

HEALTH CARE ADMINISTRATION

College of Health and Human Services

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Career Possibilities

Provider Relations Director • Clinical Administrator • Financial Analyst • Director of Managed Care • Director of Nursing • Medical Facilities Section Director • Nursing Home Administrator • Medical Records Administrator • Social Welfare Administrator • Emergency Medical Services Coordinator • Public Health Director • Community Organization Director (For more information, see www.careers.csulb.edu.) Various entry-level trainee positions in the health care industry are available for graduates of undergraduate program.

Introduction

The mission of the Health Care Administration Department is to prepare professionals to manage, lead and improve a changing health care system. Our graduate and undergraduate programs are designed, and continually strive to improve their efforts, to meet the needs of the dynamic Southern California health care system, and to emphasize culturally appropriate patient-centered service delivery systems.

The department offers five programs:

1. Master of Science in Health Care Administration
2. Bachelor of Science in Health Care Administration
3. Master of Science in Nursing/Master of Science in Health Care Administration
4. Master of Science in Health Care Administration-Accelerated Program
5. Certificate in Health Care Administration

Accreditation

The graduate program is accredited by the Commission on Accreditation for Health Management Education (CAHME) and the undergraduate program is a fully certified member of the Association of University Programs in Health Administration (AUPHA).

Undergraduate Programs

Bachelor of Science in Health Care Administration (120 units)

Admission Requirements

Prerequisites

1. All students must complete a minimum of 14 semester units or the equivalent in prerequisite preparatory course for the major: ACCT 201, ECON 101 or 300, SOC 250 or PSY 210 and BIOL 200 or BIOL 205 (or equivalent). These courses may be taken after admission to the

program. Computer proficiency in word processing, spreadsheet, database and presentation software is expected. Business calculus (MATH 115) is recommended.

2. An overall grade point average of 2.4 or higher is required for entrance into the program. A minimum grade of "C" is required for each prerequisite course.

Graduation Requirements

1. Complete the requirements for General Education
2. Complete the prerequisite courses
3. Complete the major core course requirements:
 - HSC 150 Medical Terminology (1)
Prerequisites: None.
 - HSC 400 Principles of Epidemiology (3)
Prerequisite: Open to Health Care Administration and Health Science majors and minors only. Health Care Administration majors: SOC 250. Health Science majors: HSC 403.
 - HCA 300 The Health Care System (3)
Prerequisites: None.
 - HCA 312 Health Personnel Management (3)
Prerequisite: Open to Health Care Administration majors only.
Prerequisite/Corequisite: HCA 300.
 - HCA 340 Legal Aspects of Health Administration (3)
Prerequisite: Open to Health Care Administration majors only.
Prerequisite/Corequisite: HCA 300.
 - HCA 341 Financial Management of Health Care Institutions (3)
Prerequisites: Open to Health Care Administration majors only and a grade of "C" or better in ACCT 201.
Prerequisite/Corequisite: HCA 300.
 - HCA 353 Marketing for Health Services Organizations (3)
Prerequisites: Open to Health Care Administration majors only and a grade of "C" or better in ECON 101 or 300.
Prerequisite/Corequisite: HCA 300.
 - HCA 410 Health Management and Organization (3)
Prerequisites: Open to Health Care Administration majors only.
Prerequisite/Corequisite: HCA 300.
 - HCA 416 Management and Information Systems (3)
Prerequisite: Open to Health Care Administration majors only.
Prerequisite/Corequisite: HCA 300.
 - HCA 450 Quality Assurance of Health Care (3)
Prerequisites: Open to Health Care Administration majors only and a grade of "C" or better in HCA 300 and HCA 465.
 - HCA 465 Analysis and Evaluation of Health Care Services (3)
Prerequisites: Open to Health Care Administration majors only and a grade of "C" or better in PSY 210 or SOC 250 or equivalent.
Prerequisite/Corequisite: HCA 300.
 - HCA 480 Internship in Health Care Administration (3)
Prerequisites: Open to Health Care Administration majors only and a grade of "C" or better in HCA 300, 312, 341, 410, 465 and HSC 150.
 - HCA 481 Internship & Career Development in HCA (3)
Prerequisites: Open to Health Care Administration majors only and HCA 480.

