

HEALTH SERVICES ADMINISTRATION

Mary Ann Keogh Hoss (mhoss@ewu.edu) , Program Director
338 Riverpoint
509.828.1218

Faculty

MaryAnn Keogh Hoss.

Undergraduate Degrees

Bachelor of Arts (BA)

- **Health Services Administration** (<http://catalog.ewu.edu/archives/2015-2016/health-science-public/health-services-administration/health-services-administration-ba>)

Undergraduate Minors

- **Health Services Management** (<http://catalog.ewu.edu/archives/2015-2016/health-science-public/health-services-administration/health-services-management-minor>)
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Undergraduate Programs

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

The required courses are in the areas of health services administration, business, health and economics. In addition, the program requires that the student complete a track or a minor in a specific sub-specialty. Examples of tracks include: aging, planning, human resource management, information technology, economics and business administration. Students must have approval of the program advisor for track or minor chosen and courses selected. HSAD students must maintain a cumulative GPA ≥ 3.0 for all HSAD classes and no more than two course grades may be < 3.0 . Students earning three or more grades of < 3.0 in HSAD courses will be dismissed from the program. All other major requirements must be completed with a ≥ 2.0 . The culmination of the student's experience in the program will be an internship in a health care setting. To qualify for the internship, the student must have at least a grade point average ≥ 3.0 in HSAD classes plus permission from the department. Please note that MATH 200 is a prerequisite for some of the courses in the HSAD major.

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

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

Professional Membership Requirements

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

Work Experience Requirements

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

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

Graduate Certificates

- **Health Services Administration** (<http://catalog.ewu.edu/archives/2015-2016/health-science-public/health-services-administration/health-services-administration-certificate>)
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Graduate Program

The College of Health Science & Public Health through its Health Services Administrative and Public Health Programs, offers graduate courses and a graduate level certificate in public health leadership. Courses from health services administration and public health are often included in a variety of undergraduate health disciplines and graduate programs. The graduate courses are designed to expand one's understanding of the challenges that impact the successful delivery of health services. Individual classes focus on organizational issues that impact health delivery. The topics covered in these classes will be useful to health-related professionals who have specialty expertise in a health discipline and desire a greater understanding of the legal, fiscal, managerial and leadership aspects of delivering health care in several different environments. These classes will also help non health professionals who wish more knowledge of financing and delivery of public, private and not for profit health services.

The graduate certificate supports the goals of the college and the university by providing opportunities for people to expand their leadership, management, critical and systems thinking skills. Students who successfully complete a certificate offered by this program will become more effective managers or collaborators within the health delivery system. The program believes in the concept that health is an interprofessional, team process and is committed to providing education, research and service opportunities for students to become effective in both public and private health settings.

Admission Requirements/Preparation

The identification of necessary prerequisites would occur through a review of transcripts and other application material by the program director.

Program Requirements

Two copies of official transcripts for all college work completed.

Meet graduate program admission requirements

A letter describing one's background and experience in the health delivery system and how the Health Services Administration fits into one's professionalism goals.

Application materials should be sent directly to Graduate Programs office, 206 Showalter, Eastern Washington University

Application Deadline

The Health Services Administration and Public Health programs accept students into courses at any time. HSAD 500S, Health Systems is the first class and is offered in the fall. It is the prerequisite for the remaining classes. Certificate applicants should plan to start with HSAD 500S.

Health Services Administration Courses

HSAD 196. EXPERIMENTAL COURSE. 1-5 Credits.

HSAD 300. HEALTH CARE ORGANIZATION AND ADMINISTRATION. 4 Credits.

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

HSAD 310. HEALTH CARE SUPERVISION. 4 Credits.

Pre-requisites: HSAD 300 or permission of the instructor.

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

HSAD 315. SEMINAR ON PROFESSIONAL DEVELOPMENT. 1 Credit.

Pre-requisites: junior standing.

This course provides an introduction to professional development. Identified and reviewed are skills commonly associated with professional behavior critical to establishing and demonstrating competence in young professionals. The focus will be developing and enhancing professional behavior.

HSAD 322. HEALTH CARE TECHNOLOGY. 4 Credits.

Pre-requisites: HSAD 300, MISC 211 or permission of the instructor.

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

HSAD 395. INTERNSHIP. 1-5 Credits.

