HEALTHCARE OPERATIONS MANAGEMENT PROGRAM

STUDENT HANDBOOK
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purpose</td>
<td>3</td>
</tr>
<tr>
<td>Mission Statements</td>
<td>3</td>
</tr>
<tr>
<td>Accreditation</td>
<td>3</td>
</tr>
<tr>
<td>Contact Information</td>
<td>3</td>
</tr>
<tr>
<td>List Of When Courses Will Be Offered</td>
<td>4</td>
</tr>
<tr>
<td>Academic Calendar</td>
<td>4</td>
</tr>
<tr>
<td>Program Requirements</td>
<td>4</td>
</tr>
<tr>
<td>Textbook Policy</td>
<td>5</td>
</tr>
<tr>
<td>On-line Technology Requirements</td>
<td>5</td>
</tr>
<tr>
<td>MyMethodist Student Portal</td>
<td>5</td>
</tr>
<tr>
<td>Program Syllabus Policies</td>
<td>5</td>
</tr>
<tr>
<td>Technical Support</td>
<td>8</td>
</tr>
<tr>
<td>Academic Progression</td>
<td>8</td>
</tr>
<tr>
<td>Resolution Process</td>
<td>9</td>
</tr>
<tr>
<td>Academic Records And Registrar’s Office</td>
<td>9</td>
</tr>
<tr>
<td>Business Office</td>
<td>10</td>
</tr>
<tr>
<td>Library Services</td>
<td>10</td>
</tr>
<tr>
<td>Student Support Services</td>
<td>11</td>
</tr>
<tr>
<td>Graduation</td>
<td>12</td>
</tr>
<tr>
<td>Alumni Association</td>
<td>12</td>
</tr>
</tbody>
</table>

The policies and procedures contained in this handbook are subject to change without notice at the discretion of the Program Director with the approval of the Dean. Any changes made will be communicated to students in a timely manner. It is the responsibility of each student to be acquainted with all requirements, policies, and procedures for his or her degree program and to assume responsibility for meeting those requirements.

February 5, 2013

Please contact the Program Director, Academic Advisor, or Dean with questions regarding the information in this Handbook or general NMC policies and procedures.
**PURPOSE**

The purpose of this handbook is to provide students with information that supplements the College Catalog and other institutional policies. It is the student’s responsibility to become familiar with these documents and abide by all policies while enrolled at NMC.

**MISSION STATEMENTS**

As a health profession institution, Nebraska Methodist College provides educational experiences for the development of individuals in order that they may positively influence the health and well being of the community.

The Master of Science in Healthcare Operations Management prepares the student to manage the integration of people, processes, and systems in a healthcare environment. To serve as a change agent for initiating and leading quality, productivity, and continuous process improvement efforts, students will develop their abilities to assess situations, uncover problems, identify potential solutions, and implement decisions.

**ACCREDITATION**

NMC is fully accredited by The Higher Learning Commission of the North Central Association of Colleges and Schools, the accrediting agency for the region in which the College is situated. The College is authorized to offer programs of study leading to certificate, associate, baccalaureate and master’s degrees.

**CONTACT INFORMATION**

<table>
<thead>
<tr>
<th>Title</th>
<th>Description</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Director</td>
<td>Student Point of Contact, Coordination of faculty, students, and curriculum for the program</td>
<td>Ann Greiman, MOL 402-354-7138 <a href="mailto:Ann.Greiman@methodistcollege.edu">Ann.Greiman@methodistcollege.edu</a></td>
</tr>
<tr>
<td>Dean</td>
<td>Administrative oversight</td>
<td>Patricia Sullivan, PhD 402-354-7024 <a href="mailto:Pat.Sullivan@methodistcollege.edu">Pat.Sullivan@methodistcollege.edu</a></td>
</tr>
</tbody>
</table>

Faculty in the program can be contacted through their contact information on the course syllabus.
LISTING OF WHEN COURSES WILL BE OFFERED

The listing of courses for the program is located on the NMC website:

http://www.methodistcollege.edu/Documents/Program%20PDFs/MS-HOM-Course-Schedule-2013(0).pdf

ACADEMIC CALENDAR

The academic calendar for when courses will be offered and taught is located on the NMC website:

http://www.methodistcollege.edu/student-life/registrar/academic-calendar/online-academic-calendar

PROGRAM REQUIREMENTS

The Master of Science degree requires 32 credit hours of coursework. A minimum of 23 hours must be completed at NMC.

The Certificate in Healthcare Operations Management requires the completion of 10 credit hours. All 10 credit hours must be completed at NMC.

