



REGIS
UNIVERSITY

The Rueckert-Hartman
College for Health Professions
Regis University
Division of
Health Services Education
Student Handbook
2021 - 2022

Bachelor of Science - Health Care Administration

Master of Science - Health Services Administration

Graduate Certificate - Quality & Patient Safety

**Graduate Certificate - Health Care Business
Management**

Regis University reserves the right to terminate programs for financial or other reasons that it determines warrants such action. The content, schedule, requirements, and means of presentation of courses may be changed at any time by the university for educational reasons that it determines are sufficient to warrant such action. Programs, services, or other activities of the university may be terminated at any time due to reasons beyond the control of the university, including, but not limited to, acts of God, natural disasters, destruction of premises, labor disturbances, government orders, financial insolvency, or other reasons or circumstances beyond the control of the university.

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INTRODUCTION

The purpose of this handbook is to familiarize the student with the policies of the various programs of the Division of Health Services Education. It is intended for use in conjunction with the *Regis University Bulletin*, available through the University Office of the Registrar. The *Division of Health Services Education Student Handbook* is not exhaustive and serves only as a general guide. It is subject to change.

Every student is personally responsible for all information in the *Regis University Bulletin*, the Division of Health Services Education Student Handbook, and other appropriate documents. Regis University assumes that undergraduate, graduate and certificate students accept and act upon this responsibility. Therefore, it is your responsibility as a student enrolled in the BS Health Care Administration, MS Health Services Administration or the certificate programs (Quality and Patient Safety or Health Care Business Management) to ensure that courses on your degree or certificate plan are completed prior to graduation.

Additionally, it is your responsibility to request **official** transcripts from other institutions and to see that they are received and recorded by the Registrar. Failure to read and understand the policies and procedures contained in the Bulletin, Handbook, and other appropriate documents, and/or failure to contact your advisor does not relieve you of this responsibility. Your faculty advisor is available to clarify policies and procedures and to assist you in planning your academic progress toward the completion of your program.

Please be aware that the Family Educational Rights and Privacy Act of 1974 prohibits faculty or advisors from giving the following information about students over the phone or in person to anyone other than the student: GPA's, grades, student schedules, information on probationary status, financial information, and number of transfer hours.

THE REGIS TRADITION

Welcome to the Division of Health Services Education and the Rueckert-Hartman College for Health Professions at Regis University! The Rueckert-Hartman College for Health Professions is one of five schools that make up Regis University. The other four colleges are Regis College, the College of Business & Economics, the College of Contemporary Liberal Studies, and the College of Computer & Information Sciences.

Regis University has been in existence, in some form, since 1877. It was in this year that a group of Jesuit missionaries from Naples, Italy, carried the Jesuit tradition to America when they carved out a college, named Las Vegas College, on the edge of the New Mexico desert. In 1884, the college was moved to Morrison, Colorado and renamed College of the Sacred Heart. Four years later, the Morrison site proved too remote, and the college was again moved to its present location in northwest Denver, where eventually it was named Regis College.

Regis University has experienced tremendous growth in its enrollment due to the expansion of new programs and the addition of new campus sites. In recognizing that the institution had become much broader in scope, the name was again changed to Regis University on July 1, 1991. As one of 28 Jesuit colleges and universities nationwide, Regis exemplifies the special qualities which an independent Jesuit educational institution can bring to the society it serves. We are widely recognized for our Jesuit tradition and the diverse and innovative approaches taken toward the educational process.

The mission of Regis University is to educate men and women of all ages to take leadership roles and to make a positive impact in a changing society. This mission is inspired by the Jesuit vision of Ignatius Loyola that challenges us to attain the inner freedom to make intelligent choices. We at the University seek to provide values-centered education, as well as to strengthen commitment to community service. We nurture the life of the mind and the pursuit of truth within an environment conducive to effective teaching, learning, and personal development. Consistent with Judeo-Christian principles, we apply knowledge to human needs and seek to preserve the best of the human heritage. We encourage the continual search for truth, values, and a just existence. Consistent with Ignatius Loyola's vision, we encourage all members of the Regis

community to learn proficiently, think logically and critically, identify and choose personal standards of values, and be socially responsible. We further encourage the development of skills and leadership abilities necessary for distinguished professional work and contributions to the improvement and transformation of society.

This is accomplished through rigorous academic standards, a values-oriented approach to learning, and sensitivity to the needs of the individual student. It is the Jesuit tradition of quality and values-centered education in combination with the Regis tradition of innovation that sets Regis University apart in Colorado's academic community.

Regis University is accredited by the North Central Association of Colleges and Secondary Schools. The university does not discriminate based on race, color, gender, age, national or ethnic origin, handicap, or sexual orientation in the consideration of eligible students for admission, scholarships, awards, and financial aid.

THE RUECKERT-HARTMAN COLLEGE FOR HEALTH PROFESSIONS (RHCHP)

The Rueckert-Hartman College for Health Professions was created in 1988 and continues to grow and diversify. The College incorporates graduate and undergraduate programs in Health Services Education, graduate and undergraduate programs in nursing, graduate and certificate programs in counseling and family therapy, and doctoral programs in physical therapy, nursing, and pharmacy.

The mission of The Rueckert-Hartman College for Health Professions is to educate men and women as leaders committed to excellence within the health care professions. The mission, goals, and values of the College and each individual program reflect this broad continuation of the Regis mission.

DIVISION OF HEALTH SERVICES EDUCATION

The Division of Health Services Education (HSE) was formed in 1996 to integrate and streamline the various programs in health services administration and management. These programs include Health Care Administration (undergraduate) and Health Services Administration (graduate) degrees as well as graduate certificates in Quality & Patient Safety and Health Care Business Management.

These programs are described in this handbook. Because of the integrated nature of these programs, students are encouraged to become familiar with the basic outline of the programs.

Mission Statement

The mission of the Division of Health Services Education is to create and maintain a learning environment that prepares and challenges each student to achieve excellence and leadership in the administration and management of health services. The overall goals and values of the Division are congruent with those of The Rueckert-Hartman College for Health Professions and the University and are embodied in the individual mission statements of each program.

