

Baker College

College of Health Science

Healthcare Administration

Program Handbook



2023-2024

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PART I

INTRODUCTION

This handbook contains information regarding the academic policies and procedures that govern the Baker College Health Science programs. Students will read this handbook and keep it with their school records for easy reference. By signing the Acknowledgement located at the end of the handbook, students acknowledge that they have read this handbook and understand the material presented. Students are encouraged to review the [Baker College Student Handbook](#) for detailed information on all Baker College policies.

THE PHILOSOPHY OF BAKER COLLEGE OF HEALTH SCIENCE PROGRAMS

The College of Health Science is committed to excellence through quality academic programs. This is accomplished by providing real-world laboratory and clinical experiences, professionally relevant resources and highly qualified faculty. Our success is evident and transparent as our graduates routinely exceed the national average pass rate on standardized certification exams.

MISSION

The mission of the College of Health Science, through a career focus, is to support the individuals and initiatives of Baker College healthcare programs with the common goal to develop quality, professional and compassionate graduates.

VISION

The College of Health Science aspires to:

1. Strive for excellence in the scientific, professional and humanistic aspects of each chosen profession.
2. Practice in a manner consistent with accepted, evidence-based guidelines, centered on quality, client and community relationships.
3. Modify practices and educational outcomes in response to changing trends in health professions.
4. Uphold high standards of academic performance.
5. Support the mission of Baker College through interaction with the greater community.
6. Adapt programs to meet professional and employer expectations.
7. Promote the value of lifelong learning for faculty, staff and graduates.
8. Foster open and collaborative relationships with other disciplines within and beyond health sciences.

ACADEMIC ADVISING

Health Science students may receive advising from **OneStop**. Once accepted, students may receive guidance from a program official. Any students with program specific questions are encouraged to seek out a program official.

CLASS SCHEDULES

The College reserves the right to change course schedules and/or cancel courses. Should it be necessary to change schedules, students will be notified via Baker email, mail or telephone. Students should check the Baker College Student Handbook on policies related to inclement weather. Additional information will be provided by the campus program official as necessary.

ATTENDANCE

Professional programs at Baker College are demanding and require students to be focused and committed. Important material is gleaned from each academic experience; therefore, regular attendance is crucial to student success. Students are expected to attend and be responsible for content presented in didactic, laboratory and work experiences. Many hours of self-directed study and preparation are required each week. Students are expected to be on time. Tardiness is considered unprofessional behavior.

Students are expected to make the appropriate and necessary arrangements in their work schedule and personal life as needed to meet the program requirements. If an unavoidable absence due to such events as illness or family emergency occurs, students must submit appropriate documentation. Reference the Student Handbook Attendance Policy.

Attendance at Work Experiences, Clinical Internships or Fieldwork Experiences

Work experience courses are challenging work opportunities related to your major or intended career that require you to reflect and integrate your college learning in the professional world. These courses require students to locate, secure and complete required hours. In addition, work experiences should provide students an opportunity to focus on program outcomes. If the student does not retain the work experience that they have selected, the College is not obligated to seek out an alternative site. Work experiences may require attendance up to 40 hours per week with a minimum of 121 hours to a maximum of 180 hours of paid/unpaid experience in a health or health related setting. Inability to perform at a full-time status may prevent the student from obtaining work experience placement. In the event the student is offered employment while participating in the work experience, a program official must be notified.

Students will abide by the following guidelines:

- Students will attend all scheduled sessions during the semester and will report all absences or tardiness to the work experience site and program official prior to scheduled start time. Students will not leave the work experience setting during their assigned hours unless they have followed appropriate work experience and program policy. Additional documentation may be required per program policy. Excessive absences, tardiness or unauthorized schedule changes may be grounds for withdrawal from the work experience.
- Students will arrange clinical site placement and complete the worksite registration prior to the deadline provided in WRK 4410.
- Students will accommodate didactic and work experience schedules that may follow a non-traditional format. This may include evenings, weekends and holidays.
- Students will arrive at the work experience setting at least 15 minutes before their scheduled time.
- In the event Baker College closes (power outage, weather, etc.), students will report to their work experience unless travel conditions are unsafe. If travel conditions are unsafe, the student must inform the program official and work experience supervisor of the circumstances that prevented attendance. Reference the Baker College Student Handbook Inclement Weather Procedures for more information.
- Any change in a student's schedule must be approved by a program official and work experience supervisor. The student is responsible to notify a program official promptly of any such change.
- Students must request time off for personal days, vacation or interviews. These events must be previously approved by a program official and work experience supervisor.

