

HEALTH CARE MANAGEMENT

UNDERGRADUATE STUDENT HANDBOOK



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SIU General Information

SIU MISSION STATEMENT

SIU embraces a unique tradition of access and opportunity, inclusive excellence, innovation in research and creativity, and outstanding teaching focused on nurturing student success. As a nationally ranked public research university and regional economic catalyst, we create and exchange knowledge to shape future leaders, improve our communities, and transform lives.

SCHOOL OF HEALTH SCIENCES CONTACT INFORMATION

Main Office.....618/453-7211
Fax618/453-7020
Website..... <http://sah.siu.edu/>

HEALTH CARE MANAGEMENT CONTACT INFORMATION

Advisement General Email.....HCMadvisement@siu.edu
Program Director.....skcollin@siu.edu or 618/453-8002
Website..... <http://sah.siu.edu/undergraduate/health-care-management/>

UNIVERSITY OFFICES

Bursar bursar.siu.edu or 618/453-2221
Financial Aidfao.siu.edu or 618/453-4334
Center for International Education.....cie.siu.edu or 618/453-5774
Registrarregistrar.siu.edu or 618/453-2963
Undergraduate Admissionsadmissions.siu.edu or 618/536-4405

Note: The contents of this Handbook are subject to change at any time by the HCM Program Director, or designee, with or without written or verbal notification.

HCM Program Information

MISSION STATEMENT

The Mission of the Health Care Management (HCM) program is to prepare students for future entry-level management roles in healthcare service settings and/or to academically prepare them for graduate education.

VISION STATEMENT

The Vision of the HCM program is to:

1. increase student access to a premier undergraduate healthcare management education,
2. provide minor degree options in high demand areas of health care management, and
3. support the healthcare industry through student service opportunities.

VALUES STATEMENT

The HCM program is committed to academic excellence by offering a curriculum that both meets the needs of industry leaders and the curriculum expectations of the premier undergraduate certification body of healthcare management education. The program strives to be compassionate and understanding to a diverse student population by offering multiple forms of program delivery increasing accessibility to a premier undergraduate healthcare management degree with additional minor degree options in high demand areas within the field of health care management.

DELIVERY FORMAT

The traditional on-campus format of the HCM program has been offered at Southern Illinois University Carbondale (SIUC) for decades. Classes are held on campus over the traditional full semester, in the face-to-face delivery format. The online format is a convenient and flexible way to earn the HCM degree. Created specifically for those who cannot attend on campus courses, the online HCM program provides students access to a degree in one of the fastest growing fields in the United States. All courses are set in an online, accelerated, 8-week format with the exception of the HCM 422 internship course, which is a required component of the degree. The internship is scheduled in a healthcare-related facility approved by the University and is selected and coordinated by the student.

HCM COURSEWORK

Regardless of the delivery format, the HCM degree requires 120 hours of coursework, which fulfills both the [University's Core Curriculum requirement](#) and the School of Health Sciences requirement for majors. HCM students complete a foundation set of courses in economics and health care business. Students also have the option of advancing their knowledge by choosing from multiple field specific minors: Long Term Care Administration, Infection Prevention and Control, and/or Health Information and Informatics Management.

Welcome Message

Welcome to the Health Care Management (HCM) Program!

Welcome to the HCM program at SIUC! We are very excited that you are part of the Saluki family, and we look forward to working with you as you further your education and grow professionally. Our goal is to prepare students for future entry-level management roles in healthcare service settings and/or to academically prepare them for graduate education. We are pleased to offer the program in two delivery formats to support your learning, no matter your location or situation.

Our curriculum provides you with the current trends and latest information in healthcare, ensuring you are ready to tackle the challenges and opportunities of our dynamic healthcare system. Whether you are new to the healthcare field or are currently a healthcare professional, you will find our courses engaging and our faculty committed to your success. We encourage you to connect with your peers and faculty to not only enhance your learning experience but to also grow your professional network.

If you have any questions regarding the program, please don't hesitate to contact me. Again, welcome to the program and enjoy the journey!

With Saluki Pride,

Sandra K. Collins
HCM Program Director

Student Responsibilities

For you to achieve your ultimate academic goal, you are expected to:

- Come prepared to each advisement appointment with questions or material for discussion, make regular email and telephone contact with the academic advisor each semester, and respond and take action as required/instructor by the academic advisor and/or HCM program director,
- Be knowledgeable of, and take responsibility for, their academic progress and status including: grades, academic history, academic schedule/enrollment, following program expectations, and scholastic standing,
- Learn and comprehend the University, College, School and HCM Program policies, procedures and requirements for major or minor graduation,
- Accept responsibility for their own actions and decisions,
- Understand progressing to graduation is ultimate the student's responsibility,
- Plan ahead as not every HCM class is offered every semester. On-campus summer HCM courses are not guaranteed to be offered so plan accordingly. HCM major or minor students should map out their required courses when beginning their degree to determine their course completion. The HCM academic advisor can assist major or minor HCM students with this, but ultimately it is the student's responsibility to know what the requirements are for major or minor degree completion and to follow the program's expectations and deadlines. Students who do not do this effectively may incur issues related to the inability to get enrolled in classes and/or delays in graduation.
- Ideally, advisement is conducted in person; however, email or phone appointments are available. Students should schedule their advisement meeting early in order to avoid possible delays in graduation.