Philosophy

The Faculty and Staff of the Division of Health Services Education believe that the health services industry provides a critical component of the overall health and well being of the individual, the community, and the larger society. We believe that each member of the health services team can make a positive difference in the lives of patients, the health of the community and the broad direction of health services delivery in the larger society. Further, we believe that successful leadership and professional service in the health care industry require:

- Thorough grounding in the knowledge and skills of the student's specified discipline;
- Collaborative appreciation of the roles and functions of the entire health care team;
- Awareness and understanding of the many and complex facets of individual and community health, the evolving health care delivery system, and the social, political, economic, legal, cultural and ethical factors influencing the delivery of health services;
- Effective technical, administrative, and interpersonal skills and abilities along with the ability to apply them flexibly in a rapidly changing environment.

This Division seeks to create a learning environment that incorporates a broad awareness of the health care system with a solid balance of professional skills and knowledge to prepare students to seek and achieve excellence and leadership in a variety of settings and roles within the health care industry.

Furthermore, each program seeks to create a learning environment that respects the unique abilities, perspectives, and needs of the individual student. Strong emphasis is placed on critical thinking, exploration of personal and professional values, leadership, and the pursuit of excellence. We are inspired by our belief in the power of the individual to make a positive difference in the world. Excellence in practice and leadership are supported by aggressive review and refinement of the curricula to promote current content and practice. In addition, faculty are selected based on current experience and practice, professional accomplishment, and leadership roles within the profession.

Health Services Education - Division Goals and Standards

GOAL 1: Create a learning environment that respects the unique abilities, perspectives, and needs of the individual student.

STANDARD

- 1a. Offer non-traditional course offerings to accommodate the schedule of the working individual.
- 1b. Offer alternative learning formats, including independent study and student-designed courses, to accommodate the schedules and specific professional interests of individual students.
- 1c. Average satisfaction scores on the graduate exit survey will exceed satisfactory on specified questions related to program mission, goals, administration, facilities, and university services.
- 1d. Results of the graduate exit surveys will be reviewed annually with a minimum of two improvement areas identified and incorporated in the program's operational plan for the following year.

GOAL 2: Support a learning process that emphasizes critical thinking, exploration of personal and professional values, leadership, and the pursuit of excellence.

STANDARD

- 2a. Every program graduate will have completed, with a passing grade, a course in health care leadership with emphasis on leadership theory, personal and professional mission and values, ethical decision making, and strategic planning.
- 2b. Every graduate will have completed, with a passing grade, a minimum of three course projects that demonstrate significant critical analysis and concept presentation skills.
- 2c. Every undergraduate degree student will have completed, with a passing grade, a course in health care ethics.
- 2d. Every graduate student will have completed, with a passing grade, a leadership course position paper on ethics and leadership.

GOAL 3: Support the specific academic goals and standards of each program in the Division of Health Services Education.

STANDARD

- 3a. Attain outcome results as defined in the goals and standards of the BS Health Care Administration program.
- 3b. Attain outcome results as defined in the goals and standards of the MS Health Services Administration program.
- 3c. Attain outcome results as defined in the goals and standards of the Quality and Patient Safety Certificate program.
- 3d. Attain outcome results as defined in the goals and standards of the Health Care Business Management Certificate program.

GOAL 4: Attract and retain highly qualified and experienced faculty who reflect the values of Regis University and who represent the health care community's best talent, leadership, and professional opportunity.

STANDARD

- 5a. Average satisfaction scores on the course/faculty evaluations will exceed satisfactory on specified questions related to instructor performance.
- 5b. Average satisfaction scores on undergraduate and graduate exit surveys will exceed satisfactory on specified questions related to instructor performance.
- 5c. The mix of faculty and affiliate faculty will represent a combination of hospital-based and non-hospital-based practitioners from a variety of health care disciplines and health services settings.

- 5d. Affiliate faculty will attend a minimum of one orientation and/or faculty meeting/development activity per academic year.

THE BACHELOR OF SCIENCE IN HEALTH CARE ADMINISTRATION

Program Overview

The Health Care Administration (HCA) Program was approved in 1993 and accepted its first class in the Spring of 1994. The program offers a Bachelor of Science degree in Health Care Administration in the online delivery format.

The program prepares students for a variety of entry level roles in the health care industry. Health care administrators and managers can assume a wide range of roles in diverse areas including experiential and administrative management, patient and customer services, provider relations and contract administration, sales and marketing, outcomes research, and consulting. Employment opportunities exist in all types of health care organizations and related settings. Such settings may include hospitals, nursing homes, mental health facilities, ambulatory facilities and clinics, insurance companies, state and local health departments, other government agencies, managed care organizations, educational institutions, computer firms, service agencies, and other, private industry.

The curriculum combines classroom learning with an administrative internship which features on-the-job, supervised experience in an approved facility.

Mission of the Health Care Administration Program

The mission of the Health Care Administration Program is “to promote excellence and leadership in health care administration.”

Health Care Administration Program Goals

Inspired by the Regis University vision of leadership in the service of others, the goals and standards of the Health Care Administration Program are as follows:

- GOAL 1: Develop and maintain a curriculum for the HCA student that effectively prepares him or her for professional positions in the current HCA health care delivery market.

STANDARD

- 1a. All domains and competencies are included in the program course work.
- 1b. Course syllabi are reviewed at least annually by the HSE faculty for currently relevant content and appropriateness based on faculty input, student course evaluations, and other available feedback (e.g., HSE Advisory Board, employer surveys, etc.).
- 1c. Every student completes a capstone project, which demonstrates advanced skills in project management.
- 1d. Average satisfaction scores on the undergraduate exit survey exceed satisfactory on specified questions related to curriculum content and educational preparation.
- 1e. Results of the internship site evaluations of student performance, graduate exit surveys, and one-year graduate surveys are reviewed annually with corrective action implemented in any area of curriculum weakness as indicated by the review process.

- GOAL 2: Provide educational opportunities for the practicing health care administrator or manager to expand existing skills and learn new skills for success in the current health care market.

STANDARD

- 2a. Engaging local professional to promote specified courses or events for continuing education.
- 2b. Average satisfaction scores on course and faculty evaluations exceed satisfactory on specified statements related to curriculum content and applicability.

