



Lancaster General
College of Nursing
& Health Sciences

Division of Health Sciences

Bachelor of Science in Healthcare Administration (BSHA) Program Handbook

This document is an addendum to the College Student Handbook. Policies included in this addendum are specific to the Bachelor of Science in Healthcare Administration (BSHA) Program. The handbook is reviewed annually and revised as necessary. Students will be notified via email of any additions or revisions.

Table of Contents

College Mission	3
Program Description	3
BSHA Educational Outcomes	3
Faculty	4
Program Features	4
BSHA Curriculum Requirements	6
Policies and Guidelines.....	7
Academic Progression	7
Advisement	7
Attendance	7
Computer.....	8
Course Offerings and Dates	8
Health and Safety	8
Inclement Weather	9
Malpractice Insurance.....	9
Postponement of Admission	9
Request for Change of Cohort	10
Transfer Credits	10
 Selected Policies from College Handbook	
Family Educational Rights and Privacy Act.....	10
Refund/Withdrawal Policy.....	10
Signature Page	13

LANCASTER GENERAL COLLEGE OF NURSING & HEALTH SCIENCES

College Mission Statement

The Lancaster General College of Nursing & Health Sciences creates a dynamic learning environment that ensures an effective healthcare community by designing, developing and deploying curriculum; educating competent, caring and socially responsible individuals who contribute to the health of the community; and providing lifelong learning opportunities for healthcare professionals.

Program Description

The Bachelor of Science in Healthcare Administration (BSHA) program is a baccalaureate program that provides students with the knowledge and skills to lead within a healthcare system. The focus of the program is to offer students an opportunity to enhance knowledge of leadership, and contemporary issues in healthcare and business management. A baccalaureate in healthcare administration prepares the graduate to assume leadership positions in hospital, ambulatory, long term care and community health facilities.

Bachelor of Science in Healthcare Administration Educational Outcomes

Upon completion of the Bachelor of Science in Healthcare Administration (BSHA) program, the graduate will:

1. Demonstrate leadership qualities unique to the healthcare professional.
2. Apply analytical thinking to financial management and economic issues in healthcare..
3. Incorporate organizational theory into the dynamics of healthcare settings.
4. Demonstrate an understanding of human, fiscal, and materials management in the delivery of healthcare.
5. Explain current public and community health issues and their impact on all aspects of healthcare delivery.
6. Function as a contributing member of a global society.
7. Assume responsibility for intellectual growth and lifelong learning for personal and professional development.

Faculty

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BSHA Program Features

Traditional and Accelerated Programs

The BSHA program is offered in an accelerated hybrid format specifically designed to meet the needs of adult learners with work, family, and other commitments. Prior and newly acquired knowledge, skills, and experiences are incorporated into course activities. Within this hybrid format, certain courses are offered once per week for 15 weeks. Other, more accelerated courses will meet one day a week for four hours for lesser number of weeks (usually five weeks).

This program allows students to achieve educational outcomes, become efficient learners, and utilize learned skills and knowledge. All courses in the required BSHA curriculum are offered in an accelerated format. Additional general education courses will be offered in either accelerated or traditional formats. Students may complete general education course requirements at their own pace.

Cohort Model

After all admission requirements are met, students become part of a small cohort group taking courses together throughout the curriculum. By learning in a cohort environment, students experience collaboration and cooperation with peers, are exposed to diverse perspectives, and develop a support system. The courses in the BSHA curriculum are designed in such a way that students may take them without remaining in the cohort if necessary due to personal or family reasons.

Capstone Project and Internship Experience

Students must complete a Capstone project as part of the curriculum. Students will be introduced to the capstone project in *HCA 302 Introduction to Capstone*. This course prepares the student to explore the meaning, benefits, and elements of the capstone project. Students will explore potential ideas for development of a capstone project which will be completed prior to completion of the curriculum. Upon completion of this course, students will be assigned a faculty advisor who will approve and guide the development and implementation of the final capstone project. Throughout the curriculum, students perform a minimum of 30 hours of service learning. In addition, students integrate principles, theories, and methods learned in previous courses as they analyze, synthesize, and evaluate the knowledge gained through the capstone project. In the final course of the curriculum, *HCA 450 Capstone*, students complete a synthesis paper and presentation.

Students should be familiar with any requirements of the agency or organization that may need to be completed before the service learning project begins.

A learning contract is required between the student and the agency or project site. The contract shall include contact information, learning objectives, expected hours of the project, expected areas of responsibility and any outcomes to be delivered by the student to the project site. The contract shall be signed by the student, the site supervisor, and the Program Chair. A copy of the signed contract shall be given to the Program Chair prior to the initiation of the 30 hours of the service learning and/or the internship experience.