HCM Policies and Expectations

1. **Email address:** All HCM students are required to use their SIU email address. You will receive all email communications (including, but not limited to, information from SIU, your professors, advisors and career services, etc.) at the siu.edu address. One will be assigned to each student. Students are expected to check their SIU email frequently and regularly.
2. **Course sequencing:** Prerequisites are required for some HCM courses. Academic advisors will assist, but proper scheduling of courses is ultimately the student's responsibility. Prerequisites are potentially only offered once a year, so planning is important. HCM majors or minors who do not enroll in the classes in the proper sequence may experience delays in graduation. On campus or online courses are subject to change without or without notification.
3. **Grade point average:** All students in the HCM program must maintain a minimum GPA of 2.0/4.0 within the HCM major or minor for graduation. Students receiving a grade lower than a C twice in any individual core HCM course or those who fall below a 2.0/4.0 GPA for two subsequent semesters are immediately dropped from the HCM program due to poor academic performance.
4. **Course repeat policy:** All HCM required courses may be repeated for a grade only once. **HCM major or minor students receiving a letter grade below a "C" twice in any required HCM core course will be removed from the major or minor program due to poor academic performance, with the exception of HCM 422, which if failed once, cannot be repeated.** Students failing HCM 422 the first time are removed from the HCM program due to poor academic performance. HCM minors are not eligible to enroll in HCM 421 and/or HCM 422.
5. **Poor academic performance:** Students removed from the HCM major or minor programs due to poor academic performance **are NOT allowed to be readmitted** to the HCM major or minor program later.
6. **Student conduct and academic dishonesty policy:** Adherence to the University's student conduct and academic dishonesty policy is required. Please reference [SIU's Student Code of Conduct](#) for more information.
7. **University Core Curriculum (UCC) requirements:** All major or minor students in HCM programs must complete the required University Core Curriculum as identified by the University. See the HCM academic advisor.
8. The HCM program is certified by the Association of University Programs in Health Administration (AUPHA). For HCM majors and minors, all program policies, procedures, and curriculum **are subject to change** without or without notification when relevant to certification.

- 9. Online HCM required core courses are restricted to students in the online program. HCM 422 is NOT an online course. It is completed face-to-face in a health care facility approved by the University. On-campus HCM required core courses are restricted to students in on-campus programs only, including clinical programs seeking major or minor degrees in HCM.**
10. Consult the University Core Curriculum and major/minor requirements for HCM related programs in the Undergraduate Catalog to determine what courses are required for your degree. See the HCM academic advisor for assistance.

Transfer Courses for Credit

HCM courses are created to meet rigorous AUPHA certification expectations. Therefore, our HCM courses rarely match exactly in terms of content with other institutions. Students may request a potential transfer course be reviewed as an equivalent to one of our HCM courses. However, please be aware that **the course from the other institution must be equal to that of our course content for transfer course considerations**. Courses for transfer consideration will only be reviewed during the spring and fall semesters. NO review is allowed during the summer. Requests not following the deadlines or guidelines will not be reviewed or considered. See the HCM academic advisor for rules pertaining to transfer courses.

Required Textbooks

Students are expected to visit [Undergraduate Program Required Textbooks](#) for a list of required textbooks for each HCM course. Students are expected to check this link **each semester before purchasing textbooks** as textbooks change and new textbooks may be required one semester to the next.

Online Education

Students will be expected to be proficient with Desire2Learn (D2L), the University's learning management system. Students can find [D2L Quick Guides](#) from the Center for Teaching Excellence or contact the [D2L Live Help](#) if they have issues. Students are expected to have access to Microsoft Office, including Word, Excel, and PowerPoint. **Please note that Microsoft Office 365, the web-based version of Microsoft, is not sufficient as it does not have all the same capabilities as Microsoft Office; students will need the full version of Microsoft Office.** Up to five copies of Microsoft Office may be installed through [SalukiTech](#). Students should contact SalukiTech (salukitech@siu.edu or 618-453-5155) if they need assistance downloading Microsoft Office. On-campus resources, such as Morris Library and CHHS computer labs, also have full versions of Microsoft Office. Please note Chromebooks are only capable of running Microsoft Office 365.

