

HEALTH SERVICES ADMINISTRATION

program web page (<https://www.ewu.edu/chsph/health-services-administration/>)

Degrees

BA–Health Services Administration Major (<http://catalog.ewu.edu/archives/2021-2022/hs/public-health/health-services-administration-ba/>)

BA–Health Services Administration Long Term Care Option (<http://catalog.ewu.edu/archives/2021-2022/hs/public-health/health-services-long-term-care-option-ba/>)

Minor–Health Services Management (<http://catalog.ewu.edu/archives/2021-2022/hs/public-health/health-services-management-minor/>)

Graduate Certificate–Health Services Administration (<http://catalog.ewu.edu/archives/2021-2022/hs/public-health/health-services-administration-certificate/>)

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

Undergraduate Programs

The Health Services Administration Program, Department of Public Health and Health Administration, is offered by the College of Health Science and Public Health. The undergraduate program is certified nationally by the Association of University Programs in Health Administration and National Association of Long Term Care Administrator Boards (NAB). This interdisciplinary program is designed for students interested in a variety of careers in the field of health services administration. Positions are with long term care facilities, health maintenance organizations, health insurance companies, health systems, and hospitals.

The required courses are in the areas of health services administration and business. 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, and corporate management. 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 100 credit hours. A 200 hour internship is a required part of the program. Students choosing to minor in health services must complete 20 credit hours. Courses are offered on an every other year basis and online, students should check with the program director and class schedule.

Community service is considered a part of the HSAD program. Opportunities are identified in the program through HSAO student organization. Participation in the HSAO is required for all HSAD students.

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 in a health care setting, whether voluntary or paid. Students are urged to consult with their advisors in order to plan their program. Certified Nursing Assistant training is highly recommended.

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.

Health Services Administration Courses

HSAD 196. EXPERIMENTAL. 1-5 Credits.**HSAD 300. HEALTH CARE ORGANIZATION AND ADMINISTRATION. 4 Credits.**

This course provides an introduction to healthcare management. Reviewed are leading practices in healthcare leadership and management. The focuses on the components of these systems, how they interact and their internal and external controls.

HSAD 310. HEALTH CARE SUPERVISION. 4 Credits.

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

This course focuses on how supervisors and managers of health services organizations accomplish their tasks and build effective teams. Models of supervision, leadership styles, impact of personal values, relationships and medical staff management are examined with a focus on how to build teams and evaluate performance.

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.

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 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 424. STRATEGIC PLANNING. 4 Credits.

Notes: HSAD 300, HSAD 310, HSAD 322, HSAD 440 and senior standing for HSAD students.

Pre-requisites: junior standing.

This course presents an overview of strategic planning process components in public, private and government organizations. Components explored include mission, vision and value review, environmental analysis, identification of assumptions and premises, internal assessment, customer/market analysis both internal and external, critical strategic issues and plan operationalizing.

HSAD 425. BUDGET AND POLICY FOR HEALTH SERVICES MANAGERS. 4 Credits.

Pre-requisites: ECON 200, MATH 200, HSAD 300, HSAD 310, HSAD 322, BUED 425.

This course introduces a variety of types of budgets used in health services. Also covered is the impact of health policy and health economics as considerations to the budget process. Students gain a working knowledge of the components, assumptions and complexity of the budget process in health organizations.

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

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

This course examines the application of quality management strategies by utilizing process improvement in health care settings. There is a focus on problem solving methodologies that utilize team facilitation skills. The student incorporates tools for communication, relationship-building, coordination and collaboration that focus on quality patient centered care with safety as an imperative. The student is exposed to leadership models and given opportunities for process improvement projects.

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 and BUED 425.

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 460. LONG TERM CARE ADMINISTRATION. 4 Credits.

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

This course explores the administrative aspects of service delivery in the long term care continuum. Covered are types of organizations and facilities, financial, regulatory and policy impacts.

HSAD 470. HEALTHCARE FINANCE. 4 Credits.

Pre-requisites: BUED 302, DSCI 245, HSAD 300, HSAD 310, HSAD 322, HSAD 410 and BUED 425.

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 components of the income statement and balance sheet, developing a budget, and using these statements for analyzing operational changes.

HSAD 480. FACILITIES AND MAINTENANCE. 2 Credits.

Pre-requisites: HSAD 435, HSAD 460, and HSAD 470.

This course is an introduction to facility and maintenance demands in residential settings for long term care. A system for maintaining and improving buildings, grounds and equipment is defined. Environmental living aspects and safety in long term care are discussed. Emergency planning and safety are addressed for long term care settings.