LEAVE OF ABSENCE

All time missed shall be made up under guidelines set by both the program and clinical site.

Military Leave - Students are allowed to make up any missed time due to military duties.

Bereavement - Students who are absent from a clinical internship as a result of the death of a member of the immediate family will, upon notification and approval of the clinical instructor, will be entitled to release time not to exceed three (3) regularly scheduled days of clinical. Hours and/or competencies missed will be completed at a later date. Immediate family is herein defined as follows:

- Spouse ➤ Sibling
- Child ➤ Grandparent
- Parent ➤ Grandchild

Upon authorization from program officials and/or clinical instructor, bereavement leave may be granted for deceased persons not listed above.

OUTSIDE OBLIGATIONS

Completion of program requirements is demanding and it is recommended students limit outside employment and other obligations. Conflicts with other obligations are not considered sufficient reason for changes in course schedules, academic or clinical assignments.

PREGNANCY

Should any student suspect pregnancy, they are encouraged to report it immediately to a program official. This is voluntary on the part of the student. However, failure on the part of the student to notify a program official, in writing, of an existing pregnancy, shall absolve both the college and the clinical education center of any responsibility from an assignment to a potentially hazardous environment.

PROFESSIONALISM

Students will abide by the ethics and standards within their chosen career field throughout the program. This includes personal conduct, professional attitude, appropriate dress and the confidentiality of student, client and patient information. Any breach of these standards may result in dismissal from the program.

PROFESSIONAL CONDUCT

Students will adhere to the code of conduct/ethics outlined by the professional standards for each program. Students will address their instructors (didactic and clinical) using honorifics such as Dr., Mr., Mrs., Ms. or Miss at all times while in the program, unless otherwise instructed. See Baker College Students Handbook for additional professional conduct policies.

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT (HIPAA)

HIPAA training will be provided to all undergraduate students in HSC 1010. Individual clinical agencies may also require students to participate and complete HIPAA training as it relates to that facility. Violation of HIPAA policies may result in expulsion from Baker College and/or civil or legal actions against the student.

CONFIDENTIALITY

The principle of confidentiality is one of the central, ethical responsibilities of all health professionals and will apply in all circumstances. Confidentiality regarding HIV/HBV status of students, faculty and staff shall be strictly maintained pursuant to federal and state laws. Confidentiality regarding patient care and information must be strictly upheld. Individual clinical sites may require students and faculty to sign confidentiality statements. Breach of confidentiality policies may result in student failure of the clinical experience, failure of the course or expulsion from Baker College.

SOCIAL MEDIA

Students will abstain from using personal cell phones, electronic devices and computers to take photographs or access social media while in a clinical or laboratory setting. The use of cell phones in the work experience setting may be prohibited by program officials and work experience site policies. Unauthorized use may result in dismissal from the work experience. Students must adhere to the Baker College social networking policy as stated in the Baker College Student Handbook.

ETHICAL CARE RESPONSIBILITIES

Students will provide quality and dignified health care to every patient regardless of their social status, race, ethnic background or diagnosis. Students will apply legal and ethical principles to the caring practice of their chosen field in a culturally diverse society. Client confidentiality is an essential element of ethical care.

APPEARANCE

Professional appearance may require a specified uniform. Student appearance should not be visually distracting or disruptive to the educational or clinical practice experience.

- Students will refrain from wearing low-cut tops and clothing that reveals trunk skin or under clothing when standing or sitting.
- Closed-toe shoes are required for laboratory and clinical settings.
- Hair, sideburns, facial hair and nails are to be neat, clean and trimmed to a length that will not interfere with safety and performance of skills.
- Attempts will be made to cover visible tattoos.
- Facial piercing jewelry may not be allowed in laboratory and clinical settings.

