



**HEALTH SERVICES
ADMINISTRATION**

STUDENT HANDBOOK

2016-2017

Robert Morris University
School of Nursing and Health Sciences
Department of Health Sciences
Online Health Services Administration Major (HSAM)
Student Handbook

I. Welcome

My name is Dr. Holly M. Hampe. I have over twenty-five years of healthcare experience, with an extensive background in patient safety, quality, risk management and regulatory affairs. As the Program Director and Associate Professor in the Health Service Administration (HSAM) program in the School of Nursing and Health Sciences (SNHS), I am intimately involved in the execution of the program and will provide personal assistance to the HSAM students throughout their academic years.

My educational background includes a Doctoral of Science degree from RMU School of Information Systems and Communication, RN diploma, BSN, Masters Health Administration and Masters Risk Management. In addition, I hold the following certifications: Certified Professional in Healthcare Quality (CPHQ), Certified Patient Safety Officer (CPSO) and Certified Healthcare Safety Professional (CHSP).

As a registered nurse, my work experience included hospital and home care opportunities, along with insurance healthcare cost containment products. My hospital administration experience included administration, nursing administration, quality, risk management, patient safety and regulatory affairs. In addition, I had experience with a group purchasing organization in the development of the organization's quality and patient safety program as the National Director of Quality. Most recently, I was the Vice President and Chief Quality Officer for St. Clair Hospital, Pittsburgh, PA. Besides my academic appointment, I currently serve as a national regulatory affairs consultant for hospital and home health.

Dr. Holly Hampe

Program Director, Health Services Administration
Assistant Professor

II. About Robert Morris University

Robert Morris University, a private nonprofit institution, was founded in 1921 as the Pittsburgh School of Accountancy. In 1935 the School was named The Robert Morris School in honor of a famous Pennsylvanian financier of the American Revolution. In 1962, the Pennsylvania Department of Education approved status as Robert Morris Junior College. With authorization to grant the Bachelor of Science in business administration degree in 1969, the State approved status as Robert Morris College. The State approved the granting of the MBA degree in 1988.

Over the years, most notably since 1990, the College expanded and diversified its curriculum beyond the original specialty of business with its addition of graduate programs in communication, information systems, and education. In recognition of these changes, the Carnegie Foundation reclassified Robert Morris as a Master's (Comprehensive) I institution in 2000. Following a comprehensive self-study and site visit, the State granted University status in May 2001. The institution formally changed its name to Robert Morris University in January 2002.

Robert Morris University is organized into five academic units. Degrees are offered in the School of Business; School of Communications and Information Systems; School of Engineering, Mathematics, and Science; School of Education and Social Science; and the School of Nursing and Health Sciences. Deans of the five schools report to the Provost and Senior Vice President for Academic and Student Affairs. Robert Morris University offers baccalaureate and graduate degrees.

A. Mission Statement

UNIVERSITY MISSION

Robert Morris University is a student-centered institution that transforms lives by building knowledge, skills, and citizenship, all of which focus on the achievement of one's personal and professional goals. Engaged learning, within a highly supportive environment, enables our students to develop strong communication skills, excel within collaborative settings, effectively address complex problems with innovative solutions, and lead with integrity and compassion throughout their lives and careers in a diverse and rapidly changing world.

SCHOOL OF NURSING AND HEALTH SCIENCES (SNHS) MISSION

The SNHS is learner-focused and transforms lives by preparing exemplary healthcare professionals. This is accomplished through the delivery of evidence based academic programs in a highly engaging environment that aligns with accreditation standards and incorporates knowledge of healthcare trends, team based concepts, application of research to practice, inter-professional communication skills, global citizenship, and leadership characteristics, all of which focus on the ultimate goal of leading with integrity and compassion throughout their lives in a diverse and rapidly changing healthcare environment.

HSAM MISSION

The mission of the RMU HSAM program demonstrates Robert Morris University's core values by providing engaged learning experiences to enhance professional preparation while valuing that individuals matter. Staff and faculty are committed to maintain the academic excellence that is associated with Robert Morris University. In the end, the students will be able to positively impact the healthcare industry and improve the health of the community.