The student will work with his or her advisor in the selection of courses that best match personal and professional interest, subject to meeting the required number of courses in each program theme:

<table>
<thead>
<tr>
<th>Program Themes</th>
<th>MS Degree</th>
<th>MS Requisite Courses</th>
<th>Certificate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leadership and Management</td>
<td>3 courses required</td>
<td>HOM 503-Managing Team and Group Dynamics</td>
<td>1 course required</td>
</tr>
<tr>
<td>Strategic Orienteering</td>
<td>1 course required</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Human Resource Management</td>
<td>1 course required</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Management</td>
<td>2 courses required</td>
<td>HOM 530-HC Economics</td>
<td></td>
</tr>
<tr>
<td>Systems Thinking and Risk Intelligece</td>
<td>3 courses required</td>
<td>HOM 542-Lean Strategies and Tools</td>
<td>1 course required</td>
</tr>
<tr>
<td>Healthcare Analytics</td>
<td>2 courses required</td>
<td>HOM 550-Turning Data to Information</td>
<td>1 course required</td>
</tr>
<tr>
<td>Healthcare Operations</td>
<td>3 courses required</td>
<td>HOM 560-HC Industry Issues/Trends</td>
<td>1 course required</td>
</tr>
<tr>
<td>Effective Communication Practices</td>
<td>2 courses required</td>
<td>HOM 570-Professional Writing</td>
<td></td>
</tr>
<tr>
<td>Health Informatics</td>
<td>1 course required</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capstone (2 credits)</td>
<td>1 course required</td>
<td>HOM 599-Capstone</td>
<td></td>
</tr>
</tbody>
</table>

Reviewed SP 2013
**Capstone:** Each student enrolled in the Healthcare Operations Management Degree Program is required to complete a 2 credit hour Capstone course in the final term of the program. This is the culminating experience in the graduate program by which the student will integrate concepts, skills, and tools into an applied project.

To lay the groundwork for the capstone project, students will be required to enroll in a zero-credit course in the fourth module of each fall and spring term (Fall D; Spring D)* beginning in fall 2013. Students will be guided through a process to critically examine where concepts, theories and best practices of many disciplines represented in their previous courses intersect, overlap or diverge and to use this information in the creation of new and innovative ideas and strategies that can be used the development and execution of their final Capstone project.

[*Note- Individual arrangements can be made for students who are not otherwise enrolled in the fall or spring D module.]

---

**TEXTBOOK POLICY**

Every effort is made to keep the cost for textbook at or below 50.00 for each course through the use of customized electronic textbooks, standard e-books (Kindle, iPad) and other online resources. Instructions will be provided to guide the student in acquiring the necessary course materials. It is our intent to provide flexibility in the acquisition and use of books to best match individual student preference- i.e. Kindle, iPad, pdf file, or hard copy.

---

**ON-LINE TECHNOLOGY REQUIREMENTS**

The computer and technology requirements for on-line programs are available on the College Website ([http://www.methodistcollege.edu/about/online-technology-requirements](http://www.methodistcollege.edu/about/online-technology-requirements)) and through MyMethodist (FAQs and Help tabs.)

---

**MY METHODIST STUDENT PORTAL**

**MyMethodist:** The student portal for the accessing courses and NMC information is called MyMethodist. It is located at: [https://my.methodistcollege.edu/](https://my.methodistcollege.edu/). If you log into the portal, you can access your online courses in the eRacer learning management system. This portal also provides student announcement and a FAQ section.

**Writing Across the Curriculum:** on MyMethodist is a set of resources WAC (WAC – writing across the curriculum) for improving your writing.

**NetTutor:** Free online tutoring services from NetTutor are available through MyMethodist for currently enrolled students. Available subjects include writing and the sciences. Graduate and certificate students are particularly encouraged to use the writing resources through NetTutor and WAC (above).
iDEA Course Evaluations: The faculty and administration of NMC value the professional feedback of students. Information from iDEA evaluations is used for program and college accreditation and provides faculty with constructive feedback that can be used to impact and improve future instruction. The evaluations for each course are normed with a national database of similar courses and institutions. Students will be asked to complete IDEA evaluations in select courses each semester. Before completing IDEA evaluations, students should reflect on their learning experience in order to provide thoughtful feedback. The faculty and administration expect students to adhere to the tenets of professionalism when rating the course and faculty, especially when writing comments. Any irrelevant or inappropriate comments will not be considered.