4. Upper Division (required elective courses). A minimum of 9 additional units from the following:
HCA 320, 422, 439, 417, 451, 452, 457, 470, 471.
5. Complete electives as needed to total 120 semester units
6. Fulfill the Graduation Writing Assessment Requirement (GWAR)
7. Each major course must be completed with a grade of "C" or better. A course in which a grade lower than "C" is received must be retaken and successfully completed prior to enrolling in any course for which it is a prerequisite. A student receiving a grade lower than a "C" may proceed with other courses for which it is not a prerequisite with approval of the Undergraduate Advisor.

Certificate in Health Care Administration

The Certificate in Health Care Administration is comparable to a minor of 24 units. Components of the program include the forms of organization and operation of health care systems, human resources management, leadership and development, financial management, and marketing. The Certificate may be combined with major programs from a variety of fields, including, but not limited to, behavioral and natural sciences, humanities, health professions, business and public administration, and social work.

Students may only pursue the certificate program in combination with a CSULB degree program.

Requirements

1. Concurrent enrollment in any bachelor's degree program at CSULB (except Health Care Administration)
2. Minimum GPA of 2.4 in all completed coursework
3. Junior standing
4. Program Director or Academic Advising and Resource Center approval
5. Completion of the following 24 units: ACCT 201; ECON 101; HCA 300, 312, 341, 353, 410 and 450.

Graduate Programs

Master of Science in Health Care Administration

Graduates of HCA degree programs will achieve and demonstrate the following competencies: health care knowledge, leadership, presentation skills (oral communication), written communication skills, career marketability, teamwork, managing change, conceptual skills, managerial decision making, ethical decision making, information management, interpersonal skills, independence, creativity and critical thinking, analytical skills, planning, advocacy and conflict management.

Admission Requirements

Each interested individual should apply to the University at www.csumentor.edu; send official transcripts from an accredited institution to Enrollment Services and pay application fee online.

To obtain admission a Baccalaureate degree from an accredited institution is required. Preferably the candidate is expected to have completed 9 units of course work in

accounting, economics and statistics, but these prerequisite courses could be taken during the MS program if needed. An applicant must have an overall undergraduate grade point average of 3.0 or better. Those applicants with less than 3.0, but with acceptable evidence of professional potential shown through recent academic performance and experiential background, may be admitted by special action of the Department Admissions Committee.

In addition, the candidate should prepare an application packet with the following documents and send it to the Department:

1. MSHCA Application Form (available on HCA website)
2. A current and complete resume
3. Statement of purpose describing your career goals in health care administration
4. Three letters of recommendation
5. GMAT or GRE score

Please note that an interview with the Program Director may be required.

Prerequisites

1. Take the following course (or equivalent): ACCT 201
2. Take one of the following courses (or equivalent): ECON 101, 300
3. Take an introductory statistics course or equivalent (e.g., SOC 250).
4. Submit a minimum score of 500 on a recent Graduate Management Admission Test (GMAT) or a total score of a minimum 1000 on the Graduate Record Examination (GRE).

Students should contact the Program Director for a determination of deficiencies and required remediation.

Graduation Requirements

1. Complete a minimum 45 units graduate-level course work.
2. Complete of all the following core courses:
 - HCA 502 The Health Care System (3)
Prerequisites: None.
 - HCA 503 Health Care Economics (3)
Prerequisites: ECON 101 or 300.
 - HCA 505 Organization and Systems of Health Care (3)
Prerequisites: None.
 - HCA 510 Human Resources Management in Health Care (3)
Prerequisites: None.
 - HCA 515 Adv Financial Management in Health Care (3)
Prerequisites: ACCT 201 or 500.
 - HCA 517 Advanced Healthcare Information Systems Management (3)
Prerequisites: HCA 502, 503, 530 or consent of instructors.
 - HCA 524 Advanced Legal and Ethical Aspects of Health Administration (3)
Prerequisites: None.
 - HCA 530 Strategic Planning and Marketing in Health Care (3)
Prerequisites/Corequisites: HCA 502.
 - HCA 535 Quantitative Methods for Health Admin (3)
Prerequisites: Statistics.
 - HCA 550 Continuous Quality Improvement in Health Services (3)
Prerequisites: HCA 502.