- Students will limit or avoid the use of perfumes, colognes, lotions or other products due to sensitivities and possible triggering of respiratory reactions. Students will not smell of smoke.
- Students will practice proper personal hygiene.
- Students will wear a form of identification at all times within the clinical environment.

If students do not meet the appearance expectations, they may be sent home at the discretion of the work experience supervisor or the program official. Students sent home due to inappropriate appearance are responsible to make up the time missed. See program specific information for more detailed requirements.

SMOKING

Tobacco and smoking-related products are defined as any type of tobacco product or product intended to mimic tobacco products or the smoking or vaping of any other substances. This includes but is not limited to cigarettes, cigars, cigarillos, smokeless tobacco, electronic cigarettes, pipes, bidis and hookahs.

- Students will abide by the Baker College Smoking Policy. Reference the Baker College Student Handbook Smoking Policy for more information.
- Work experience sites may have additional guidelines the student must adhere to during the work experience.
- If students smell like smoke, they may be dismissed from the work experience for the day and will be required to make up the absence.

EMAIL COMMUNICATIONS

Faculty and staff at Baker College will only accept and respond to email communications generated from a Baker College email. Students will have a Baker College Email Account and are responsible for checking on a daily basis for important communications, updates and course changes.

CRIMINAL HISTORY AND BACKGROUND REQUIREMENTS

A criminal background check may be required prior to entering the professional track and/or work experience portion of the program. A report from state, federal and sexual offender databases may be required by clinical sites. Students having certain felony convictions or misdemeanors are not allowed in the clinical settings by law; therefore, students will not be allowed to enter the clinical environment. Credentialing bodies may prohibit individuals with certain criminal histories from taking a licensure exam. Students are urged to research their ability to become licensed in their chosen profession prior to applying to the program.

IMMUNIZATION REQUIREMENTS

Students may be required to provide proof of immunizations, boosters and/or titers, current TB test results and other screenings pertinent to their chosen profession. Effective January 2022, students in limited enrollment programs and open enrollment health science programs with clinical/work experience components in healthcare settings are required to have the COVID vaccination. Immunization requirements must align with specific clinical/work experience site policies.

Students are financially responsible for all immunizations, tests and titers needed for program requirements.

- [Baker College Health Information Form](#), includes emergency contact information and affirmation that the student's immunizations are complete.
- *Tuberculosis Testing*: T.B. skin test, serological test or chest x-ray results must be submitted on an annual basis. Students will not have active or communicable tuberculosis. (documented 2-step once and then standard TB test annually as applicable to the individual student)
- *Varicella-Zoster Testing*: Provide documentation to verify immune status via serologic testing or documentation of immunization.
- *Measles, Mumps and Rubella Immunization*: Students born after December 3, 1956 will submit a valid immunization record documenting administration of this required immunization (MMR) and/or verification of immune status for measles and rubella via serologic testing. Boosters and/or titers may be required.
- *Tetanus/Diphtheria/Pertussis Immunization*: Students will submit a valid immunization record documenting a primary series and booster dose (Tdap) within the previous ten (10) years.
- *Hepatitis B Immunization Series*: Students will submit documentation of having received or in the process of receiving the Hepatitis B immunization series. A lack of the Hepatitis B series may prevent students from access to some clinical site placement.
- *Influenza Vaccine*: Most clinical locations require students to obtain an annual flu vaccine. This requirement will be enforced to enable students at Baker College to be placed in clinical rotations. Failure to meet this requirement may result in loss of clinical placement and failure to meet course objectives.
- Some clinical agencies may have additional health requirements for students other than those listed in this handbook. Students will be notified of those facilities requiring additional immunization/vaccines prior to the practicum start date.

Immunization Exemption

If certain immunizations conflict with the religious beliefs of students or are medically contraindicated, students should submit a statement of the same to the campus Program Director. Students should also submit a valid immunization record of other administered immunizations.

