

Health care
Operations
Management and
Master of Health
Services
Administration at Udint

TheHealthcare Operations
Managementand Master of Health
Care Services Administration Student
Handbook provides the policies
specific to the undergraduate and
graduate programs and is used in
conjunction with Detroit Mercy
Catalog

Table of Contents

Healthcare Operations Management Student and Master of Health Services Administration Handbook 2024-2025	1
HOMProgram Address and Directory.....	4
Academic and Professional Policies and Procedures.....	5
INTRODUCTION.....	5
Honor Code.....	5
College of Health Professions Honor Code.....	5
Professional and Ethical Conduct Policy and Procedures.....	8
Social Media Policy.....	8
Professional Disciplinary Sanctions.....	11
Grading Policies.....	12
HOMUndergraduate Grading Policy	13
MHSAGraduate Grading Policy	15
Academic Grievance and Appeals Policy.....	18
Internship Policies	20
Placing Students in their Current Work Settings	21
General Appearance	21
Professional Dress.....	21
Professional Behavior.....	22
Student Internship Evaluation	22
Student Internship Absence.....	22
Illness Policies	23
Accidents or Unusual Events.....	23
Field Trips	23
Witnessing and Signing Wills.....	23
Client Rights.....	23
Use of Medical Records.....	24

HOM Program Address and Directory

Healthcare Operations Management
(HOM)
Master of Health Services Administration
(MHSA)
College of Health Professions
University of Detroit Mercy
4001 W. McNichols
Detroit, MI 482213038

Healthcare Operations Management
Master of Health Services Administration

College of Health Professions, A241
313-993-1644
Email:stewartr1@udmercy.edu

Healthcare Operations Management
Master of Health Services Administration

College of Health Professions, A249
313-993-2483
Email:fockletv@udmercy.edu

Healthcare Operations Management
Master of Health Services Administration

College of Health Professions, A229
313-993-1695
Email:hightore@udmercy.edu

Healthcare Operations Management
Master of Health Services Administration

Academic and Professional Policies and Procedures

Welcome to University of Detroit Mercy Healthcare Operations Management (HOM) undergraduate and Health Services Administration Masters (MHS) programs. This handbook is intended to be used as a reference for questions regarding policy, procedure related to the HOM and MHS programs. It should be referred to on an ongoing basis as questions arise. In addition to the policies in this handbook, students are expected to adhere to all policies in the Detroit Mercy Student [Code of Conduct](#) and the current undergraduate and current Graduate catalogs.

Students in the College of Health Professions at the University of Detroit Mercy are expected to exhibit behaviors that epitomize academic, professional and personal integrity. They are committed to the traditions of the [Sisters of Mercy](#) and the [Society of Jesus](#) that emphasize values, respect for others, and academic excellence. Adherence to such high standards is necessary to ensure quality in education and clinical care in all College of Health Professions programs. A student's acceptance for a program of the College of Health Professions is conditional upon signing an affirmation of the [CHP Honor Code](#).

Every student will sign a pledge to adhere to and uphold the CHP Honor Code before the start of their first semester. A copy of this signed pledge will be maintained in the students' academic file.

Conduct Policy and your department handbook for further discussion and definition of academic misconduct and integrity.

Cheating by acts of commission or omission is not acceptable behavior for a student in the College of Health Professions. Misrepresentation in academic work includes but is not limited to:

- Submitting the same paper in more than one course without the explicit permission of the appropriate instructor.
- Any form of plagiarism, especially failure to acknowledge ideas ~~guar~~ taken from others, and submitting work prepared by others.
- Submitting scientific research that misrepresents the way in which the work was completed.

Harassment The bully sends malicious and offensive messages to a person and does so many times. This is a form of cyberstalking in the worst cases, and involves constant threatening and rude messages. It can eventually lead to physical harassment.

Flaming: This activity is similar to harassment. The difference is that it is a fight that occurs online that is done via email, texts, and chat. It is a form of public, online bullying that can lead to very serious outcomes with harsh language and images shared about a particular person.

Exclusion This is the act of singling out a person and leaving him or her out of an online group or site. The group will then harass the person that has been left out of the group.

Outing When a bully shares a person's personal and private information, including images and video in some cases. A person has been 'outed' if that person's information is widely available online

Masquerading This is where the bully creates a false identity to harass a person on an anonymous basis. The cyberbully may also impersonate another person so to send that person nasty messages in the other person's name.