HCA 698A Project Part I (3)

Prerequisites: Completion of HCA 502, 535, advancement to candidacy and consent of instructor.

HCA 698B Project Part II (3)

Prerequisites: Completion of HCA 698A and consent of the instructor.

HSC 500 Principles of Epidemiology (3)

Prerequisites: HSC 301 and HSC 403.

3. Completion of any two of the following elective courses:
HCA 536, 537, 538, 539, 552 or 580.

Advancement to Candidacy

Students will be instructed to apply for advancement to candidacy after:

1. Completion of all prerequisite courses,
2. Completion of 6 units of core course work that applies to the degree with an average grade of "B" or better,
3. Fulfillment of the Graduation Writing Assessment Requirement (GWAR),
4. Approval of Program Director.

Accelerated Program

The Master in Health Care Administration Accelerated Program (MSHCA-AP) is designed to prepare working professionals for administrative positions in health care organizations which requires a minimum three years of work experience and combines online and weekend courses. The MSHCA-AP program requires 45 credit hours consisting of 15 core courses. The program offers foundation courses early and more advanced healthcare specific courses later in the program.

Accelerated Education Model

YEAR I

First Quarter-Fall

Orientation - No Credit

1. HCA 503 Health Care Economics (3)
Prerequisites: ECON 101 or 300.
2. HCA 505 Organization and Systems of Health Care (3)
Prerequisites: None.

Second Quarter-Winter

3. HCA 502 The Health Care System (3)
Prerequisites: None.
4. HSC 500 Principles of Epidemiology (3)
Prerequisites: HSC 301 and HSC 403.

Third Quarter-Spring

5. HCA 524 Advanced Legal and Ethical Aspects of Health Administration (3)
Prerequisites: None.
6. HCA 515 Adv Financial Management in Health Care (3)
Prerequisites: ACCT 201 or 500.

Fourth Quarter-Summer

7. HCA 535 Quantitative Methods for Health Admin (3)
Prerequisites: Statistics.
8. HCA 510 Human Resources Management in Health Care (3)
Prerequisites: None.

YEAR II

First Quarter-Fall

9. HCA 517 Advanced Healthcare Info Systems Management (3)
Prerequisites: HCA 502, 503, 530 or consent of instructor.

10. HCA 698A Project Part I (3)

Prerequisites: Completion of HCA 502, 535, advancement to candidacy and consent of instructor.

Second Quarter-Winter

11. HCA 537 Managed Care (3)
Prerequisites: HCA 300 or 502.
12. HCA 550 Continuous Quality Improvement in Health Services (3)
Prerequisites: HCA 502.

Third Quarter-Spring

13. HCA 698B Project Part II (3)
Prerequisites: Completion of HCA 698A and consent of the instructor.
14. HCA 536 Hospital Management (3)
Prerequisites: HCA 505.

Fourth Quarter-Summer

15. HCA 530 Strategic Planning/Marketing in Health Care (3)
Prerequisites/Corequisites: HCA 502.

Master of Science in Nursing/Master of Science in Health Care Administration

For requirements, see description in the Nursing section of this catalog.

Courses (HCA)

LOWER DIVISION

101. Health Care Administration in Action (3)

Offers students opportunities to learn about health administration careers by hearing from and interacting with health care managers working in a variety of organizations, with a focus on those in the greater Long Beach area.

Letter grade only (A-F).

202. Introduction to Health Care in America (3)

Prerequisites: GE Foundation requirements.

US health care system with its delivery and financing mechanisms as well as the technical, economic, political and social forces responsible for changes in the health care system. Contemporary issues such as access, cost and quality, health disparities among minority groups as well as gender disparities including sexual orientation.

Letter grade only (A-F).

UPPER DIVISION

300. The Health Care System (3)

Overview and developmental summary of the American health care system and its driving forces: Organizational forms; financing mechanisms; principal industry stakeholders; professional groups and workforce issues; public health and government.

Letter grade only (A-F). Not open for credit to students with credit in: HCA 402.

312. Health Personnel Management (3)

Prerequisite: Open to Health Care Administration majors only.

Prerequisite/Corequisite: HCA 300.

The management of human resources in health care setting. Principles and methods of personnel work such as employee, recruitment, selection, retention, training, evaluation, and wage and salary administration, and labor management relations.