Clinical affiliates may refuse students who do not have all current immunizations. This may affect clinical assignments and could result in the inability to complete the program.

HEALTH INSURANCE

Students enrolled in the College of Health Science must have health insurance during the time in which they are in any clinical/work/fieldwork experiences. Students are responsible for all associated costs for health insurance. Please go to: <https://www.healthcare.gov/> for more information on securing health insurance.

BASIC LIFE SUPPORT (BLS) CERTIFICATION REQUIREMENTS

Students may be required to obtain and maintain Basic Life Support (BLS) for Healthcare Providers certification from the American Heart Association. Students may be required to provide their clinical facility with a current BLS certificate when requested.

PROFESSIONAL LIABILITY

Professional liability insurance covering students during the Baker College academic related clinical experiences will be provided by the College. This does not prevent students from obtaining their own professional liability insurance if they choose to do so. Students are responsible for all costs associated with background, drug screens, immunizations, health insurance, BLS certification and all other items or services required by the work experience site.

ESTIMATE OF FEES

Item or Service	Average Range of Fees
Background Check – Required. Based on the number of counties of residence.	\$20 - \$50
Drug Screening – If required by a clinical site.	\$25 - \$50
Fingerprinting – If required by a clinical site.	\$68 - \$100
Immunizations/Titers – Required. Varies by student’s past immunization history.	Varies
Immunization Tracking – Required.	\$15 - 25
COVID vaccination - Required (Effective January 2022)	Varies
Clinical Placement Service – If required by Program or Clinical Site.	\$10 - \$25
Standardized Assessment Exam – Required.	\$50 - \$75
Basic Life Support/CPR/First Aid training - Required	\$50 - \$125
Other program associated costs – Varies by program.	Varies

Item or Service varies by program and/or clinical site

TRANSPORTATION

Work experiences occur at a variety of health care facilities that may be an extended distance from home or campus. Some clinical sites may be further than 100 miles away. Relocation may be necessary. Reliable transportation is necessary to assure prompt arrival and attendance. Students will have a backup solution planned in advance in the event their primary mode of transportation fails. If an overnight stay is required for a work experience, the cost will be at the student’s expense.

BLOOD BORNE PATHOGENS (BBP)

BBP Training will be given to each student based on program requirements. Reinforcement of the BBP training will be incorporated into lab and other selected courses. All students, faculty and staff have the responsibility to maintain and share the current knowledge regarding these guidelines. See program specific information for procedure to complete this requirement.

LATEX ALLERGIES

The goal of the College of Health Science is to provide a latex safe environment for workers and students. However, because latex can be found in a variety of products (erasers, wallpaper, paint, computer terminals, etc.), it is impossible to ensure a latex free environment. Students with a history of latex allergies or students with a history of allergic reactions should notify their instructors in laboratory courses where latex exposure may occur. If students suspect that they are experiencing a latex allergy while attending Baker College, they should notify the instructor as well as their Program Director. Students with latex allergies should consult with their personal health care provider regarding the impact of this allergy on health careers and treatment options.

Baker College will make all reasonable accommodations to provide latex free products for students who request them.

AFFECTIVE, COGNITIVE and PSYCHOMOTOR DOMAIN REQUIREMENTS

The curricula leading to a degree from the College of Health Science requires students to engage in diverse and complex experiences directed at the acquisition and practice of essential knowledge, skills and functions. Combinations of cognitive, affective, psychomotor, physical and social abilities are required to acquire the knowledge and skills needed to perform the varied roles in healthcare. In addition to being essential to the successful completion of the requirements of a degree, these skills and functions are necessary to ensure the health and safety of patients, fellow students, faculty and other health care providers.

The following motor, sensory, communication and intellectual requirements comprise the attributes a student must possess to meet program outcomes. See program specific information for more detailed requirements.

Affective Domain

- The student must be capable of responsive and empathetic listening to establish rapport in a way that promotes openness on issues of concern and sensitivity to potential cultural differences.
- Emotional stability to function effectively under stress and to adapt to an environment that may change rapidly without warning and/or in unpredictable ways.
- Capacity to demonstrate ethical behavior, including adherence to the code of conduct of your profession, as well as applicable laws and regulations governing the healthcare profession.