GOAL 3: Promote both traditional and non-traditional HCA career opportunities through active participation and support of health services initiatives throughout the community.

STANDARD

- 3a. The RHCHP Associate Dean and full-time faculty members establish and complete target activities on an annual basis.
- 3b. A minimum of two (2) new internship sites per year, other than hospitals, are identified and contracts obtained.

Bachelor of Science in Health Care Administration

The HCA curriculum consists of 39 hours of professional courses in the major discipline of health care administration plus 3 semester hours of Ethics in Health Care Services. The HCA degree plan includes the following:

HCA Professional Requirements (39SH)

3 CH	HCA 402A	The Evolving Health Care System I
3 CH	HCA 402B	The Evolving Health Care System II
3 CH	HCA 408	The Politics of Health Care
3 CH	HCA 423	Foundations of Health Law
3 CH	HCA 425	Assessment of Quality Care and Patient Safety
3 CH	HCA 432A	Leading Effective Organizations I
3 CH	HCA 432B	Leading Effective Organizations II
3 CH	HIM 450	Health Care Informatics and Information Systems
3 CH	HCA 458	Project Management in the Health Care Sector
3 CH	HIM 460	Health Statistics and Research Methods
3 CH	HCA 466	Managing Health Services Reimbursement
3 CH	HCA 480	Applied Capstone in Health Care Administration
3 CH	HCA 485	Administrative Internship

RHCHP Core Studies Requirements (51 SH)

In addition to the HCA professional course requirements, candidates for the Bachelor of Science degree must complete 51 hours in The Rueckert-Hartman College for Health Professions core studies requirements as listed below:

9 CH	Natural Sciences/Mathematics/Computer Science
3 CH	MT 274 - Introduction to Statistics for Health Professions*
6 CH	Social Science/Economics/Business
3 CH	EC 330 – Principles of Microeconomics*
3 CH	HCA 452 – Human Resource Management in Health Care Settings
	or
	BA 452 – Management of Human Resources*

3 CH Philosophy
3 CH HCE 435 - Ethics in Health Care Services*
6 CH Religious Studies
6 CH Literature/Humanities/Oral & Written Communication
3 CH English Composition
6 CH Accounting I & II

General Electives (30 SH)

*Department Requirements

The total required for graduation are **120 semester hours**. A minimum of 30 graded credit hours must be completed at Regis University.

Program Schedule

HCA courses are offered in an 8-week online format, semester-long Internship and limited semester-long classroom courses.

The program is designed to be completed in 24 to 30 months depending on the semester of enrollment and the academic course load per term. Students are strongly encouraged to work closely with their advisors to develop an individual academic plan.

Administrative Internship

The Administrative Internship (HCA 485) is a structured administrative internship experience. The course involves placement at one or more internship sites and completion of 120 documented hours at the selected site.

A faculty Coordinator will work with the student to obtain placements that are convenient and consistent with the student's area of interest. Whenever possible, the student's request for a specific site or range of dates is honored. However, the program does not guarantee placement at the student's site of choice or within specific requested dates. Internships are often unpaid and subject to employee regulations.

It is the responsibility of the student to become familiar with all policies and procedures regarding the administrative internship. As stated in the manual, it is the responsibility of the student to initiate the request and required forms for the internship placement process. All forms and related instructions are included in the manual.

Students may be required to have a background check, drug screen, health status report, immunization record, and proof of insurance on file prior to application for internship placement. If required by the supervising institution, name tags are issued immediately prior to student placement for a nominal fee.

THE MASTER OF SCIENCE IN HEALTH SERVICES ADMINISTRATION

Program Overview

The graduate program in Health Services Administration (HSA) was approved in January 1999 and accepted its first class in August 1999. The program offers a Master of Science degree in Health Services Administration. The program is designed to encourage progression from the HCA undergraduate program and serves experienced health care managers with related baccalaureate degrees. Program requirements can be completed in an average of 24 months depending on the semester of enrollment and the academic course load per term.

The field of health services administration encompasses many services and roles in the management and administration of the health care systems and related industries. These professionals represent several different disciplines and are employed in a wide variety of traditional and non-traditional settings. Health care is a complex and rapidly changing industry with solid projections for growth in the next several decades. The increased complexity of the system has heightened educational demands on the labor force, particularly those in positions of leadership.

This program is designed in an advanced practice model intended to extend an undergraduate foundation in health care management and/or prior health care management experience. The curriculum contains a challenging master's core with advanced practice courses in financial, operations, quality, and technology management. Special topic courses allow individual students to custom design learning experiences in specific areas of interest and expertise. The curriculum promotes the further development of leadership abilities along with a deeper appreciation of the social and ethical obligations and conflicts inherent within the industry.

Mission of the Health Services Administration Program

The mission of the Health Services Administration Graduate Program is "to promote excellence and leadership in health services administration."

Health Services Administration Program Goals

Inspired by the Regis University vision of leadership in the service of others, the goals and standards of the Health Services Administration Program are as follows:

GOAL 1: Develop and maintain a curriculum for the HSA student that effectively prepares him or her for professional advancement in the current health services market.

STANDARD

- 1a. All domains and competencies are included in the program course work.
- 1b. Course syllabi are reviewed periodically by the RHCHP Associate Dean and the instructor for currently relevant content and appropriateness based on faculty input, student course evaluations, and other available feedback.
- 1c. Average satisfaction scores on the graduate exit survey exceed satisfactory on specified questions related to curriculum content and educational preparation.
- 1d. Average satisfaction scores on the one-year graduate survey exceed satisfactory on specified questions related to educational preparation and current employment.
- 1f. Results of the graduate exit surveys and one-year graduate surveys are reviewed annually with corrective action implemented in any area of curriculum weakness as indicated by the review process.

GOAL 2: Provide educational opportunities for the practicing health services administrator or manager to expand existing skills and learn new skills for success in the current health care market.

STANDARD

- 2a. Promote specified courses or events to local professionals.
- 2b. Average satisfaction scores on course and faculty evaluations exceed satisfactory on specified statements related to curriculum content and applicability.