B. Vision Statement

UNIVERSITY VISION

Robert Morris University strives to become a recognized *best value* leader by providing a highly proactive student engagement learning environment that is focused on producing graduates of consequence and influence in their personal and professional lives.

SNHS VISION

The SNHS strives to become a nationally recognized "best value" leader and school of excellence by providing a highly proactive, innovative and engaging learning environment that is focused on preparing future healthcare clinicians, scholars, educators and leaders to function within teams and excel in the rapidly changing healthcare environment.

HSAM VISION

The HSAM program will become a major regional educational resource, and become nationally recognized as a program excelling in health administration education. The vision is to provide multidisciplinary health care education to prepare the best top level graduates for positions in health administration that will help lead to improvements in patient safety and quality of care.

HSAM VALUES

- High-quality innovative programs with attention to individual/student achievement (Academic Excellence, Individuals Matter)
- Faculty and student commitment and accountability to the profession (Professional Focus)
- Student engagement through active, lifelong learning in a rapidly changing healthcare environment (Student Engagement)
- Collaboration and inter-professional education to enhance patient safety and outcomes (Changing Lives)
- Appreciation of cultural differences when engaged in health administration activities, from a holistic and global perspective (Global Perspective)
- Faculty models of excellence in the roles of teaching, scholarship, service, and clinical practice (Academic Excellence, Individuals Matter)

C. Academic Calendar

The academic calendar has important dates, including dates for registration, tuition payment, course withdrawal, and semester start and end. Click on the following link to view the RMU Academic Calendar:

[Robert Morris University - Academic Calendar](#)

D. HSAM Faculty

The HSAM program is committed to hiring well-qualified faculty members who have expertise in health administration and education. We encourage you to form scholarly relationships with your faculty and to seek individual assistance when needed. Our faculty is committed to assisting students in achieving success while maintaining the high standards required by the health administration profession. Click on the following link to view a listing of the faculty and staff of the HSAM Department:

[RMU Directory - HSAM Faculty](#)

E. Certification/Accreditation and Approval

The Robert Morris University HSAM undergraduate program is currently in the study year (2016-2017) and will seek certification in 2017 by AUPHA (Association of University Program Health Administration).

The Robert Morris University HSAM graduate program will be seeking accreditation by Commission on Accreditation of Healthcare Management Education (CAHME), after the graduation of the first cohort in August 2016. A letter of intent was submitted in January 2016. Application submission and Site visit will occur in 2017.

F. Transfer of Credits

Undergraduate and Graduate level courses may be accepted. Please contact the Online Admissions Counselor for further information regarding transfer of credits.

[Online Admission Counselors](#)

G. Student Advising and Registration

Once accepted into the HSAM program, you will be assigned to an Academic Advisor who will work collaboratively with the Online HSAM Program Advisor. This course map will determine which courses you need to take for the fall, spring and summer terms. Once your courses are determined, you will be sent an email from your Online Student Services Representative with your recommended courses. Once you reply back to this email, you will be registered for your courses.

If you have questions regarding your courses, please consult your Online Student Services Representative who will answer any questions regarding course progression via email or phone. Your quick response will ensure your successful registration for courses. Please note that you must contact your Online Student Services Representative and copy your Academic Advisor via email to process all Add, Drops, or Withdrawals from courses. Please include an explanation about your reason to Add, Drop or Withdraw from the course. Failure to properly drop or withdraw from a course can result in financial penalty. Please refer to the academic calendar for add, drop and withdrawal deadlines.

[Drop Add Period](#)

H. Curriculum

The RMU HSAM Program offers two online programs:

- [BS Health Science Administration](#)
- [MS Health Science Administration](#)

III. Policies / Procedures

A. HSAM

The HSAM program follows the policies of the University.

[Academic Policies and Procedures.](#)

B. Academic Progression and Graduation

All students who have concerns about their academic standing should discuss academic progression with their academic advisor.

[Undergraduate Academic Standing Policy](#)
[Graduate Academic Standing Policy](#)

C. Attendance

Online students who fail to maintain active participation in an online course may receive a failing grade and are subject to the discretion of faculty to continue in the HSAM online program. If extenuating circumstances occur the student should contact faculty by phone and by email. Faculty will make a decision with respect to continued enrollment in online courses.