HSAD 399. SPECIAL STUDIES. 1-10 Credits.

Pre-requisites: permission of the instructor, department chair and college dean.

Subjects vary according to faculty and student interest and need.

HSAD 410. HEALTH LAW REGULATION AND ETHICS. 4 Credits.

Pre-requisites: HSAD 300, HSAD 310 or permission of the instructor.

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

HSAD 435. PROCESS IMPROVMENT IN HEALTH CARE. 4 Credits.

Pre-requisites: HSAD 300, HSAD 310 and HSAD 410 or permission of the instructor.

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

HSAD 440. HEALTHCARE RESEARCH DESIGN AND METHOD. 4 Credits.

Pre-requisites: DSCI 245 and HSAD 300 or consent of the instructor.

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

HSAD 445. POPULATION HEALTH MANAGEMENT. 4 Credits.

Pre-requisites: DSCI 245, HSAD 300, HSAD 310, HSAD 440, MISC 211.

This course focuses on population health and on designing and managing health care for the population. It encompasses both population health and managerial epidemiology concepts and tools to improve decisions about the management of health services. It explores effective management of resources to maintain and promote the health of the population.

HSAD 450. INTERNATIONAL PERSPECTIVES ON HEALTHCARE. 4 Credits.

Satisfies: international studies university graduation requirement.

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

HSAD 455. HEALTHCARE BILLING. 2 Credits.

Pre-requisites: HSAD 300, HSAD 310, HSAD 410, HSAD 440.

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

HSAD 460. LONG TERM CARE ADMINISTRATION. 4 Credits.

Pre-requisites: HSAD 300 or permission of the instructor.

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

HSAD 470. HEALTHCARE FINANCE. 4 Credits.

Pre-requisites: BUED 302, DSCI 245, HSAD 300, HSAD 310, HSAD 322, HSAD 410, MISC 211.

This course focuses on the practical application of health care finance theory as it applies to the current health care environment. Revenue and expense applications are explored in depth, particularly in relationship to the delivery of health care services. Both private and public healthcare funding are explored. Specific emphasis is placed on understanding the components of the income statement and balance sheet, developing a budget, and using these financial statements for analyzing operational changes.

HSAD 490. SENIOR CAPSTONE. 4 Credits.

Pre-requisites: HSAD 300, HSAD 310 and HSAD 410.

Satisfies: senior capstone university graduation requirement.

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

HSAD 495. INTERNSHIP. 5 Credits.

Pre-requisites: HSAD 300, HSAD 310 and HSAD 410 and permission of the instructor, department chair and college dean.

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

HSAD 496. EXPERIMENTAL COURSE. 1-5 Credits.

HSAD 497. WORKSHOP, SHORT COURSE, CONFERENCE, SEMINAR. 1-5 Credits.

HSAD 498. SEMINAR. 1-5 Credits.**HSAD 499. DIRECTED STUDY. 3-5 Credits.**

Pre-requisites: permission of the instructor, department chair and college dean.

Individual study in a field of special interest.

HSAD 500. US HEALTH CARE SYSTEMS. 4 Credits.

Pre-requisites: graduate standing.

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

HSAD 500S. HEALTH SYSTEMS. 4 Credits.

This course begins with an examination of the history and philosophy of public health. The course introduces healthcare delivery systems in public and global health and the United States. The systems of care and delivery of services in each area are explored. The history of the development of healthcare in each area is discussed. An overview of the various delivery models, their effectiveness and financing are covered. The course concludes with an exploration of global healthcare delivery, its challenges and financing.

HSAD 510. HEALTH LAW. 4 Credits.

Pre-requisites: HSAD 500.

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

HSAD 510S. HEALTH LAW AND FINANCE. 4 Credits.

This course focuses on the impact of the law and finance in private as well as public health settings. For law, topics include the legal system, professional liability, operation and regulation in health care settings and relationships of providers, patients, payers and citizens in the provision of services. For finance, both private and public funding is explored along with basic economic principles as they relate to healthcare. Basic statements used in accounting are reviewed for use in analyzing operations and decision support.

HSAD 520. HEALTH REIMBURSEMENT ISSUES. 4 Credits.

Pre-requisites: HSAD 500.

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

HSAD 520S. ADMINISTRATION AND LEADERSHIP IN HEALTH SERVICES. 4 Credits.