GOAL 3: Promote both traditional and non-traditional HSA career opportunities through active participation and support of health services initiatives throughout the community.

- 3a. The RHCHP Associate Dean and full-time faculty members establish and complete target activities on an annual basis.

Master of Science in Health Services Administration (36 SH)

The HSA degree plan includes the following curriculum requirements for all students:

36 semester hours

3 CH	HCE 600	Organizational Ethics and Health Care Compliance
3 CH	HSA 601	Leadership & Organization Development in Health Services
3 CH	HSA 602	Organizational Planning and Development in Health Services
3 CH	HSA 604	Foundations of Economics, Accounting & Finance
3 CH	HSA 624	Assessment of Quality Care and Patient Safety
3 CH	MSHI 650	Health Care Informatics and Information Systems
3 CH	HSA 660	Methods of Research and Inquiry
3 CH	HSA 663	Advanced Concepts of Health Care Finance
3 CH	HSA 680	Contemporary Issues in Health Services Delivery Systems
3 CH	HSA 696	Master's Project in Health Services
6 CH		Graduate Electives

HSA Curriculum

The HSA curriculum consists of 30 hours of professional courses in the major discipline of health services administration and 6 hours of elective courses intended to complement the HSA degree.

Technology Requirement

All students entering the HSA graduate program are expected to have ready access to a personal computer with word processing, spreadsheet, graphics/presentation, a microphone, and camera (computer enabled), and internet software programs including email. Microsoft Office Suite is recommended and is available on all campus lab computers. Selected courses will be enhanced with the use of email and other online learning technologies to communicate and exchange learning materials. All students must have a working knowledge of common software applications, including word processing, spreadsheet, graphics/presentation and internet software programs.

CERTIFICATE IN QUALITY & PATIENT SAFETY

Certificate Overview

Measuring patient outcomes has been around since the late 1800s, but it was not until the 1970s that health care organizations began employing quality assurance nurses. Health care organizations have responded throughout the years by setting up quality departments within their organizations. In the past, direction for quality programs was based on requirements of accrediting bodies such as the Joint Commission. In 1999, the Institute of Medicine released a report focusing on the safety of patients in our health care systems. This report triggered several actions including the 100K Lives Campaign, public reporting of health outcomes, pay for performance initiatives and the National Patient Safety and Quality Improvement Act of 2005, which encourages voluntary reporting of adverse events. Reporting of health outcomes by health care agencies and other organizations has created an environment of transparency for health care organizations. The public can now access and compare hospitals on mortality rates, infections rates, whether a hospital has electronic medical records or physician order entry, how many complaints a hospital or nursing home has had, and much more.

The core of the certificate is comprised of four courses. Students who do not have at least two years of health care experience in an appropriate setting or basic knowledge about quality improvement tools may be required to take HSA 610 Health Care Delivery Systems. The Certificate is offered in the online format.

Certificate in Quality & Patient Safety (12 SH)

3 CH	HSA 624	Assessment of Quality Care and Patient Safety
3 CH	HSA 670	Biostatistics & Health Data Analysis
3 CH	HSA 672	Managing Patient Safety and Organizational Risk
3 CH	HSA 625E	Advanced Concepts of Quality: Lean Methodology

Quality & Patient & Safety Admission Requirements

The ideal candidate for the Certificate in Health Care Quality & Patient Safety Certificate holds a baccalaureate degree in Health Care Administration/Management or a baccalaureate degree in a business, clinical or health related field with two or three years of management experiment in a health industry setting and has some experience with health care systems. Applicants without this experience may take a health care delivery systems course to be prepared for this certificate. Applications are individually evaluated based on the following admission criteria:

- A baccalaureate degree from a regionally accredited college or university
Or evidence that undergraduate degree requirements will be met no later than August of the current year
- A minimum undergraduate cumulative grade point average of 3.000 on a 4.000 scale or an admission essay (minimum 750 words with appropriate references) addressing an issue specified in the application materials
- A current resume or other documentation of professional experience
- A completed application form including non-refundable application fee. The application fee is waived for Regis University undergraduate students and graduate students.

NOTE: Applicants without degrees or experience in a health-related field may be required to take prerequisite course work. All documents submitted during the application process become the property of Regis University.

Certificate in Health Care Business Management

Certificate Overview

The HCBM certificate was developed for professionals requiring specific graduate-level, health care management skill sets, though may not have the time or desire to complete a full graduate curriculum. The HCBM certificate provides a broad array of options for professionals to customize a certificate by completing four of nine courses offered. Students, along with their advisors, determine which courses will best enhance professional aspirations.

Students electing to complete a full graduate curriculum at a later date may apply all their certificate courses to the MS in Health Services Administration graduate curriculum. This effectively opens horizons for students to complete one-third (four of 12 required courses) of a graduate degree by completing the certificate.

The HCBM certificate is appropriate for anyone who has already earned an undergraduate degree from an accredited university. Professionals from any of the health care related disciplines are welcome to apply for the certificate program. This includes health care supervisors and managers, pharmacists, physical therapists, behavioral health professionals, nurses, those individuals with a technical background who need additional training in health care business, or those from non-health care industries who provide services for health care clients.

Health Care Business Management Admission Requirements

Select 4 courses (12 credit hours) from the following options:

HCE 600 – Organizational Ethics and Health Care Compliance	3 CH
HSA 601 – Leadership and Organization Development in Health Services	3 CH
HSA 602 – Organizational Planning and Development	3 CH
HSA 620 – Marketing and Public Relations in Health Care Settings	3 CH
HSA 624 – Assessment of Quality Care and Patient Safety	3 CH
HSA 630 – Medical Practice Management	3 CH
MSHI 650 – Health Care Informatics & Information Systems	3 CH
HSA 652 – Human Resources in the Health Care Settings	3 CH
HSA 663 – Advanced Concepts in Health Care Finance	3 CH

ACADEMIC POLICIES AND PROCEDURES

NONDISCRIMINATION

Regis University welcomes students from diverse religious, racial, and ethnic backgrounds and strives to maintain an atmosphere of respect and sensitivity toward the ultimate dignity of each individual. The Division of Health Services Education does not discriminate based on race, color, gender, age, national or ethnic origin, handicap, or sexual orientation in the administration of its policies and procedures.