Expectations of a Student: It is expected that as a student in the course, you:
- learn how to navigate the course website (MyMethodist)
- keep abreast of course announcements
- complete assignments to the best of your ability and by the due dates
- take responsibility for your learning and ask questions if something is unclear
- let the instructor know if you are having difficulties with the material
- be an active participant in the weekly discussion board or other student-faculty interaction

Electronic Communication: All NMC students are provided with an NMC email address. It is the responsibility of the student to check this email account on a regular basis to receive important information from faculty and other NMC personnel. Students are also responsible for information shared via the online learning management system (MyMethodist).

Faculty Communication: Communication with faculty will take place in the form of email, MyMethodist postings, phone conversations, and possibly online face-to-face interactions. Email communication is the preferred method for communication or for requesting a one-on-one conversation. If you have ongoing difficulty reaching a faculty member, please contact the Program Director.

Online Community: The program is designed to create an effective online learning environment, as well as to facilitate networking and building relationships. This is largely achieved through the discussion-board portion of the courses; therefore, success in this program requires regular participation in course discussion forums and activities. The overarching goal is to discuss the topics at hand and answer questions posed by faculty each week. These interactions are to be meaningful, professional and timely. Specific guidelines are available in each course syllabus. Please take advantage of the opportunity to share relevant experiences and learn from your classmates and faculty.

Professionalism: Students should demonstrate integrity by being open, accountable, and accessible in interactions with others by:
- Understanding the value and impact of ethical decision-making processes
- Developing self awareness of strengths and weakness
• Ensuring that decisions and actions are in compliance with ethical standards of the College and the field of practice

**Late Coursework:** Unless you have notified the instructor ahead of a due date and received his or her approval, a student will be penalized for late coursework. The penalty will be at the discretion of the instructor but will typically be a reduction in grade/points. Details will be in your course syllabus.

**Recording of Class Sessions:** NMC’s prohibits audio/video recording of course activities by students without the written permission of the instructor. You may not record class sessions, video chats, or any other portion thereof unless the Dean of Students has authorized recording as an academic accommodation for a qualified student with a disability and has notified the instructor of that authorization. All such recordings are for the sole use of the individual student and may not be reproduced, sold, posted online, or otherwise distributed.

**Academic Honesty:** NMC Students are expected to conduct themselves in a manner reflecting personal and professional integrity. Academic honesty is fundamental to the integrity of professionals. Academic or academic-related misconduct includes, but is not limited to:

1. Plagiarism from any source.
2. Cheating or assisting another student to cheat on any examination or assignment.
3. Alteration of grades by any means.
4. Submission for credit of any work that is not the work of the student.
5. Falsification of participation and/or documentation in clinical/lab/field assignments.

Any student who fails to follow the academic honesty policy is subject to disciplinary procedures. Penalties can range from receiving a **zero** to receiving a **failing grade** for the course to **dismissal** from the program. The decision will be at the discretion of the instructor in consultation with the program director. Additional details on the NMC’s policy for violating academic integrity are published in the College catalog located on the college website.

[http://www.methodistcollege.edu/college-catalog](http://www.methodistcollege.edu/college-catalog)

**Plagiarism:** NMC’s policies on cheating and plagiarism mandate serious penalties for offenders. If a student commits plagiarism or any breech of academic honesty (whether this is intentional or not), the penalties to be assessed will be as follows: 1) on the first offense, the grade on the assignment plagiarized will be reduced to 0; and 2) on the second offense, the course grade will be reduced to “F.” Faculty discretion may apply. Additional details on the NMC’s policy for violating academic integrity are published in the College catalog located on the college website.

[http://www.methodistcollege.edu/college-catalog](http://www.methodistcollege.edu/college-catalog)

**Disability Accommodations:** Reasonable academic accommodations are provided for students who have documented disabilities and have met sufficiently in advance with the NMC Academic Skills Specialist (Clark 1240, ext. 7214) to develop a written plan. It is the student’s responsibility to notify the College of need for accommodations. Accommodations cannot be granted retroactively, and late notification of need does not excuse the student from work already completed in the course.
**Equal Opportunity/Non-Discrimination:** It is the intent and desire of the College to create an environment for all students and employees that promotes fairness, responsibility, ability and performance. Nebraska Methodist College admits qualified students of any race, color, national and ethnic origin and makes available to them all the rights, privileges and activities generally accorded or made available to students at the College. NMC does not discriminate on the basis of race, color, national and ethnic origin in administration of its educational policies, admissions policies, scholarship and loan programs, or other college-administered programs.

**Syllabus Revisions:** The standards and requirements set forth on syllabi may be modified at any time by the course instructor. Notice of such changes will be posted as announcements on MyMethodist, or by written email notice.

