health Care Informatics (or IFMG 640/Other) 3cr.

An introductory and overview course in the application of the disciplines of health sciences, computer science, and information science in collecting, processing, and managing information to promote decision making in health care.

NURS/HSAD 730: Financial Management in Health Care (Other FIN) 3cr.

Provides an opportunity for students to examine the financial decision-making processes used by health care administrators. Emphasis will be on understanding health care payment systems, assessing and developing financial plans, and making financial decisions in a variety of health care settings.

HSAD 761: HS Adm Capstone (or NURS 731/NURS 732/ELR 698) 3cr.

This capstone course provides a culminating educational experience. The student will work with a mentor in health service organization. The student will be required to design, implement, and evaluate a project utilizing skills and knowledge acquired through the program, and incorporate professional values and critical thinking developed during their course of study.

Course descriptions can be found in the [Graduate Catalog](#).

Evaluation of Students

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

Comprehensive/Candidacy Examinations

Candidacy/Qualifier Exam

The HSAD program does not require candidacy/qualifier exam.

Comprehensive Exam

The HSAD program does not require comprehensive exams.

Degree Completion

- o The Master of Science in Health Services Administration degree will consist of 36 credits; 39 if the student completes a thesis.
- o Application for Graduation - Graduate students apply for graduation through MYIUP. Graduate students are required to apply for graduation by the established deadlines.
 - o May Graduation: April 30
 - o August Graduation: July 31
 - o December Graduation: November 30
 - o January Graduation: December 31

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

Thesis Completion

Thesis Defense Department Process or Protocol

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. The third member of the committee can be from outside either of these departments with approval of the HSAD Graduate Coordinator. The thesis defense will be an open defense with students and faculty invited to attend the defense. Only members of the thesis committee will be able to ask questions during the defense.

Evaluation Outcome for 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.

Effective fall 2017 for students admitted and students admitted after -- 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.

Ongoing Dissertation and Thesis 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 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

www.iup.edu/gradcatalog

Academic Integrity

www.iup.edu/gradcatalog

The Source: A Student Policy Guide: www.iup.edu/studentconduct/thefsource/

Bereavement-Related Class Absences

www.iup.edu/gradcatalog

Continuous Graduate Registration for Dissertation and Thesis

www.iup.edu/gradcatalog

Grade Appeal Policy

www.iup.edu/gradcatalog

Graduate Fresh Start Policy

www.iup.edu/gradcatalog

Graduate Residency Requirement

www.iup.edu/gradcatalog

Leave of Absence Policy

www.iup.edu/gradcatalog

Time Limitations

www.iup.edu/gradcatalog

Time-to-Degree Masters/Doctoral Dismissal Appeal Policy

www.iup.edu/gradcatalog

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

www.iup.edu/gradcatalog

Transfer of Credits Policy

www.iup.edu/gradcatalog

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 program is committed to your success.

This student handbook provides information that is essential to your successful program completion and it 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 D2L Assignments by September 4, 2020

The HSAD program will keep this signed document on file.