Although an internship in healthcare administration is highly recommended for all degree candidates, students who currently work in the field of healthcare administration may apply for a waiver from the internship experience. Currently is defined as having worked in a supervisor, manager or higher level in a healthcare organization for no less than 2 of the previous 5 years.

A portfolio of professional achievements must be submitted with the waiver request to the Department Chair for consideration. All students opting for a waiver are required to complete HCA 451 in place of the internship requirement.

During the service learning or internship experience, students are expected to dress in a professional manner appropriate to the role and responsibilities he or she will be performing at the site.

BACHELOR OF SCIENCE IN HEALTHCARE ADMINISTRATION CURRICULUM REQUIREMENTS

Courses offered in Traditional and/or Accelerated Format

BIO 105	Human Biology	3
BIO 185 or BIO 230	Microbiology or Immunology	3
BIO 250	Nutrition for Life	3
BIO 380	Epidemiology	3
CMP 150	Introduction to Computers	3
ECO 150	Survey of Economics	3
ECO 310	American Healthcare System	3
ENG 100	English Composition	3
ENG 200	Public Speaking	3
ENG 300	Advanced Composition for Healthcare Professionals	3
ENG 310	Business Communications	3
GENERAL ELECTIVES	Three General Electives	9
HLT 150	Wellness for Life	3
HCA 200	Introduction to Healthcare Administration	3
HCA 201	Introduction to Accounting & Finance in Healthcare Settings	3
HCA 340	Legal Issues in Healthcare	3
HCA 310	Healthcare Marketing	3
HCA 302	Introduction to Capstone	1
HCA 335	Human Resources in Healthcare	3
HCA 350	Leading Change in Healthcare Organizations	3
HCA 420	Healthcare Planning & Policy	3
HCA 430	Current Issues in Healthcare Administration or Or HCA/HSC elective	3
HCA 401	Research in Healthcare	3
HCA 410	Quality Assessment in Healthcare Organizations	3
HCA 450	Capstone Course	3
HCA 451 or HCA 452	Independent Study: Healthcare Operations Mgmt OR Healthcare Administration Internship	3
HSC 100	Medical Terminology	1
HSC 300	Organizational Behavior	3
HSC 315	Healthcare Finance	3
HSC 320	Leadership and Management	3
HSC 322	Teaching and Learning	3
HUM 210	World Religions or Humanities elective	3
MAT 160	College Algebra or any college level math	3
MAT 260	Statistics	3
PHI 210	Ethical & Legal Dimensions in Healthcare	1
PHI 320	Ethical Issues in Healthcare Administration	3
PSY 100	General Psychology or any college Psychology	3
SOC 100 or SOC 200	Intro to Sociology OR Cultural Diversity	3

SOC 300	Social Problems	3
SPA 101 OR SPA 200	Elementary Spanish OR Spanish for Healthcare Professionals or any college level foreign language	3

LANCASTER GENERAL COLLEGE OF NURSING & HEALTH SCIENCES
Bachelor of Science in Healthcare Administration
Program Policies and Guidelines

The policies listed below are unique to the BSHA Program.
For additional policies, see LGCNHS Student Handbook.

Academic Progression Policy

All BSHA students must complete the following courses with a grade of “C” or above: Legal Issues in Healthcare; Healthcare Administration Internship; Healthcare Planning & Policy Development; Current Issues in Healthcare Administration; HCA 200; HCA 201; HCA 302; HCA 310; HCA 335; HCA 350; HCA 401; HCA 410; HCA 450; HSC 300; HSC 320; and HSC 322. Students who receive a grade of less than “C” may repeat the course one time. Students may continue with the prescribed curriculum unless the course is a prerequisite for another course. The course must be repeated prior to graduation.

Completion of 120 credits is required for graduation. A minimum overall GPA of 2.0 is needed to meet the requirements for graduation. Completion of a minimum of 34 credit hours must be completed at LGCNHS including: HCA 302; HCA 450 and either HCA 451 or the Internship course.

Students who have taken courses at LGCNHS and earned a grade below the required level must repeat the course at LGCNHS. In addition, students must achieve a grade at or above the required level in order to earn course credit toward graduation. The newly earned grade will become the grade of record for the purposes of transcripts, GPA computations, determination of academic progression, etc. No course with a grade below the required level may be repeated more than once. CLEP or course challenges are not acceptable replacements for repeating courses completed without a required passing grade.

Advisement

Each student will be assigned an academic advisor who will assist the student with course selection, academic concerns, and/or career planning. The advisor also approves and guides the student through the development and implementation of the capstone project including the service learning activity.