Letter grade only (A-F). (Lecture)

320. Operations Management in Health Administration (3)

Prerequisites: A grade of "C" or better in PSY 210 or SOC 250 or equivalent.
Prerequisite/Corequisite: HCA 300.

The application of the concepts and methods of operations management to health care organizational setting. Emphasis on planning and control in management process.

Letter grade only (A-F). (Lecture)

340. Legal Aspects of Health Administration (3)

Prerequisite: Open to Health Care Administration majors only.
Prerequisite/Corequisite: HCA 300.

Overview of health law issues. Government regulation including legal constraints; liability; negligence; patient rights; confidentiality; and corporate/administrative responsibility. Emphasis on business applications of health law.

Letter grade only (A-F). (Lecture)

341. Financial Management of Health Care Institutions (3)

Prerequisites: Open to Health Care Administration majors only and a grade of "C" or better in ACCT 201.
Prerequisite/Corequisite: HCA 300.

Application of the concepts of financial management within health care organizations, to include financial planning principles, reimbursement procedures, governmental regulation and legal restraints.

Letter grade only (A-F). (Lecture)

353. Marketing for Health Services Organizations (3)

Prerequisites: Open to Health Care Administration majors only and a grade of "C" or better in ECON 101 or 300.
Prerequisite/Corequisite: HCA 300.

Development of marketing strategies and analyses in a health care setting. Design of services to include pricing, communication, distribution channels, and client motivation and services.

Letter grade only (A-F).

410. Health Management and Organization (3)

Prerequisites: Open to Health Care Administration majors only.
Prerequisite/Corequisite: HCA 300.

Introduction to health care management practices and concepts. Planning, decision-making, influencing, controlling, effecting change. Effects of environment, technology and human behavior on organizational design.

Letter grade only (A-F). (Lecture)

416. Management and Information Systems (3)

Prerequisite: Open to Health Care Administration majors only.
Prerequisite/Corequisite: HCA 300.

Evaluation of concepts, analysis and design of management information systems; management decision models, strategies for implementing system changes.

Letter grade only (A-F). (Lecture)

417. Technology, Ethics, and Society (3)

Prerequisites: GE Foundation requirements, upper division standing, ENGL 100 or GE Composition (Area A1).

A framework for understanding the ways in which human societies transform themselves through technological innovation. Ethical questions concerning the social effects of technological change.

Letter grade only (A-F).

422. Global Issues in Health Services (3)

Prerequisites: GE Foundation, one or more Exploration courses and upper division standing.

Examination of factors that impact global health; analysis of health care delivery systems and the governmental, economic, social and political forces that influence them.

Letter grade only (A-F). (Lecture)

439./539. Management Challenges in Long Term Care (3)

Prerequisite/Corequisite: HCA 300 or 502.

Functions and essential skills to manage LTC organizations and facilities: Institutional arrangements; Patient/family/community relations; workforce management; marketing; reimbursement.

Letter grade only (A-F). (Lecture)

450. Quality Assurance in Health Care (3)

Prerequisites: Open to Health Care Administration majors only and a grade of "C" or better in HCA 300 and HCA 465.

Basic elements of quality improvement and organizational responsibilities related to quality assurance. Data analysis for quality improvement, clinical practice guidelines, and future of healthcare quality.

Letter grade only (A-F). (Lecture)

451. Economics of Health (3)

Prerequisite: A grade of "C" or better in ECON 101 or 300.

Microeconomic principles and their application to healthcare such as opportunity cost, production of good health, demand for medical care, production and cost theory and cost-benefit analysis. Behavior of health care markets and organizations.

Letter grade only (A-F). (Lecture)

452./552. Medical Group Practice Management (3) F

Prerequisites/Corequisites: For undergraduates, HCA 300 and 341. For graduates HCA 502 and HCA 515.

Fundamental operational responsibilities of medical group administration today, with emphasis on finance, operations and management skills.

Letter grade only (A-F). (Lecture)

457. Working Around the World (3)

Prerequisites: GE Foundation requirements, one or more Exploration courses, upper division standing.

The effects of religion, language and culture, political structure, economics, and physical environment on the development of the workplace and people's perceptions of work and occupations.

Letter grade only (A-F).