This course addresses the many aspects of administration in a healthcare organization. Managing and leading are discussed. The responsibilities of supervision, decision support systems, use of analytics, marketing, media, clinical performance, organizational culture, behavior and performance are examined. The course emphasizes the demands of this fast paced industry.

HSAD 530. SEMINAR ON BUSINESS AND HEALTH. 4 Credits.

Pre-requisites: HSAD 500 and advanced graduate standing or permission of the instructor.

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

HSAD 535. RISK MANAGEMENT AND PROCESS IMPROVEMENT. 4 Credits.

Pre-requisites: HSAD 500, HLED 505, PUBH 510.

This course introduces students to the processes of risk management and process improvement in healthcare. Current models, methods and tools used in both risk management and process improvement throughout the continuum of health care delivery are examined.

HSAD 540. HEALTH POLICY. 4 Credits.

This course discusses major relevant policy issues in the United States healthcare system. Public policy process is reviewed. Healthcare policy impacting private and public entities including Medicare, Medicaid, Department of Defense, Veterans Administration and Indian Health Services are examined.

HSAD 540S. HEALTH POLICY. 4 Credits.

This course begins with an overview of common policy perspectives, before moving on to discuss major relevant policy issues in the United States healthcare system and elsewhere. Public policy process is reviewed. Healthcare policy impacting private and public entities including Medicare, Medicaid, Department of Defense, Veterans Administration, Indian Health Services are examined. The course concludes with an examination of influencing policy development, including media and community initiatives to effect change.

HSAD 541. ADVANCED HEALTH POLICY. 4 Credits.

Pre-requisites: HSAD 540.

This course builds upon HSAD 540 and discusses policy formulation and administrative implementation. A systems approach to viewing issues related to public health policy implementation is examined and global policy issues are reviewed.

HSAD 545. HEALTH INFORMATICS. 4 Credits.

This course introduces the fundamentals of health information systems and the management of health information, including health data management, health statistics, biomedical research, quality management and information technology and systems. These elements are discussed in the context of healthcare delivery systems.

HSAD 550. HEALTH ECONOMICS. 4 Credits.

This course provides an overview of health economics and examines the flow of funds through the health care system. Economic principles important to health care are discussed and the impact of economics related to influencing individual, organization and community health care decisions is explored.

HSAD 560. MANAGED CARE SYSTEMS. 4 Credits.

Pre-requisites: HSAD 500, HSAD 520 or permission of the instructor.

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

HSAD 595. INTERNSHIP. 1-5 Credits.

Pre-requisites: permission of the instructor, department chair and college dean.

HSAD 595S. INTERNSHIP. 5 Credits.

The internship in MPH is intended to serve as a formative and reflective opportunity for students in the program. The organization at which the internship experience occurs is chosen based on the student's goals and the organization's needs. An interview is first conducted with the site supervisor and student to ensure this will work for both. Once the interview is complete and both parties agree, then the needed paperwork is started. The internship plan is to address competencies for the internship experience agreed upon by the student, organization and faculty. The internship plan is to be completed and submitted to the instructor with the EWU-Agency Internship agreement and contact information. Check with the instructor to determine if an agency agreement is already in place. The projects identified as part of the portfolio are to be identified in the internship plan. The placement is for 16 weeks, 40 hours per week. Some students may choose to do 20 hours per week over two semesters. A weekly work schedule is jointly agreed upon by the supervisor and intern. The intern is responsible to present the site supervisor with a copy of the Site Supervisor Handbook and Masters in Public Health Internship Competencies. Both are posted on canvas. Each student must sign up on Canvas.

HSAD 596. EXPERIMENTAL COURSE. 2-5 Credits.

HSAD 598. SEMINAR IN HEALTH SERV ADMIN. 4 Credits.

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

HSAD 598S. SEMINAR IN HEALTH SERVICES ADMINISTRATION. 4 Credits.

This course is designed to emphasize the manager's role meeting the challenges posed in health delivery systems both public and private. This course draws on the knowledge, skills and competencies gained in previous courses to analyze health system challenges in a variety of settings. This class will explore interprofessionalism as it related to ethics, process improvement, strategic planning and health care leadership.

HSAD 599. INDEPENDENT STUDY. 1-5 Credits.

Pre-requisites: permission of the instructor, department chair and college dean.