Cognitive Domain

- Cognitive abilities necessary to master relevant content in courses at a level deemed appropriate by the College. These skills may be described as the ability to comprehend, memorize, analyze and synthesize material in a timely manner.
- Ability to think critically, prioritize, organize, utilize time management and demonstrate problem-solving skills.

Psychomotor Domain

- Ability to recognize one's own limits, both personally and professionally, as related to one's skill and knowledge.
- Capacity for the development of a mature, compassionate, respectful, sensitive and effective therapeutic relationship with patients and their families, including sufficient emotional and intellectual capacity to exercise good judgment and complete patient care responsibilities promptly and professionally.

Communication

- Ability to effectively communicate in English through speech, hearing, reading, writing and computer literacy using accurate and appropriate terminology with classmates, faculty, patients, their families, members of the healthcare team and individuals of all ages, races, genders, socioeconomic and cultural backgrounds.
- Students with hearing or speech disabilities will be given full consideration. In such cases, use of a trained intermediary or other communication aids may be appropriate if the intermediary functions only as an information conduit and does not serve integrative or interpretive functions.

These technical standards reflect performance abilities and characteristics that are necessary to successfully complete the requirements of the program at Baker College. These standards are not conditions of admission to the program. Persons interested in applying for admission to the program should review this information to develop a better understanding of the physical abilities and behavioral characteristics necessary to successfully complete the program. The College complies with the requirements and spirit of Section 504 of the Rehabilitation Act and the Americans with Disabilities Act of 1990. Therefore, the College will endeavor to make reasonable accommodations for participants with disabilities who are otherwise qualified.

Students seeking disability accommodations should contact the College Campus Department of Disability Services. The Department of Disability Services will determine a student's eligibility for accommodations and will recommend appropriate accommodations and services.

LIMITED ENROLLMENT APPLICATION AND SELECTION PROCESS

The Healthcare Administration program is an Open enrollment program that requires no application process. Please refer to this program's suggested academic plan.

ACADEMIC CORRECTIVE ACTION PROCESS

Students who demonstrate unsatisfactory achievement of didactic or clinical performance levels and skills necessary to meet program outcomes will enter the academic corrective action process. This is a graduated process.

1. *Documented Verbal Warning*: A meeting with program officials. This meeting will detail the academic issue and review expectations. If satisfactory progress is not attained after the specified timeframe, students enter Program Academic Probation status.
2. *Program Academic Probation/Written Warning*: A meeting with program officials and the Director of Student Affairs and/or the Dean. This meeting will detail the consequences of failure to make measurable progress or an occurrence of a new or additional concern. A Learning Contract will be created which details the expectations, the method used to evaluate the student's progress and the timeframe for reevaluation. In the event students have not made significant progress or if an additional academic or performance issue is identified, students will undergo a Sanctions Review by an academic committee.
3. *Sanctions Review*: A formal meeting with program officials, the Director of Student Affairs and/or the Dean will be conducted. This meeting will detail the failure to progress and result in a decision by the Sanctions Review Committee. Where program dismissal is the resulting sanction, the decision is final and not eligible for appeal.

PROFESSIONALISM

Students in the College of Health Science are subject to the Baker College Code of Conduct. Additionally, students will adhere to the code of ethics of their profession. In the event students do not meet expectations, the College of Health Science provides the following policy:

When reports of violations are received, students will be notified and will be required to attend a meeting with the Program Director to discuss the violation. The Program Director, in consultation with other faculty or College administrators when appropriate, will determine specific sanctions to be imposed. In addition to the sanctions listed in the Code of Conduct, program-specific sanctions may be imposed up to and including suspension of clinical responsibility or expulsion from Baker College. In cases of recommended expulsion, the program official will consult with the Campus President and the Dean. Where expulsion is the resulting sanction the decision is final and not eligible for appeal.