ADMISSION

Undergraduate Programs

Policy

The applicant is responsible for submission of all required application materials and fees prior to the application deadline. Applications received after the deadline will be considered on a space available basis.

All application materials are reviewed per the established procedure and the student is notified by letter of acceptance or non-acceptance into the program.

To be considered for admission to the **HCA Bachelor of Science degree program**, an applicant must meet the requirements as provided at:

<https://www.regis.edu/academics/majors-and-programs/undergraduate/health-care-administration-bs#how-to-apply>

Graduate Programs

Policy

The applicant is responsible for submission of all required application materials and fees.

All application materials are then reviewed per the established procedure and the student is notified by letter of acceptance or non-acceptance into the program.

The ideal candidate for the Master of Science in HSA holds a baccalaureate degree in health care administration/management or a baccalaureate degree in an alternate or related field with 2-3 years of management experience in a health industry setting. Applicants without this experience may be admitted through the completion of a required introductory health care delivery systems course. To be considered for admission to the **Master of Science in Health Services Administration degree program**, an applicant must meet the requirements as provided at:

<https://www.regis.edu/academics/majors-and-programs/graduate/health-services-administration-ms#ms-health-service-admin-how-to-apply>

Admission Through HSA Undergraduate Progression

Qualified students in the undergraduate HCA program are encouraged to progress into the HSA program. These students complete the same application process except that the application fee is waived.

Refer to [Bachelor's to Master's Dual Degree Programs | FastForward at Regis](#) for details regarding the BS-HCA to MS-HSA progression opportunity.

Admission on Probation

Students who show promise for the program, but who do not meet all admission criteria, may be admitted on a probationary basis consistent with prevailing Admissions policies and procedures.

Conditional Admission

Students who appear to be in good standing, but for whom all admission materials have yet to be received, may be allowed to register for a maximum of nine (9) hours while awaiting official admission.

HEALTH STATUS

Policy

To meet the requirements of the selected organizations with which we have contracts as well as regulatory requirements of OSHA and the State of Colorado, it is necessary for programs in The Rueckert-Hartman College for Health Professions to collect current health information and be able to document immunization status. Health information will be placed in the student advising file and held in strict confidence.

The above documentation must be received before, or during, the first semester in the program. Failure to comply with this policy will prohibit the student from placement in the Administrative Internship (HCA 485). Graduate students wishing to do research in selected settings may also be required by the selected site to document additional immunizations and/or a recent TB test.

HEALTH INSURANCE

Policy

All Health Services Education students must maintain health insurance coverage. This requirement can be met by presenting proof to the Division of coverage by an alternative health insurance plan of the student's choosing.

Documentation of health insurance coverage must be received before, or during, the first semester of the program. Failure to comply with this policy will prohibit the student from placement in the Administrative Internship (HCA 485).

HSE Student Attire for Internships & Practicums

As health care professionals, students in degree programs in Health Services Education are expected to dress in a manner that demonstrates professionalism during class, during on campus activities, and in internship situations. While classroom attire can be of a more casual nature, internship and practicum dress should reflect professional taste and remain in line with the facility where the internship is scheduled.

- **Hair:** Hair should be clean and neatly groomed.
- **Nails:** Nails must be neatly manicured (not chipped) and kept at a length that will not interfere with any job duties you may be asked to perform. Some hospitals or agencies may have policies about acrylic nails, etc. which we will try to identify prior to placement.
- **General Hygiene:** Offensive body odor and poor personal hygiene is not acceptable.

- **Jewelry:** Take a conservative approach to wearing jewelry of any kind.
- **Shirts:** Revealing clothing (e.g., tank tops, spaghetti straps, halter tops, midriffs, tube tops, swim tops) is not permitted, and proper undergarments shall be worn. Torso exposure will not be permitted. Men's shirts must have sleeves and a collar. Shirts with graphics or print that may be considered distracting, provocative, or offensive are not to be worn on campus or at internship sites.
- **Skirts/Dresses:** Skirt lengths must be of a conservative nature; no mini-skirts or tight-fitting skirts are allowed. Dresses made of denim material are sometimes not permitted in facilities.
- **Pants/Slacks:** Pants should fit properly around the waist, have no holes and should not be made of denim.
- **Shoes:** Shoes must be clean and in good condition. Open toe shoes are permitted, but no flip-flops are allowed. The facility may dictate other rules for shoes. Again, we will try to identify this ahead of time for placements.
- **Head Gear:** Only headgear worn for bona fide religious or medical purposes is permissible at internship sites.

A faculty member or internship placement coordinator who sees a student in violation of the student dress code policy will either address the student or notify the appropriate organization's contact. Continued infractions of the dress code policy will result in a discussion with the HSE RHCHP Associate Dean and may place the student in Academic Jeopardy regarding professional behavior.

TRANSFER CREDIT EVALUATION AND DEGREE/CERTIFICATE PLAN

Undergraduate Programs

All transcripts are evaluated for transfer credit according to the transfer credit policies of Regis University and the Division of Health Services Education. A degree or certificate plan is prepared and reviewed with the student prior to, or during, the first semester of the program, or following completion of the first 12 hours of Regis course work as appropriate.

Graduate Programs

Acceptance of transfer credits is permitted at the discretion of the RHCHP Associate Dean. Credit transfers are considered only for courses taken at regionally accredited schools and for course work for which a letter grade not less than a "B" was earned. Additionally, the course must have been completed within the last three (3) years. Students wishing to transfer credits into the Master of Science in HSA must forward a letter stating the request and provide an official school transcript of the course work. A copy of the course syllabus may also be necessary.

A degree plan is prepared and reviewed with the student prior to, or during, the first semester of the program.

REGISTRATION

Registration for the first session of classes is accomplished through the HSE Academic Success Coach.

All further registrations are accomplished by using Web Advisor. The student receives a registration packet containing a schedule of academic offerings for the semester and a recommended schedule for the current session. Again, if there is any question regarding a recommended course, the student is encouraged to contact his or her faculty advisor. The student may register by phone, mail, fax, or in person at the Office of the Registrar. No further tuition deposits are required. If registering by phone, fax or mail, printed confirmation of registration, along with an invoice, is generally mailed to the students within 48 hours of registration.