Fraping When a person logs onto the victim's social media accounts and pretends to be that person. This is a very serious offense that some may think is entertaining but it can

regardless of race, religion, gender expression, sexual orientation or disability; assuming an appropriate and equitable share of duties among peers.

- , which involves: effectively undertaking duties with alacrity and persevering until complete, or notifying responsible persons of problems, punctual attendance at internship sites, or offering appropriate explanation when unable to be present.
- , that is: being truthful and intellectually honest in communication with others; acceptance of responsibility for meeting multiple demands by establishing proper priorities and by completing work; discerning accurately when supervision or advice is needed before acting; maintaining confidentiality of information concerning patients.
- , which means: neat and clean appearance in attire that is acceptable as professional; maintaining equilibrium under pressures of fatigue, professional stress, or personal problems; avoidance of alcohol or of drugs while at the internship site or while attending class.

The following however, are examples of behavior, which would constitute a violation of professional standards:

- Harassment, harm, abuse, damage, or theft to or of any person or property including copying of copyrighted materials and software on University of Detroit

- Violation of any other established rules and regulations of University of Detroit Mercy, hospital, or any affiliated institution (as used in the above ~~example~~).
- University of Detroit Mercy premises and property shall include the premises and property of any affiliated institution where University of Detroit Mercy students pursue activities for academic credit.

Professional Disciplinary Sanctions

Students who fail to meet the standards specified in the Program policy on attendance, professional decorum, clinical conduct, academic misconduct or dishonesty or professional ethics are subject to sanctions including, but are not limited to, warning, reprimand, probation and dismissal. All violations of professional standards are reviewed by the Academic Progression Committee (APC). ~~The~~ Program Director of HOMMHS will adjudicate all matters involving dismissal for professional misconduct.

A warning is a written letter to a student for misconduct that is found to be isolated, promptly correctable, and does not violate a specific Program, University policy or jurisdictional law. A warning may be issued by any faculty member, or any representative of University of Detroit Mercy. Warnings are reported to the APC and Program Director for informational purposes. Temporary entry is made into the student record and made permanent if further action is required. Warning letter(s) is/are removed upon successful completion of education.

A reprimand is a written letter to a student for misconduct that is found to be more serious than the above, but is still felt to be isolated, promptly correctable, and does not violate a specific Program, University policy or jurisdictional law. Reprimand may be issued by any faculty member through the Program Director. Reprimands are reported to the Dean of the College of Health Professions for informational purposes. A copy is placed in the student's record.

: In a more serious breach of professional standards, a student may be placed on (professional) disciplinary probation. The office of the Chair will decide provisions included in probation, such as the duration and conditions of the ~~probation~~ probation a case by case basis. Such provisions may include a requirement that the student obtain medical (including psychiatric) consultation and treatment, or other requirements that will remedy the misconduct and prevent its recurrence. Examples of ~~requirements~~ requirements may include community service time or service to the university.

Students may or may not be allowed to continue classes while on probation, and may not be allowed to continue in the internship. Students on professional disciplinary probation ~~will~~ be required to meet with the faculty member, advisor or HOMMHS administrative personnel as outlined in the probation contract. Failure to comply with any part of the probation

contract, including regularly scheduled meetings, may result in the student being dismissed from the HOM or MHS program. Likewise, repeated professional disciplinary probation can result in dismissal as described below.

: Dismissal is a permanent separation from the program. Dismissal may be recommended by the APC and forwarded to the office of the Program Director. Dismissal may be imposed with or without the right to reapply for admission to University of Detroit Mercy at a later date. A student may be immediately dismissed for a serious breach of conduct or two (2) successive or three (3) aggregate terms of professional probation. Dismissal from the program will be noted on the student's transcript.

: When medical or psychiatric consultation is required or recommended, all parties will respect patient/provider confidentiality. However, documentation of enrollment and/or completion may be required as a condition for reinstatement.

Grading Policies

- Successful completion of all Healthcare Operations Management/Health Services Administration courses (This includes required supportive core and interprofessional required courses as program appropriate)

programs are not required to obtain their advisor's signature for withdrawal from any course however it is STRONGLY encouraged. Students MHS and HOM programs should make an appointment with their advisors and financial aid before dropping any course or changing registration status. If a student is unable to complete any of their classes and is physically unable to complete the Change of Registration on their own, the student is required to notify the Program Director asking to withdraw from the course prior to the withdrawal deadline.