---

### TECHNICAL SUPPORT

- **Password Reset:** All students are provided with one network password that will permit access to each of the following – MyMethodist, Outlook Web Access (for email), and campus computer log-on. If you have a password question or need to have your password reset for any of the above functions, contact the Methodist Health System IT Help Desk at **402.354.2280** or **support@nmhs.org** and refer specifically to your “Network” password *(if you reference MyMethodist.edu, they will not know how to help you)*.

- **Other support:** If you need technical help with computer access, please contact NMC help at **nmchelp@methodistcollege.edu** or call the NMC HELP LINE at **402.354.7008**. If you need assistance after hours (after 4:30 M-F or weekends) email is the best form of communication. Response will occur within 24 hours.

---

### ACADEMIC PROGRESSION

Students enrolled in the NMC Master’s programs must maintain a cumulative GPA of 3.0 to graduate. All programs at NMC require satisfactory progression be made during the student’s academic career. A satisfactory grade in graduate programs is defined as a final course grade of “B” or higher. Graduate students enrolled in the Healthcare Operations Management Program may not receive more than two final course grades below “B” during their enrollment in an NMC graduate program. A third unsatisfactory grade (below “B”) will result in dismissal from the College.1

A student receiving a course grade of “C” will receive credit for the course and may continue to progress in the program. If a student receives a course grade below “C” the student will be required to re-take the course (or depending on the course, replace it with another course from that theme area). This will not disrupt progression in the program and the student may continue to enroll in courses. In each instance, a third grade below “B” will result in dismissal from the graduate program.

The academic advisor will make every effort to keep the student apprised of their status; however given the short turnaround between courses, formal communication regarding...
progression may not occur until after the start of the next course. Ultimately it is the student’s responsibility to track their academic progression. Any questions may be directed to the academic advisor.

All required coursework for the Master's degree must be completed within six calendar years from the date of program matriculation (or the first day of class.)

1 This policy is a modification of the policy in the College Catalog due to the HOM program structure (1 credit hour courses).

RESOLUTION PROCESS

Students are encouraged to attempt to resolve issues and conflicts directly with the person(s) involved. In the event that a student issue or concern is not resolved through ordinary means of communication or conflict resolution, formal resolution processes may be used. The processes for resolving student issues and concerns is available to all students in the College Catalog (and Catalog Addendum), which can be accessed on the NMC website. http://www.methodistcollege.edu/college-catalog. The Program Director and/or Academic Advisor can assist you with the process if necessary.

ACADEMIC RECORDS AND THE REGISTRAR’S OFFICE

- **Leave of Absence**: Students may request a Leave of Absence (LOA) from their coursework by contacting the Academic Advisor. The Advisor will facilitate necessary paperwork completion by submitting a Leave of Absence Request form to the Registrar’s Office. In order to remain in the program, students on a LOA must re-enter their program within one year of declaring LOA status. Students who do not return within one year will be administratively withdrawn and must reapply for admission to NMC.

- **Student Withdrawal**: Students who withdraw from a four-week course before the third week will receive a grade of “W” (Withdrawal) on the final transcript. Specific dates for withdrawal are available in the Academic Calendar. Reference the Academic Calendar specifically for the HOM Program at http://www.methodistcollege.edu/student-life/registrar/academic-calendar/online-academic-calendar.

  Withdrawals after the deadline will result in a final course grade of “F”. Students may initiate the withdrawal process by contacting the Academic Advisor who will facilitate the necessary paperwork for the student. *The last day of course attendance is typically identified as the last day that the student actively participated in the course.* It is very important that student communicate with the Advisor to discuss options if there is any question regarding course withdrawal to eliminate unnecessary unsatisfactory grades from the student’s records.

- **Incomplete**: An “Incomplete” (“I”) is given to a student who has completed a substantial portion of the course, but who cannot complete all requirements of the course by the end of
the term **due to serious illness or other justifiable cause**. An “I” is not granted to a student who has been excessively “absent” during a course or who has simply failed to complete the coursework without an exceptionally good reason. The student faced with extenuating circumstances preventing the completion of course requirements according to the established schedule must contact the course instructor and the Academic Advisor to request an “I”. The student must be passing the course at the time of the request for the “Incomplete”. The faculty member will review the situation and render the decision whether or not to approve the student request. The faculty member may consult with the Program Director or Dean of Health Professions regarding a student’s request for Incomplete. If the faculty member approves, the student and faculty will complete an Incomplete Approval Form detailing the requirements and deadlines for completion of the course. Upon approval, the faculty member will provide the student, Academic Advisor and Registrar with a copy of the Incomplete Approval Form. The responsibility for completing all coursework lies with the student. Completion of course materials should be done within one month of the last day of class if at all possible. The maximum time allowed for the clearing of a grade of “I” is one year from the START of the course.