ADD/DROP

Students may add and/or drop courses through the end of the published add/drop period. Requests to drop a course must be made by calling Student Services or by using WebAdvisor. When a course is dropped within the required time period, the course does not appear on the student's transcript, and the tuition charge is credited to the student's account.

WITHDRAWAL

Students may withdraw from a course beginning the first business day following the add/drop deadline through the published withdrawal deadline for the academic period. If a student withdraws from a course, a grade of "W" will be posted on the transcript. This grade is not calculated in the grade point average (GPA). Tuition refunds are calculated on a sliding scale. Additional information regarding refund policies is available from Enrollment Services.

You can access the withdrawal policy at <http://www.regis.edu/About-Regis-University/University-Offices-and-Services/Academic-Records-and-Registration/Records-and-Registration-Forms-and-Publications/Withdrawal-Form-Cover.aspx>.

TUITION APPEAL INFORMATION

- Refer to [Registration Status Update and Tuition Appeal Policy](https://www.regis.edu/policies/registration-status-update-and-tuition-appeal) at (<https://www.regis.edu/policies/registration-status-update-and-tuition-appeal>)

STUDENT ADVISING

- a. An Academic Success Coach is assigned to all entering HSE students in all programs.
- b. The Academic Success Coach advises students on meeting requirements for their specific program and provides necessary guidance and support for progression through the program as necessary.
- c. Students are encouraged to schedule regular appointments with their Academic Success Coach, in person, by phone, or by email to facilitate ongoing dialogue throughout their course of studies.
- d. Conflicts with the assigned Academic Success Coach must be presented in writing to the Associate Dean.

PROGRESSION POLICIES

Undergraduate Programs

Health Care Administration (HCA) Program

In order for progression through the Health Care Administration program to occur, students must meet the following progression policies.

1. Students must earn a grade of “C-“ or better in all HCA courses. Failure to do so necessitates repeating the course. A course may be repeated one time only with faculty recommendation and the approval of the RHCHP Associate Dean. Students may repeat no more than two courses.
2. Students who earn a grade below “C-“ in more than two HCA courses may be required to establish a corrective plan of action with her/his advisor.
3. If a student has been granted one or more grades of Incomplete in a given academic period, any request for a grade of Incomplete in any subsequent academic period must be authorized by the student’s academic advisor prior to a written request for Incomplete to the instructor(s).

Health Services Administration (HSA) Graduate Program

Candidacy for the Master of Science in Health Services Administration (HSA) degree at Regis University requires successful completion of course requirements. The thirty-six (36) credit hour program may be completed in an average of twenty-four (24) months of full-time study. There is a six-year time limit for completion of all degree requirements. This time limit is computed from the semester in which students complete the first course that is to be applied toward the degree, whether the student has been officially admitted to the program. If students wish to complete the degree after the Degree Plan has expired, readmission to the program is required and a new Degree Plan must be signed.

In order for progression through the HSA Program to occur, students must meet the following grade requirements:

1. Candidates must maintain a minimum 3.0 (“B”) average.
2. No grade may be lower than “C”, regardless of grade point average. A grade lower than “C” is not counted toward graduation but is included in the student’s cumulative grade point average.
3. Graduate students who receive the grade “C-“ or lower for a 600-level course must repeat the course.

Quality & Patient Safety (QPS) Certificate

Students must complete all courses within the certificate program with a minimum 3.0 (B) average to receive the academic certificate of completion.

Graduate students who receive a C- or lower in a 600-level course must repeat the course.

Health Care Business Management (HCBM) Certificate

Students must complete all courses within the certificate program with a minimum 3.0 (B) average to receive the academic certificate of completion.

Graduate students who receive a C- or lower in a 600-level course must repeat the course.

GRADING SYSTEM

The HSE grading system is as follows:

LETTER	POINTS	PERCENTAGE	DESCRIPTION
A	4.00	93 - 100	Outstanding scholarship
A-	3.67	90 - 92	
B+	3.33	88 - 89	Superior work
B	3.00	83 - 87	
B-	2.67	80 - 82	
C+	2.33	78 - 79	Satisfactory work
C	2.00	73 - 77	
C-	1.67	70 - 72	
D+	1.33	68 - 69	Unsatisfactory work of lowest passing quality
D	1.00	63 - 67	
D-	0.67	60 - 62	
F	.00	Below 60	Failure (No credit)
P	*		Pass (grade of "C-" or higher)
N	*		No pass (no credit)
AU	0.00		Audit (No credit)
Y	0.00		Instructor did not submit grades by deadline.
I/F	*		Incomplete. The "-" (grade based on work submitted to this point) will become permanent if work if additional work is not completed by the end of the following semester. A written request and consultation with instructor are required.
W	*		Withdrawal. May occur from the day following the end of the published add/drop period through approximately 75% of the academic period.

* Where grade points are not indicated, the grade does not figure into the GPA.

Grade of Incomplete

1. A grade of "I/F" or "I/(other letter designation)" denotes that the required work for the course is incomplete due to extraordinary circumstances. At least 60% of the course should be completed to be eligible for an incomplete. A student must submit to the instructor, prior to the last day of class, a written request for assignment of such a grade. If no request is received, the student will receive the grade earned to that point as the permanent course grade. The length of time to complete the work is negotiated with the instructor and approved by the RHCHP Associate Dean but must, in any event, be completed by the end of the semester following the one in which the Incomplete grade was assigned or prior to internship assignment whichever is first. "F" becomes the permanent grade if no final grade is submitted within the incomplete deadline.
2. A request for Incomplete is justified only based on serious, extenuating circumstances such as extended personal or family illness. Further documentation verifying the situation may be requested.
3. Students on probationary status may not receive a grade of incomplete without the written permission of the RHCHP Associate Dean.
4. If a student has been granted one or more grades of Incomplete in a given academic period, any request for a grade of Incomplete in any subsequent academic period must be authorized by the student's academic advisor prior to a written request for Incomplete to the instructor(s).
5. To request a grade of incomplete, the student must complete the Incomplete Grade Request and Contract form available in the Division of HSE. The student is responsible for initiating this form, discussing the terms with the instructor, and obtaining the instructor's signature. The work to be completed and the deadline for submission is assigned at the discretion of the instructor and in accordance with the Regis University Bulletin.
6. The student is solely responsible for submission of all work according to the terms of the contract.