465. Analysis and Evaluation of Health Care Services (3)

Prerequisites: Open to Health Care Administration majors only and a grade of "C" or better in PSY 210 or SOC 250 or equivalent.
Prerequisite/Corequisite: HCA 300.

Techniques of analysis and evaluation applied to health services with respect to organizing, staffing, financing and utilization. Emphasis on the analytic process, program evaluation, and report of findings.

Letter grade only (A-F).

470. Latinas/Latinos: Health Status and Health Care Access (3)

Prerequisites: GE Foundation, one or more Exploration courses, upper division standing.

Interdisciplinary exploration of policies, epidemiologic, cultural factors influencing disease within Latino subpopulations, their impact upon efficient, equitable service delivery.

Letter grade only (A-F). Same course as CHLS 470. Not open for credit to students with credit in CHLS 470. (Lecture)

471. Geographic Information Science (GIS) for Health (3)

Prerequisite: GEOG 200 or SOC 250 or equivalent.

Introduction to the fundamentals of Geographic Information Science and Systems (GIS) including concepts and skills in spatial reasoning and spatial thinking. Explores GIS in spatial query, problem analysis and decision support using health-related

applications. Lecture/discussion and Laboratory (2 hours lecture, 2 hours computer laboratory)

Letter grade only (A-F). Same course as GEOG 471. Not open for credit to students with credit in GEOG 471.

480./580. Internship in Health Care Administration (3)

Prerequisites: Open to Health Care Administration majors only and a grade of "C" or better in HCA 300, 312, 341, 410, 465 and HSC 150.

Minimum 120 hours of structured work experience in a health care organization, under direct supervision of a preceptor-employee.

Letter grade only (A-F). Course fee may be required. (Workshop/Activity 6 hours)

481. Internship and Career Development in Health Care Administration (3)

Prerequisites: Open to Health Care Administration majors only and HCA 480.

A minimum of 120 hours of structured work experience in a health care organization, under the direct supervision of a preceptor-employee. Career development planning, job search and networking.

Letter grade only (A-F). (Workshop/Activity 6 hours)

490. Selected Topics in Health Care Administration (1-3)

Topics of special interest in health care administration selected for intensive study.

Letter grade only (A-F). May be repeated to a maximum of 6 units with different topics. Topics announced in the *Schedule of Classes*.

499. Directed Studies (1-3)

Prerequisite: Consent of instructor.

Independent study of special topics under supervision of a faculty member.

May be repeated to a maximum of 6 units with approval of Health Care Administration Program Director. Letter grade only (A-F).

GRADUATE LEVEL

502. The Health Care System (3)

Overview, developmental summary of the American health care system and its driving forces. Major elements of the healthcare system; today's major health policy issues in a historical, economic and political context.

Letter grade only (A-F). (Lecture)

503. Health Care Economics (3)

Prerequisites: ECON 101 or 300

Application of economic principles to health care; the flow of funds through the health care system including physicians, hospitals, managed care, nursing home and pharmaceutical firms. Third party payment, asymmetric information, and behavior health care systems.

Letter grade only (A-F).

505. Organization and Systems of Health Care (3)

Analysis of operational activities and managerial functions essential to the health care delivery system, with emphasis on management and leadership influence on developing effective systems of care within various institutional arrangements.

Letter grade only (A-F). (Lecture)

510. Human Resources Management in Health Care (3)

Management of human resources in the health care system including human resource planning and staffing, training and development, performance appraisal, job design and analysis, and compensation.

Letter grade only (A-F).

515. Advanced Financial Management in Health Care (3)

Prerequisite: ACCT 201 or 500.

Financial environment, payment systems, discounted cash flow

analysis, risk, financial statements, capital investments, and capital budgeting. Emphasis on decision making using accounting and finance theories, principles, concepts and techniques.

Letter grade only (A-F). (Lecture)

517. Advanced Healthcare Information Systems Management (3)

Prerequisites: HCA 502, 503, 530 or consent of instructor.

Broad overview of healthcare information systems; close examination of business needs for the information technology (IT) to deliver cost-effective quality health services.

Letter grade only (A-F). (Discussion)

524. Advanced Legal and Ethical Aspects of Health Administration (3)

Federal and state regulation of health care facilities, employees, patients and programs. Ethical and legal perspectives on malpractice, liability, contracts, informed consent, end-of-life decisions, reproductive health, medical records, confidentially and required disclosures.