- **Transcript Request**: Transcripts are issued only when a student submits a written request in the form of a Transcript Request Form to the Registrar. This form can be found at the following link: [http://www.methodistcollege.edu/Documents/TranscriptRequestFormnewsummer09.pdf](http://www.methodistcollege.edu/Documents/TranscriptRequestFormnewsummer09.pdf). Students may print “unofficial” transcripts directly from MyMethodist at anytime.

- **Address Change**: In the case of an address change, students must inform the Academic Advisor and submit a Student Change of Address Form to the Registrar’s Office.

- **Viewing Course Grades**: MyMethodist is NMC’s student information system to view transcripts, grades, class schedule, account balance and other student, program and college information.

---

**BUSINESS OFFICE**

Students pay tuition and fees to the Business Office during their time at NMC. Information regarding financial statements and balance due can be found online through MyMethodist.

The Business Office may work with a student and create a payment plan to assist with tuition/fees. Students who have not made subsequent payments on a payment plan or who have been more than one week late more than once during any semester are no longer eligible for this benefit. Individuals who do not communicate their plans for payment during an entire semester and students who have been on unpaid balance hold more than once during their career at NMC are required to meet with the Business Office Director to develop a plan for payment prior to being eligible for student services (course registration, transcripts or diplomas).

A STOP is placed on a student account when a student does not submit payment prior to “tuition due dates”, or misses a payment plan payment (with 5 day grace period). When an account is on STOP, students are not eligible for course registration, textbooks, transcripts, or diplomas.
Students who repeatedly violate Business Office policies will be referred to the Vice President of Academic Affairs for review and possible action.

LIBRARY SERVICES

The NMC Library provides off-campus access to online catalog and a broad range of educational resources. Students can reach the library by phone (402-354-7245) or email (library@methodistcollege.edu). Online databases can be accessed using NMC user ID and password at the following link: http://www.methodistcollege.edu/library.

STUDENT SUPPORT SERVICES

A complete guide to Student Support Services can be found on the NMC Website at http://www.methodistcollege.edu/student-life/services. Below is a brief summary of some services that are directly related to you and your program. It is strongly recommended that you consult the Website for additional information.

- **Academic Advising:** Following admission to the program, an academic advisor is assigned to each student. The academic advisor serves as the point of contact for students and facilitates academic planning and course registration (including course, program or college withdrawal, leave of absence).

- **Counseling:** The NMC website provides links to local and national resources related to counseling services. This information can be found at the following link: http://www.methodistcollege.edu/student-life/services/advising-and-counseling.

- **Campus Safety:** All information and policies related to Campus Safety are available on the College Website at http://www.methodistcollege.edu/about/policies-and-guidelines/campus-safety. While most of the policies are related to campus-based safety issues, there are many general health and safety tips that are applicable to any individual.

- **Campus Emergencies/Closings:** NMC utilizes a system called E2Campus to communicate campus closings/emergencies with students and employees via cell phone text messaging. Many campus closings do not impact online students; however, it is still important for everyone to be kept updated when such emergencies or campus closings occur. Emergencies can be weather related, power outages, mechanical breakdowns, health emergencies, or local/national crises.

All students with cell phone access may register for E2Campus by completing the following steps. **Please note: You must have your cell phone with you when you register.**

1. Click on the link http://e2campus.com/my/methodistcollege/signup.htm and fill in the information to create an account.
2. Enter your phone and carrier, fill in an opt-out date (use your expected graduation date), check the box “agree to terms” and click “Create Account.”
3. A validation code will be texted to your cell phone. Enter the 4-digit validation code into the website as requested, and submit. Contact the NMC Help Desk if you experience any technical difficulty. NMC will run a test of the service once in the spring and fall terms.

Campus emergencies are recorded on the College Hotline at 402-354-7222, and communicated via NMC email accounts, and posted on the NMC website as long as the emergency has not impacted the internet/computers/server.

---

**GRADUATION**

Students and guests are invited to attend the NMC graduation exercises and events upon the successful completion of College and Program requirements. NMC holds commencement ceremonies in May, August and December of each year. In addition, students are invited to attend NMC’s Morning of Celebration Breakfast, which is held at the Josie Harper Campus on the morning of their graduation. All information regarding graduation is sent to students via their methodistcollege.edu email account. Out-of-town students are encouraged to attend and celebrate with their faculty and classmates.

---

**ALUMNI ASSOCIATION**

The Director of Alumni Services can be reached at 402-354-7256 for information about being involved with the NMC Alumni Association.