HSAD 486. LONG TERM PRACTICUM 1. 5-12 Credits.

Notes: all Business and HSAD 410, HSAD 424, HSAD 435, HSAD 445, HSAD 460, and HSAD 470 courses must be completed.

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

The practicum in the long term care option of the HSAD program serves as a culminating experience for students intending to work in long term care. The practicum is a series of courses that meet the national standards of the National Association of Boards of Examiners for Long Term Care Administrators (NAB) and the Washington State Department of Health Board of Nursing Home Administrators. This class is part of a series of practicum classes for students to complete 1000 hours.

HSAD 487. LONG TERM PRACTICUM 2. 5-12 Credits.

Pre-requisites: completion of all business and HSAD classes for the major, HSAD 486 and permission of the instructor.

The practicum in the long term care option of the HSAD program serves as a culminating experience for students intending to work in long term care. The practicum is a series of courses that meet the national standards of the National Association of Boards of Examiners for Long Term Care Administrators (NAB) and the Washington State Department of Health Board of Nursing Home Administrators. The tasks, domains, knowledge and skills encompass but are not limited to Client/Resident Services Management, Human Resource Management, Leadership and Governance, Physical Environment Management and Financial Management. This class is the second part of a series of practicum classes for students to complete 1000 hours.

HSAD 488. LONG TERM PRACTICUM 3. 5-12 Credits.

Pre-requisites: completion of all business and HSAD classes for the major, HSAD 486, HSAD 487 and permission of the instructor.

The practicum in the long term care option of the HSAD program serves as a culminating experience for students intending to work in long term care. The practicum is a series of courses that meet the national standards of the National Association of Boards of Examiners for Long Term Care Administrators (NAB) and the Washington State Department of Health Board of Nursing Home Administrators. The tasks, domains, knowledge and skills encompass but are not limited to Client/Resident Services Management, Human Resource Management, Leadership and Governance, Physical Environment Management and Financial Management. This class is the third part of a series of practicum classes for students to complete 1000 hours.

HSAD 490. SENIOR CAPSTONE. 4 Credits.

Pre-requisites: HSAD 300, HSAD 310 and HSAD 410 and must be taken concurrently with either HSAD 486 or HSAD 495.

Satisfies: a university graduation requirement—senior capstone.

This course examines global and United States public health care issues. This information is put forth in a context that allows health service administration seniors to use the information to better plan, design, and implement programs that are sensitive to the health needs of diverse populations. This course attempts to draw together students' past class information and experience to identify better ways to implement health care delivery in a variety of settings.

HSAD 495. INTERNSHIP. 5 Credits.

Notes: all Business and HSAD 410, HSAD 424, HSAD 435, HSAD 445, HSAD 460, and HSAD 470 courses must be completed.

Pre-requisites: 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. U.S. HEALTH SYSTEMS. 4 Credits.

Cross-listed: PUBH 500.

Pre-requisites: graduate standing.

This course introduces health delivery systems. Topics covered include various health services delivery models and standards that impact population health, experience of care and per capita costs. Current practices are reviewed.

HSAD 510. HEALTH LAW AND HUMAN RESOURCES. 4 Credits.

Pre-requisites: graduate standing.

This course explores health law, regulatory and human resources. Topics include an introduction to our legal system, professional liability issues related to providers, legal issues in the operation and regulation of healthcare institutions, and institution patient relationships, institution physician relationship as well as institution employee relationships.

HSAD 520. HEALTH SYSTEMS FINANCE AND GOVERNANCE. 4 Credits.

Cross-listed: PUBH 519.

Pre-requisites: graduate standing.

This course challenges students to understand both the healthcare financial responsibilities and governance oversight for health systems. The student will learn the financial operations and governance to help any organization be successful. The modules, taking a practical approach, will cover subject matters such as; financial operations, revenue cycle management, budgeting, hierarchical reporting process and expectations, governance and regulatory compliance.

HSAD 545. BUSINESS INTELLIGENCE IN HEALTH SYSTEMS. 4 Credits.

Pre-requisites: graduate standing.

This course is designed to explore information as a strategic resource in an organization wide framework for supporting a health system's strategic operations, regulatory, legal, risk and environmental requirements. Review of current health systems implementation and impact on decision making for management and finance are evaluated.

HSAD 595. INTERNSHIP. 1-5 Credits.

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

HSAD 596. EXPERIMENTAL COURSE. 2-5 Credits.**HSAD 599. INDEPENDENT STUDY. 1-5 Credits.**

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