Internship

The internship is a required, vital component of the HCM curriculum for majors. It provides students the opportunity to employ concepts, tools, and techniques acquired from the didactic coursework of the HCM program to the real world. Even students with extensive field experience in health care management can benefit from the internship in a different healthcare department, which should expose them to new skills. All internships will be under the direct supervision of experienced preceptors and the HCM internship coordinator. NO waivers of the HCM 422 internship are allowed except for students enrolled in clinical programs within the School. Effective fall 2019, students in one of the School's many clinical programs may count their successful clinical rotation for HCM 421/HCM 422 as long as the guidelines for such are met. See the HCM academic advisor and/or the HCM internship coordinator for more information. HCM 421 and HCM 422 are restricted to the HCM majors only; HCM minors may not enroll in these classes.

HCM majoring students must have a minimum grade of C in all HCM core courses prior to enrolling in HCM 422. This requirement cannot be waived. Students must enroll in a minimum of 2 credit hours (150 contact hours) but may enroll in as many as 9 hours (675 contact hours) of internship credit. There is no repeat allowed on fail unless special circumstances apply as determined by the HCM program director in conjunction with the internship coordinator and/or applicable preceptor.

HCM students are expected to identify and secure their internship site. The HCM internship coordinator will assist in the process by discussing options with the student including providing a list of internship sites/supervisors that have already been approved by the University. Students are not permitted to enroll in HCM 422 until all University approvals have been obtained. The program reserves the right to place a student at a specific site not of the student's choosing, which will be coordinated by the internship coordinator. Students understand they may need to select, or have selected for them, internship sites that are in other geographical areas requiring travel and possible temporary relocation of living arrangements. It is the student's responsibility to locate and secure housing, pay expenses, and coordinate all other living/travel arrangements. For possible internship site locations, please contact the HCM internship coordinator.

Majoring HCM students participating in internships must provide immunization records and a negative TB skin test, and may be required to undergo a criminal background check, drug screening, and facility orientation, etc. Other forms or process may be required per the preceptor, internship site, internship coordinator and/or University. HCM students are responsible for adhering to the internship's policies, including dress code, at the student's personal expense. HCM students who do not satisfactorily pass the background check and drug screening may find it difficult to secure an internship in the field of healthcare and may be removed from the HCM program unless special circumstances apply as determined by the HCM program director. Students who cannot successfully find placement in a

healthcare site within one semester after failing a background and/or drug screening will be removed from the HCM program due to inability to complete the required coursework.

With assistance from the internship coordinator, students will initiate and complete the processes involved with internship site selection and applicable University approval processes. Internship hours cannot begin until all approvals have been obtained from the faculty member overseeing the internship processes, the internship site, and the University. Any contact hours students participate in prior to the internship being appropriately approved cannot be counted toward the required contact or credit hours. HCM students understand that facility preceptors may dismiss them from their internship for failure to comply with facility rules and guidelines, poor performance, or a variety of other issues. Students understand internships are a privilege granted by the internship site. Each site may have their own process for allowing interns; for example - some sites may want to interview the student personally before approving their internship. The HCM program cannot guarantee a site will select or accept an intern. Internship site also have the right to make changes and cancel a previously agreed on internship. If this occurs, the student will work with the internship coordinator to secure another internship site following the same initial process. The HCM 422 class cannot be repeated if failed, so students being dismissed from their internship by their preceptor would earn a failing grade for the HCM 422 course and therefore would not graduate with the Bachelor of Science in Health Care Management degree **and cannot be readmitted back into the Health Care Management program at a later date.** For other information about the required internship, please see the academic advisor, the internship coordinator, and the internship handbook.

Staying Connected

Interaction with the program doesn't have to end after graduation, and the faculty and staff of the HCM program hope it doesn't! There are many ways to stay connected.

- Share your personal email address with the program at graduation.
- Complete post-graduation surveys. These are critically important to evaluation of the HCM program. Your feedback is greatly appreciated!
- Keep the program updated on personal and professional changes.
- Contact the Program Director for various ways to volunteer with the program, such as guest speaking in a class, serving as a mentor, or sitting on the community advisory board.
- Join the SIU Alumni Association to connect with alumni across campus and help support the Student Alumni Council.
- Follow us on Facebook page at <https://www.facebook.com/SIUCHCM> and join the Health Care Management Alumni Network Facebook group.

HCM POLICY ACKNOWLEDGEMENT

My signature acknowledges that I have read, understand, and agree to the policies outlined in this student handbook.

My format of study for the HCM core courses is (check one):

On Campus

Online

Student Signature: _____ Date: _____

Advisor Signature: _____ Date: _____