- In some cases a "Change of Registration" may be initiated by the HOM/MHSA Administration to remove a student from a course. This action is taken at the discretion of the Program Director after consultation with faculty any time the safety or well being of that student, client, other students, or agency personnel are in jeopardy. The action will also be instituted if the student has failed to follow the procedures, regulations, prerequisites, or requirements of the College or when the student has gained registration in a class by misrepresentation (refer to academic advising on subsequent pages).

- The tuition and fee schedule for the University is distributed at registration and is available in Student Services and through the College Office. Course fees vary per course. Included in course fees are liability insurance, equipment and technology services.

- The University permits a student to apply

94-91	A-
90-88	B+
87-84	B
83-81	B-
80-78	C+
77-75	C
74-72	C-
71-69	D+
68-65	D
64-0	F

In order to remain in good standing and/or to progress, an undergraduate student must: a)

Graduate students on probation or who have been dismissed from the MHA program have the privilege of applying for admission to another college, school, or program within the University. If accepted by that school, the student may be admitted on probationary status.

The Veterans Administration will be informed if a student receiving veteran's benefits fails to come off probation at the end of the second term in this status.

Academic Dismissal

Graduate students may be dismissed from the MHA program for any of the following reasons:

- Cumulative GPA remains below C for the second consecutive semester.
- A grade below B- is earned in two courses
- Repeating the same course twice and earning a grade below B- that course twice

When a student is dismissed for academic reasons from the graduate program, his/her transcript will so indicate; "Dismissed for academic reasons". Students who are

previous conditions of probation, accountability, and external conditions impeding success.

8. The program administrator makes the decision to affirm or overturn the original decision on academic progression based on the committee's recommendation within five (5) business days of receiving the committee's decision. This communication will be sent by email to the student's Detroit Mercy email account. This decision is final.
9. In rare instances, the student may request the Dean review the decision. This request for review must state the grounds on which the student believes review is warranted, and this communication must be received by the Dean within 10 business days of receipt of the program administrator's decision. Grounds for requesting the Dean's review are limited to the following: procedural irregularity, substantial evidence not previously considered, undue severity of action, evidence of bias, or evidence of the decision of a search panel, capricious or arbitrary action.

criminal background check and drug screen will be required prior to placement in the internship setting.

Placing Students in their Current Work Settings

A current HOMMHS A

Professional Behavior

Students are expected to exhibit professional and courteous behavior during their internship practicum. A poor attitude, behavior or disengagement with the preceptor and the project will not be tolerated. Such behavior will not only jeopardize the student completing the internship course but may also jeopardize the relationship between University of Detroit Mercy and the organizational partner. In the event that the student is unable to complete their internship agreement or is having difficulties fulfilling their obligation, they are to contact their internship coordinator and faculty immediately. Failure to do so will cause the student to fail the internship course and possibly not complete the program.

Student Internship Evaluation

Evaluation of student performance is an ongoing collaborative process. Students and faculty are expected to communicate frequently regarding the objectives and progress toward completing the objectives. Evaluation conferences are held at mid-point in the internship and an evaluation form is completed by the preceptor during the internship experience.

Student Internship Absence

Each internship course has a prescribed number of contact hours as required by the syllabus. The actual contact hours are stated in the undergraduate and graduate course syllabi. All internship experiences, whether on or off-campus, are learning activities designed to help the student meet course objectives. Tardiness and absences from the practicum are unacceptable except in an emergency situation. Should an absence be unavoidable, the student should notify the preceptor and faculty at least 1 hour prior to the scheduled session. Failure to report an impending absence is considered an accountability and will be reflected in the internship evaluation.

Illness Policies

Students are required to adhere to the internship requirements of the MHS program and to the health policies of the agency. Guidelines for students include:

Use of Medical Records

The regulations regarding access to and use of medical records will vary according to the hospital or agency in which the student is having the administrative experience. As a rule, if students need a patient's/client's record for study purposes, they must obtain written permission from the preceptor.

The Health Insurance Portability and Accountability Act (HIPAA) of 1996, mandates Federal privacy protection for individually identifiable health information. Standards have been set for health care providers (who transmit health care transactions electronically). While at the internship site, most of the health care providers and administrators that you will come in contact with will be under the HIPAA guidelines and requirements. In your studies, and during your internship, you need to be aware of these requirements, and additionally, the administrator will train you on their organization's HIPAA policies and practices. You will need to cooperate with and abide by the training, policies and procedures of your internship setting.