GRADE APPEALS

You are advised to review the policy at APPEALS OF DISPUTED COURSE GRADES at <https://www.regis.edu/documents/academics/catalogs/2021-2022-regis-university-catalog.pdf> (Page 321) and confer with your Academic Success Coach.

ACADEMIC STANDING AND PENALTY

Students are notified of a change in academic status by a letter from the RHCHP Associate Dean, but failure to provide or receive the notice does not invalidate the action taken. Probation, suspension, and dismissal designations are posted to student transcripts.

Undergraduate Programs

The student must maintain at least a 2.500 (“C”) cumulative grade point average to be in good academic standing. The cumulative grade point average is computed by dividing the total number of grade points earned by the total number of semester hours attempted. A minimum grade of “C-“ is required in all major and minor courses. Any grade lower than “C-“ in an HCA course (major requirement) or minor requirement will not be counted toward the major or minor. In this event, the course must be repeated for credit. A grade less than “C-“ in other courses indicates an academic deficiency; however, these courses will apply toward graduation.

Graduate Programs

Students must have a minimum cumulative grade point average of 3.0 to graduate. A grade of “C-“ or lower is a failing grade and the course must be repeated for credit. If a student’s grade point average falls below 3.0 in a graduate program course requirement, the student is placed on academic probation. Students placed on academic probation have one semester to raise their grade point average to 3.0. Students who fail to raise the cumulative grade point average to 3.0 are suspended from the program. In addition, students who receive a grade of “C” in two courses at the 600-level are subject to academic review and may be suspended from the Program. Suspensions may be appealed to the Chair of the Division of HSE.

Students who are notified of academic suspension for the previous term and who are currently in attendance in a Regis University class may complete that class. Any additional registrations will be dropped.

Refer to the Regis University Bulletin for further information regarding academic standing and penalties.

ACADEMIC WITHDRAWAL FROM AN HSE PROGRAM

A student who chooses to withdraw from a program should give written notice of this decision to the Chair of the Division of HSE. In addition, a form must be completed by the student and signed by the Chair. Any student who withdraws may be readmitted to the program without reapplication and review if the following conditions are met:

1. The student was in good academic standing before withdrawing.
2. The student returns to the program within one calendar year of withdrawing.

The student who meets these criteria must submit a written request for readmission to the Chair. If the stated conditions are not met, the student must apply and be accepted for readmission to the program. Initial acceptance into the program does not guarantee re-admittance.

CONFIDENTIALITY

As a student in the Health Services Education Program at Regis University, you may be exposed to confidential and private information about patients and facilities. Business records from facilities and patient’s medical information are considered confidential and intentional breaches may, in fact, be punishable by fines and jail sentences.

Federal privacy legislation (HIPAA) has mandated sanctions for improper disclosure of patient information. Because of this legislation, you will receive training on HIPAA and other requirements integrated into classroom material as well as prior to completing an internship in your program if required.

You will be required to sign a confidentiality agreement prior to entering any HSE program and/or again prior to completing an internship. Facilities may also require additional confidentiality agreements be signed prior to beginning projects or internships at their facilities. (See Appendix for a sample of the form.)

Because of these legal and ethical considerations, any student enrolled in the Division of Health Services Education who reveals contents of any health record or business record or information inappropriately, except as it relates to the educational process in the classroom or at the selected site, is subject to **immediate** expulsion from the internship/practicum site, and, as a result, may be expelled from the program.

Rueckert-Hartman College for Health Professions Academic Integrity Policy

Refer to the Academic Integrity Policy at

<https://www.regis.edu/policies/academic-integrity>

and confer with your Academic Success Coach.

HIPAA Privacy & Security Reminder

Refer to the HIPAA Policy at

<https://www.regis.edu/policies/hipaa>

and confer with your Academic Success Coach.

DISCIPLINARY EXPULSION

Refer to the Code of Conduct at

<https://www.regis.edu/life-at-regis/student-affairs/student-code-of-conduct>

and confer with your Academic Success Coach.

OFFICIAL GRADE REPORTS

Final grade reports are available online using WebAdvisor approximately two weeks after the end of the academic period by the Office of the Registrar. Grades cannot be released to other parties without the student's authorization. Release authorization forms are available online, through WebAdvisor, as well.

UNOFFICIAL GRADE NOTIFICATION

Grades may be emailed to the student at the completion of the class providing that the student has given permission for the faculty to do so.

WRITTEN EXAMINATIONS

Students are expected to take all exams and quizzes at the scheduled time. The only exceptions to this policy are for medically documented illness, extenuating circumstances of an extraordinary nature or as allowed by law. In such cases, the student is responsible for notifying the faculty member of such circumstances prior to the exam or as soon after the exam as reasonably possible. The faculty member may request written documentation of the circumstances.

Makeup exams will cover the same material and provide the student with similar options for demonstrating competence as the original examination.

STUDENT EVALUATIONS

Course and Faculty Evaluations

Course and faculty evaluation tools serve three primary functions: (1) to encourage the student to assume an active role in the ongoing evaluation and improvement of course content, course design, and faculty teaching performance; (2) to provide the program faculty with student feedback for use in course design, content selection and overall curriculum review; and (3) to serve as a tool in individual faculty development and evaluation.

Course and faculty evaluations are administered in a manner that encourages honest, meaningful response and ensures student anonymity. Specific faculty to be evaluated are designated according to department policy. Evaluations are administered during an established evaluation period. Faculty are not present during the completion of the evaluation forms. Students not attending class during the established period will not be allowed to complete a written evaluation of the course or faculty later.

Course and faculty evaluations are actively used in the ongoing refinement of HSE programs. Students are strongly encouraged to complete all evaluation tools, as instructed, including comments and suggestions.