Attendance Policy

Students are expected to attend all classes and participate in classroom and on-line discussions. Attendance will be taken at every class. Students may not miss more than 4 hours during any accelerated course. After an absence, student must contact the course faculty member to discuss make-up of missed material. More than four hours’ absence

will result in a grade of Failure (“F”) for the course and no opportunity for makeup will be permitted. Students are requested to notify the course faculty member of any planned absences.

Computer Requirements

Accelerated courses require the use of a computer and therefore the student must be able to utilize a computer to create, save, attach, retrieve, download, and print documents. Students should be able to navigate the Internet and use search engines such as Google, EBSCOhost, and others. Even though students have access to three computer labs at LGCNHS and technical support from the college IS department, it is strongly recommended that they own a personal computer with a reliable high speed Internet connection (not dial-up), sound card, and printer. In some classes, a microphone may be needed for narration. Necessary software include Microsoft Office (Word, Excel and Power Point – version 2003 or later) and Adobe Acrobat Reader (available free from <http://get.adobe.com/reader/>).

Course Offerings and Dates

We reserve the right to change the sequencing of course offerings in the accelerated program. The cohort dates will not change.

Health and Safety Policies

Prior to admission, students must complete the following:

- **Criminal History Information Report, Pennsylvania child abuse clearance and Public Welfare Clearance.** Information concerning these checks is posted on the College website. From the College homepage, select Academic; Healthcare Administration - Baccalaureate degree; Acceptance Process. Information related to Child Abuse History Clearance and Criminal Background Check can be located in this section. It may take up to six weeks to complete this process. Forward the report to the Office of Admission. The College will keep a copy of the original report for our files and return the original to the student. If the student had a clearance completed in the **last six months**, submit the original report as copies are not acceptable.
- **Certification in cardiopulmonary resuscitation (CPR)** health care provider course offered by the American Heart Association.
- **Physical exam and drug screening.** Information concerning physical exam and drug screening is posted on the College website. From the College homepage, select Academics; Health Sciences - Baccalaureate degree; Acceptance Process. The Physical Exam and Immunization Record Form must be submitted **to the Employee/Student Health Services office**. Urine drug screening will be done by that office.
- **Physical examination** form completed by a physician, nurse practitioner, or physician’s assistant and submitted to Employee and Student Health Services. This must include history, examination and documentation of:
 - Varicella, mumps, rubeola, and rubella antibody screening by lab testing within the last five years.
 - Date of last diphtheria/tetanus (dT). Date must be within the last ten (10) years.
 - Hepatitis B vaccine. The first of the three hepatitis inoculations must be administered prior to the start of the semester. Students should arrange for the 2 subsequent inoculations with their physician and proof of completion

of the series should be forwarded to the Coordinator, Counseling and Health Services. Any student who does not choose to receive the series must sign a waiver accepting responsibility for potential exposure to hepatitis B. Students who cannot provide dates of hepatitis B vaccination must have a hepatitis B surface antigen test as proof of immunity.

- Results of PPD (TB) testing. Date must be within the last year. A chest x-ray is required if there is a past history of a positive PPD.
- **Note:** All physical forms, blood tests, immunizations, etc. should be sent directly to Elaine Neidert, Coordinator, Health and Counseling at Employee & Student Health Services, Lancaster General Health, 555 North Duke Street, Lancaster, PA, 17604.
- **Urine drug screening** will be done by the Coordinator, Health and Counseling. **Students will be advised of the drug screening schedule during orientation.** Further information can be found in the LGCNHS Student Handbook, Drug Screening Policy.

Students must meet the essential Core Performance Standards as identified in the LGCNHS Student Handbook. Healthcare is a practice discipline, requiring abilities and skills in critical thinking, and communication, as well as tasks involving the psychomotor, affective, sensory and behavioral domains. Reasonable accommodations may be made for some disabilities. Any student requiring accommodation for a physical or learning disability is encouraged to disclose this to the ADA/504 Coordinator of the College following enrollment.

ID badges. Students are expected to display their ID badges at all times. ID badges should be worn above the waist and be visible. If a student forgets his/her ID badge, a temporary badge should be obtained from the Security Office.

Inclement Weather Policy

Due to the accelerated nature of the BSHA program, students must make up class time missed due to inclement weather. Students will be notified of accommodations for make-up by the course faculty.

Liability/Malpractice Insurance

Depending upon the capstone project chosen by the student and the role the student will play during that service learning or internship project, liability/malpractice insurance may be needed. The need for such insurance will be evaluated during *HCA 302 Introduction to Capstone*. If deemed appropriate, the need for and specifics relating to such insurance will be spelled out in the learning contract established between the student and the project site. If determined necessary a copy of the insurance information needs to be provided to the Program Chair by the end of *HCA 302*.

Postponement of Admission Policy

Students accepted into a cohort who request postponement of their studies must give written notification of postponement and request for reassignment into a new cohort to the Registrar.