Letter grade only (A-F). (Lecture)

530. Strategic Planning and Marketing in Health Care (3)

Prerequisite/Corequisite: HCA 502.

Strategic planning based on analysis of analyses of secondary quantitative and qualitative data to study changes in technological, social, political, regulatory, and competitive aspects of the health care market.

Letter grade only (A-F).

535. Quantitative Methods for Health Administration (3)

Prerequisite: Statistics.

Application of quantitative and operations research techniques to problems in health care settings. Exposure to decision theory and control systems. Problem solving experiences in resource allocation, procedures, scheduling, forecasting, measurement and cybernetic control.

Letter grade only (A-F).

536. Hospital Management (3)

Prerequisite: HCA 505.

Analysis of hospitals by broad function and specific departments through cases, simulations and visits to develop familiarity with internal operations of acute care hospitals and skills in solving hospital operational problems.

Letter grade only (A-F). (Lecture)

537. Managed Care (3)

Prerequisite: HCA 300 or 502.

Orientation to the organization and administration of health maintenance organizations, preferred provider organizations and related enterprises. Legal and regulatory issues, marketing, utilization management, premium rating systems, information systems, case/disease management.

Letter grade only (A-F). (Seminar 3 hours)

538. Long Term Care Management (3)

Prerequisite: HCA 502.

Overview of long term care services and facilities. Analysis of forces influencing development of long term care in the US; specific organizational aspects affecting outcomes of services.

Letter grade only (A-F). (Lecture)

539./439. Management Challenges in Long Term Care (3)

Prerequisite/Corequisite: HCA 300 or 502.

Functions and essential skills to manage LTC organizations and facilities: institutional arrangements; patient/family/community relations; workforce management; marketing; reimbursement.

Letter grade only (A-F). (Lecture)

550. Continuous Quality Improvement in Health Services (3)

Prerequisites: HCA 502.

Administrative and professional issues to assure quality in health care. Historical beginnings: metrics and indicators; state-of-the-art practices; voluntary and governmental monitoring.

Letter grade only (A-F). (Lecture)

552./452. Medical Group Practice Management (3) F

Prerequisites/Corequisites: For undergraduates, HCA 341 and 300. For graduates HCA 502 and HCA 515.

Fundamental operational responsibilities of medical group administration today, with emphasis on finance operations and management skills.

Letter grade only (A-F). (Lecture)

580./480. Internship in Health Care Administration (3)

Prerequisites: A grade of "C" or better in HCA 502, 505, 510, 515, 524, 530, 535, and 550.

Minimum 120 hours of structured work experience in a health care organization, under direct supervision of a preceptor-employee. Graduate students study and report on institution's organizational structure, philosophy, problems and personnel.

May be repeated to a maximum of six units in different semesters.

Letter grade only (A-F). Course fee may be required. (Workshop/Activity 6 hours)

590. Selected Topics in Health Care Administration (1-3)

Topics of current interest in the various fields of health administration and health services management selected for special presentation.

Letter grade only (A-F). May be repeated to a maximum of 6 units with different topics in different semesters. Topics announced in the *Schedule of Classes*.

599. Directed Studies (1-3) F,S

Prerequisite: Consent of instructor.

Directed study of a special topic to be taken under supervised independent study.

May be repeated for a maximum 6 units with different topics in different semesters. Letter grade only (A-F).

695. Integrative Seminar: Critical Analysis of the Health Care System (3) S

Prerequisites/Corequisites: HCA 580, 698.

Systemic, ecological approach to an advanced, critical analysis of U.S. health care system. Emphasis on public policy determinations that have influenced system development, relevant problems, issues.

Letter grade only (A-F).

698A. Project Part I (3)

Prerequisites: Completion of HCA 502, 535, advancement to candidacy and consent of instructor.

To provide students with the skills and techniques of research to design and carry out their own investigation of a health care or health services project. Project is a two-semester course sequence.

Letter grade only (A-F).

698B. Project Part II (3)

Prerequisites: Completion of HCA 698A and consent of the instructor.

Project is a two-semester course sequence; the purpose of HCA 698B is for students to execute and complete the research project proposed and designed in 698A.

Letter grade only (A-F).