REQUIREMENTS FOR GRADUATION

Students will pass all professional track courses with the minimum grade requirement to graduate with an undergraduate from Baker College. A minimum grade of B- (2.7) is required for prerequisite Health Science Courses (BIO, HSC). A minimum grade of C (2.0) is required for general education courses. Review program specific information for minimum grade requirements of individual programs.

PART II

HEALTHCARE ADMINISTRATION PROGRAM OVERVIEW

The Bachelor of Healthcare Administration program prepares individuals to develop administrative and managerial skills necessary to work effectively in a variety of healthcare settings. The combination of general education and healthcare administration courses are designed to cultivate critical thinking skills necessary for managing. This program prepares students to plan, direct, coordinate, budget and assess activities in a variety of healthcare settings.

STATE AND NATIONAL ORGANIZATIONS SUGGESTED MEMBERSHIPS

- MGMA Medical Group Management Association www.mgma.com
- AAHAM American Association of Healthcare Administrative Management aaham.org

MISSION

The mission of the Bachelor of Healthcare Administration program is to provide diverse students with learner-centered education and preparation to further their careers as health managers. The program prepares students to successfully plan, direct, coordinate, budget and assess activities in a variety of healthcare settings while working with the numerous challenges confronting healthcare organizations today.

Vision Statement

Our vision is to be recognized by students, peers, employers, and alumni as a high-quality online academic program in the field of healthcare administration.

Core Values

We support our vision via Consideration, Honesty, Inclusivity, Innovation, and Citizenship (CHIIC).

PROGRAM OUTCOMES

- Demonstrate leadership skills through management functions (planning, organizing, staffing and controlling) in healthcare decision-making situations.
- Utilize skills of planning, budgeting, financial reporting and scientific practice to critically think and formulate solutions in healthcare.
- Demonstrate knowledge in health law and regulatory requirements related to healthcare management.
- Evaluate decisions and situations within a healthcare setting that may have ethical implications and how to deal with them accordingly.

- Communicate ideas effectively, be able to comprehend information and respond appropriately and efficiently, within a healthcare setting.
- Demonstrate professional behaviors and attitudes that promote success in the workplace as well as effective social interaction with diverse populations across a range of situations.
- Assess the role of delivery systems within the healthcare industry.
- Incorporate awareness of self, others and community in the areas of intercultural competence, inclusion and equity, teamwork, professional and ethical behavior, community responsibility and engagement, civic knowledge and global and cultural perspectives.

SAFETY REQUIREMENTS

Students may be required to provide proof of current immunization and TB status, depending on the requirements of the externship placement facility. Background checks may also be required.

ADVANCED PLACEMENT/TRANSFER POLICY

The program is transfer friendly with a block of 39 credits for transfer credit. Courses are also available for experiential learning credit.

SUPERVISION REQUIREMENTS

The student will be under the supervision of an externship supervisor. The supervisor will oversee the managerial externship for the student to ensure an experience that providing opportunity for growth and further development as a healthcare administrator/manager.

CURRICULUM DESIGN - SEQUENCING OF COURSES

https://my.baker.edu/ICS/My_Services/Program_Information/

CLINICAL HOURS

121-180 hours of paid or unpaid externship is required as a capstone for this program.

ACKNOWLEDGEMENT

I have read and understand the contents within the Baker College Healthcare Administration 2023-2024 Program Handbook. I understand that I am responsible for the information it contains regarding the Healthcare Administration Program.

I further understand that it is my responsibility to contact an advisor or the Program Director if I have any questions regarding admission into, remaining in, or re- entering my program.

I agree to abide by the policies and requirements as stated in this 2023-2024 handbook.

I understand that I must abide by the professional ethics and standards accepted by professionals in my career choice. Confidentiality of health care information is a must. Adherence to the dress code, personal conduct and professional attitude are professional requirements.

The policies and procedures within the Baker College Healthcare Administration Program Handbook are subject to change to better meet educational needs. Any changes will be communicated to the student. I understand that I am responsible to adapt to any changes that are made to the Program Handbook.

I understand that I may need to undergo a criminal background investigation in order to enter and complete the Healthcare Administration Program.

Print Name

Student Number

Student Signature

Date

College Representative

Date