Request for Change of Cohort

Students must submit a written request for change of cohort to the Chair, BSHA program. Changes will be granted based on seat availability.

Transfer Credits Policy

Students entering the BSHA program will have their transcripts reviewed in total to determine credits to be awarded for previous learning regardless of the time since completion. Transfer credits will not be accepted where a grade of less than “C-” was earned for a course. College credits earned at Lancaster General College of Nursing & Health Sciences will be applied toward the program of study. Upon acceptance to the BSHA program, students must complete a minimum of 34 college credits at Lancaster General College. After admission, a maximum of nine credits may be transferred in from other colleges. HCA 302 and HCA 450, and HCA 451 or the Internship must be taken at LGCNHS.

Selected Policies from the College Student Handbook

In addition to the policies listed below, there are additional policies in the College Student Handbook. Please review the College Student Handbook and submit the signature page prior to the date established at your orientation to the BSHA program.

Family Educational Rights and Privacy Act (FERPA)

The Family Educational Rights & Privacy Act (FERPA) is a federal regulation that is in place to protect student rights. These rights allow student review of educational files as well as give written permission to others (parents, spouse, etc.) to review those files. Another regulation within FERPA allows the College to provide others (prospective employers, etc.) information such as when College was attended, when graduation occurred, the degree earned, etc. The student has the right, in this situation, to provide written notification that the College is not to provide this information.

Course Withdrawal, Changes in Registration and Refund Policy

The Changes in Registration (Course Withdrawal and Refund) Policy will be applied to each student as appropriate and will be compliant with federal and state guidelines under which financial aid is offered.

I. Adding a Course

A student requesting to add a course after the semester has begun may do so by contacting the Registrar and completing the appropriate form. Admission into the requested course will be granted on a first come basis if a seat is available, and if no more than 2 class sessions have been conducted for courses meeting 9-15 weeks or one class session for courses meeting 8 weeks or less.

II. Dropping/Withdrawing from a Course

Once registered for a course, a student assumes academic and financial responsibility. Drops/withdrawals are subject to the refund policy as well as the grading policy. A refund schedule will be available in the student handbook, in the catalog, and on the website. If a registered student wishes to be removed from the list of registered

students, a request to drop or withdraw from a course should be made to the registrar's office.

III. Recording Drops and Withdrawals

A grade of Withdraw (W) does not carry any quality points and will not calculate into the student's GPA. Withdrawal from a course will be considered a course attempt as per academic progression (Policy 2.2.1).

Courses 13 weeks or longer	
Drop/Withdrawal Notice received by Office of the Registrar	Transcribed as:
Before first day of semester	Not recorded
1 st and 2 nd weeks of semester	Not recorded
3 rd - 10 th weeks of semester	W
After the 10 th week of the semester	Grade earned based on total course requirements
Courses 5-12 weeks in length	
Drop/Withdrawal Notice received by Office of the Registrar	Transcribed as:
Before first day of class	Not recorded
1 st week of semester or term	Not recorded
2 nd - 4 th week for a 5 to 6-week course 2 nd - 5 th week for 7 to 8-week course 2 nd - 7 th week for a 9 to 11-week course 2 nd - 8 th week for a 12-week course	W
After the 4 th week for a 5 to 6-week course After the 5 th week for 7 to 8-week course After the 7 th week for a 9 to 11-week course After the 8 th week for a 12-week course	Grade earned based on total course requirements
Courses with 4 or fewer meetings	
Notice received by Office of the Registrar	Transcribed as:
Drop before 1st class	Not recorded
After 1st class but before 2 nd or last class	W
After 2 nd class.	Grade earned based on total course requirements

IV. Non-attendance

Any student who has failed to attend class or log onto an online course **and** who has not participated in class activities such as exams, submission of assignments and/or class participatory activities will be reported to the Registrar. The Registrar will then withdraw the student from the course, assign the “Z” grade and inform the Bursar that the student should be charged an administrative fee. This grade carries quality points of zero and will calculate as an “F” into the student’s GPA.

Any student whose attendance pattern indicates a lack of intention to complete the course will be requested by mail to initiate the prescribed withdrawal procedure

BSHA Student Handbook Signature Page

Student Name (Please print) _____

Receipt of BSHA Student Handbook

I have received the Lancaster General College of Nursing and Health Sciences BSHA Student Handbook. My signature on this document indicates that I have read, understand, and agree to abide by the policies outlined therein.

Student Signature _____ Date _____

The above signature is in effect while the student is affiliated with the Lancaster General College of Nursing and Health Science.

Note: Student must submit the *Signature Page* for the BSHA Student Handbook and the *Signature Page* from the College Student Handbook to Chair, BSHA Program prior to the end of the first week of classes in the semester entering the program.