D. Academic Integrity

The fundamentals of Academic Integrity are valued within the Robert Morris University community of scholars. All students are expected to understand and adhere to the standards of academic integrity as stated in the RMU Academic Integrity Policy. <http://academicaffairs.rmu.edu/academic-integrity>

Any student who violates the Academic Integrity Policy is subject to possible judicial proceedings according to the recommendations of the Academic Integrity Committee. Sanctions are outlined in the policy and depending upon the severity of the violation could range from no disciplinary action to being dismissed from the university.

The Academic Integrity Policy for the SNHS is consistent with the University Academic Integrity Policy. It is expected that all written work is original and all documentation of internship hours is accurate. Group work should be collaborative and final group projects should reflect “team effort.” Plagiarism may result in course failure or dismissal from the program. Written coursework will be subject to review using “TURNITIN.”

[Academic Integrity](#)

IV. Technology

The HSAM online programs utilize technology exclusively accessible to students choosing the online distance education experience. There are basic skills necessary for online distance education. In addition to skills required for online courses the following are software and communication bundle recommendations:

- Antivirus software
- Microsoft Office
- Professional or Microsoft Office for Macintosh
- Broadband Cable (best)
- FIOS Internet Service (best)
- DSL
- Satellite
- Dial Up (not recommended)
- Firefox or Google Chrome Browser-recommended browser for all Blackboard activities

All courses are web based and accessible from any computer with an internet connection. Robert Morris University uses Blackboard Learning Management System (LMS) for web based courses. Online assistance with Blackboard technology and instructions can be accessed by contacting the RMU Blackboard Help Desk 24-hour technical support at 412-397-2211.

[Technical Support for Blackboard](#)



V. International Experiences

HSAM students are given the opportunity to travel internationally. Dr. Carl Ross serves as Director, International Activities. The following link provides helpful information regarding this innovative program.

The international experience can be used to fulfill the 120 internship hours and can be the topic for the thesis requirement in the undergraduate course (HSAM 4850) or the graduate capstone course.

[Robert Morris University - SON - International Activities](#)

VI. Student Resources

A. Center for Student Success

The Center for Student Success provides services that include but are not limited to counseling, tutoring, and disability services. The HSAM online programs utilize technology exclusively accessible to students choosing the online distance education experience for tutoring and counseling. If you need assistance in classes, please contact your faculty member in addition to the Center for Student Success.

[Robert Morris University - Center for Student Success](#)

B. Scholarship and Financial Aid Information

[Scholarship Information](#)

[Financial Aid](#)

www.pheaa.org

C. Student Email

Email is used by the HSAM Program Director, advisor, online support, and by the faculty to contact HSAM students with important information. Students should read their RMU student email daily.

NOTE: If you have another email address, that you currently use, you may have your RMU student email forwarded to that address. Please contact the RMU IT Help Desk for assistance.

[RMU IT Help Desk](#)

D. RMU Library

The RMU library is staffed by qualified librarians to assist you in your scholarly projects. The RMU Electronic Library is a helpful service to search databases while off campus.

[RMU Library](#)

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VI. Graduation Information

A. Commencement

RMU hosts a formal commencement ceremony each May that includes both the December and May graduates. The dates are included in the academic calendar. This formal academic ceremony is rich with tradition and includes the academic procession of administrators, faculty, and students, a pertinent message delivered by a guest speaker, and the presentation of your diploma. Academic regalia are worn. Family and friends are encouraged to attend. Note: Students who will complete all courses for their degrees by the end of the summer session following the May commencement will be included in the May ceremony.

Students must apply for graduation online in the first two weeks of the semester in which they will graduate.

VIII. Extracurricular Activities

A. Dean's Student Advisory Board – BS HSA and MS HSA

Two representatives from each class are selected to serve on this advisory board. The board meets two to three times per term and discusses the HSAM programs-related ideas and concerns with the Dean of the School of Nursing and Health Sciences along with the other online SNHS program students.

B. Student Activities

Robert Morris University offers many services and activities for both resident and commuter students, including clubs, fraternities and sororities, Division I Athletics, intramural sports, marching band, and theatre. Online students are encouraged to participate in committee activities and can do so via telephone. Students who wish to take advantage of on campus activities may do so.

Any questions regarding the program should be directed to

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