Graduate Exit Survey

All students are asked to complete a graduate exit survey at the time of graduation from the program. As with course and faculty evaluations, the information is used in program improvement and all responses are anonymous.

STUDENT PARTICIPATION IN STANDING COMMITTEES

Students may select representatives or be invited to serve on various committees including The Rueckert-Hartman College for Health Professions Academic Council and the Division of Health Services Education Advisory Board. In addition, student input will be solicited through survey, participation in task forces, or on an informal basis. Students interested in participating in committees or related activities are encouraged to contact the RHCHP Associate Dean or his/her faculty advisor.

GRADUATION AND COMMENCEMENT

Please refer to:

<https://www.regis.edu/about/offices-services/academic-records-registration/graduation-commencement/index>

GENERAL STUDENT REGULATIONS

See University Student Handbook

GENERAL POLICIES

Regis University, The Rueckert-Hartman College for Health Professions, and the Division of Health Services Education are committed to creating and maintaining an environment where individual and institutional responsibility combine to promote each student's complete development. For the University, the College, and the Division to achieve this goal within an atmosphere where the rights of its members are respected, it is necessary to establish policies and procedures.

All Department of Health Services Education students are bound by the provisions of the *Regis University Student Handbook* and the *Regis University Catalog*, including, but not limited to, the Standards of Conduct and general University policies and regulations.

<https://www.regis.edu/life-at-regis/student-affairs/student-handbook>

and

<https://www.regis.edu/academics/catalogs-and-calendars>

ONLINE CLASS PARTICIPATION

Students are expected to access their first class in each 8-week session by Monday of Week 1. During the class session, students are expected to participate in a responsible, professional, and timely manner respecting other student's postings and faculty input.

CLASS CANCELLATIONS / SCHEDULE CHANGES

Unplanned Absence of a Faculty Member

In the very unlikely case of illness or unplanned absence of a faculty member, the faculty member contacts the division office. The office assists the faculty member in notifying students in the class of the cancellation if a substitute is not available and the notice of the cancellation is received during regular office hours. If possible, the instructor attempts to reschedule the class later in the semester. The RHCHP Associate Dean is notified of all class cancellations/schedule changes.

Classes are canceled due to extreme weather only by Regis University. Cancellation of classes is generally announced over local radio and television stations. Also, you can sign up for the Regis University Alert where you can receive information about a campus closing via email, phone, or text message.

Class cancellations are extremely infrequent. Because of the accelerated format, it is important to make every effort to make up time missed due to class cancellation. However, students will not be penalized if they are unable to attend a rescheduled workshop due to extenuating circumstances.

One weekend will be designated on the academic calendar during each academic session for make up in the event of a cancellation. This will generally be either the weekend between the fourth and fifth workshops or following the fifth. However, this will change each session based on the University calendar. Students should make every effort to plan for and attend the rescheduled class.

DIVISION OFFICE POLICIES

The division staff are valued and an integral part of the department. They are support staff to the full and part time faculty and, as such, maintain heavy workloads. Students should not request to use their office phones, computers, or other equipment, nor should they use the department copier. Phones for student use are located in designated lounge areas and classroom/labs for local calls only. Copiers are located in the library and other sites on campus.

STUDENT CONCERNS AND QUESTIONS REGARDING POLICY

The division staff can answer general questions about division policy; however, they are not the appropriate people to direct complaints or questions regarding specific courses or academic policies. Business of this nature should be directed to the individual faculty member and, if an acceptable solution can not be made with the faculty member, the student is welcome to make an appointment with the RHCHP Associate Dean. Student representatives elected by the student body can also participate in relaying student concerns to appropriate faculty members, committees, or the RHCHP Associate Dean.

STUDENT COMPLAINTS POLICY

Refer to:

<https://www.regis.edu/policies/student-complaints>

TRANSPORTATION

Students need access to a car for experiential experiences. Automobile transportation may be required for experiential experiences as part of a non-internship course. Transportation and related expenses are the responsibility of the student.

STUDENT ACCOUNTS

Refer to:

<https://www.regis.edu/financial-aid/student-accounts/index>

E-MAIL POLICY

Refer to:

<https://www.regis.edu/policies/responsible-use-of-email>

PROFESSIONAL ORGANIZATIONS

Students are strongly encouraged to join and actively participate in appropriate professional organizations. Supporting one or more professional associations or organizations is an important way to demonstrate professional responsibility and contribute to the growth of your profession.

Students in Division of Health Services Education programs are encouraged to obtain or maintain active membership in other professional organizations related to health care. Students should select organizations most closely related to their own professional interests (e.g., finance, technology, long term care, etc.) and/or societies respective to their specialty.

Students in the graduate programs are encouraged to join ACHE (American College of Health Executives), MGMA (Medical Group Management Association), or HFMA (Health Care Financial Management Association).

SERVICE & AWARDS

COMMUNITY SERVICE / SERVICE LEARNING

The educational process at Regis University is founded on Judeo-Christian ideals and is committed to intellectual growth, a search for truth, respect for human dignity, and service to others. As professionals, students are expected to give back to the community through service in a variety of ways. Examples might include: participating in projects that improve access to persons with disabilities; volunteering for community youth or senior projects; or serving as a volunteer at health fairs.

ALPHA SIGMA NU

Alpha Sigma Nu is the honor society for Jesuit colleges and universities. Alpha Sigma Nu recognizes outstanding women and men who have attained a high degree of excellence in their fields and demonstrate scholarship and academic achievement, leadership in service to others, and loyalty to the Jesuit educational tradition. Refer to:

<https://www.regis.edu/life-at-regis/student-activities/clubs-and-organizations/alpha-sigma-nu>

SUPPORT SERVICES

RegisNET Account

All students MUST sign up for a RegisNET account (no charge). Refer to:

<https://www.regis.edu/life-at-regis/student-resources/student-portal>

WebAdvisor,

WebAdvisor, <https://webadvisor.regis.edu>, will allow you to:

- 1) search for and register for classes online;
- 2) view and print your own grades;
- 3) view and print your own unofficial transcript.

Library Services

Refer to:

<https://www.regis.edu/academics/student-success/library>

International Students

Refer to:

<https://www.regis.edu/admissions/international-applicants/index>