

HEALTH SERVICES MANAGEMENT

*Associate in Applied Science Degree in Health Services Management
Certificate of Completion in Health Services Management*



INFORMATION & APPLICATION PACKET
2017 – 2018



108 N. 40th Street • Phoenix, AZ 85034
(602) 286-8000 • www.gatewaycc.edu



MARICOPA
COMMUNITY COLLEGES

Health Services Management

Dear Prospective Student:

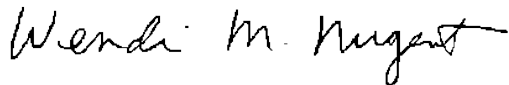
This is an exciting time to be working in the health services field regardless of whether you are working in an office setting or providing direct patient care. Leaders are needed in every health services setting to help employees meet the challenges and reach the goals of their organization. To be a leader in the health services field requires more than just technical competence. To be prepared for supervisory and management positions the Health Services Management Program provides the pathway for advancement.

The Health Services Management Program provides education in the knowledge, behaviors and attitudes necessary to become both a successful supervisor and a successful leader. It is designed to provide training for employees already in supervisory and management roles as well as those who are seeking to move into leadership positions. Students awaiting admission into other health careers programs at GateWay would also find these courses beneficial for their overall career development.

If you have any additional questions or wish to submit an application for admission to the program, please contact a Health Sciences Academic Advisor at (602) 286-8181.

I look forward to having you in the Program.

Sincerely,



Wendi Nugent, M.B.A., RPSGT, R. EEG T.
Program Director
Health Services Management
Office: (602) 286-8495
Email: nugent@gatewaycc.edu

TABLE OF CONTENTS

Career Overview	5
Degree and Certificate Requirements - Health Services Management	5
Admission Criteria for AAS Degree and Certificate Program.....	5
Program Prerequisites	5
Certificate of Completion Health Services Management	5
Associates of Applied science degree Health Services Management (By Semester)	6
Estimated Program Costs	10
Health and Immunization Requirements	11
Frequently Asked Questions.....	11
Accreditation.....	12
Policies, Rules, Requirements, and Regulations Compliance	12
Contact Information.....	12
College Communication.....	13
How to Apply & Enroll.....	13
Student Services	16
Health Services Management Information Form.....	17

CAREER OVERVIEW

As a Health Services Manager you will plan, organize, coordinate, and provide leadership in a variety of health services and business office settings. You may begin as a team leader and then move into higher level positions with more responsibilities. You will be responsible for directing others, coordinating work activities, monitoring financial resources, and helping to develop an effective organization.

DEGREE AND CERTIFICATE REQUIREMENTS - HEALTH SERVICES MANAGEMENT

ADMISSION CRITERIA FOR AAS DEGREE AND CERTIFICATE PROGRAM

PROGRAM PREREQUISITES

None

CERTIFICATE OF COMPLETION HEALTH SERVICES MANAGEMENT

Semester 1 – Credits: 0-6

The following HCC courses may be taken as program prerequisites or concurrent with required courses.

HCC130	Fundamentals in Health Care Delivery *(3) OR	
HCC130AA	Health Care Today (0.5) and	
HCC130AB	Workplace Behaviors in Health Care (0.5) and	
HCC130AC	Personal Wellness and Safety (0.5) and	
HCC130AD	Communication and Teamwork in Health Care Organizations (0.5) and	
HCC130AE	Legal Issues in Health Care (0.5) and	
HCC130AF	Decision Making in the Health Care Setting (0.5) OR	
	work experience or equivalent course education as evaluated by the GateWay Health Core Curriculum Coordinator	0 – 3
HCC145	Medical Terminology for Health Care Workers OR	
	work experience or equivalent course education as evaluated by the GateWay Health Core Curriculum Coordinator	0 – 3

Semester 2 – Credits: 7

HRC101	Overview of Healthcare Compliance	1
HSM122	Health Services Supervision	3
HSM125	Current Issues in Health Services Management	3

Semester 3 – Credits: 6

HSM222	Health Services Management	3
HSM226	Ethics and Legalities of Health Services Management	3

ASSOCIATES OF APPLIED SCIENCE DEGREE HEALTH SERVICES MANAGEMENT (BY SEMESTER)

OPTION I

Semester 1 – Credits: 14-17

HCC130 course(s) may be taken as program prerequisites or concurrent with required courses.

+ BPC/CIS+++++	Any BPC Business-Personal Computers (2) OR CIS Computer Information Systems course (2)	2
+ ENG101	First-Year Composition (3) OR	
+ ENG107	First-Year Composition for ESL (3)	3
HCC130	Fundamentals in Health Care Delivery *(3) OR	
HCC130AA	Health Care Today (0.5) and	
HCC130AB	Workplace Behaviors in Health Care (0.5) and	
HCC130AC	Personal Wellness and Safety (0.5) and	
HCC130AD	Communication and Teamwork in Health Care Organizations (0.5) and	
HCC130AE	Legal Issues in Health Care (0.5) and	
HCC130AF	Decision Making in the Health Care Setting (0.5) OR	
	work experience or equivalent course education as evaluated by the GateWay Health Core Curriculum Coordinator	0 – 3
HSM122	Health Services Supervision	3
HSM125	Current Issues in Health Services Management	3
	Any approved general education course from the Social-Behavioral Sciences area	3

Semester 2 – Credits: 13-21

HCC145 course may be taken as program prerequisites or concurrent with required courses.

+ CRE101	College Critical Reading (3) OR	
+ CRE111	Critical Reading for Business and Industry (3) OR	
	Equivalent as indicated by Assessment	0 – 3
+ ENG102	First-Year Composition (3) OR	
+ ENG108	First-Year Composition for ESL (3)	3
HCC145	Medical Terminology for Health Care Workers OR	
	work experience or equivalent course education as evaluated by the GateWay Health Core Curriculum Coordinator	0 – 3
HRC101	Overview of Healthcare Compliance	1
HSM222	Health Services Management	3
HSM226	Ethics and Legalities of Health Services Management	3
+ MAT120	Intermediate Algebra (5)) OR	
+ MAT121	Intermediate Algebra (4)) OR	
+ MAT122	Intermediate Algebra (3)) OR	
	Equivalent course OR Satisfactory completion of a higher level mathematics course	3 – 5

Semester 3 – Credits: 16

ACC111	Accounting Principles I	3
BIO160	Introduction to Human Anatomy and Physiology (4) OR	
+ BIO201	Human Anatomy and Physiology I (4)	4
	Any approved general education course from the Humanities and Fine Arts area	3
HRC228	Healthcare Industry Regulation	3
HRC230	Healthcare Corporate Compliance Program Design	3

Semester 4 – Credits: 18

COM100	Introduction to Human Communication (3) OR	
COM110	Interpersonal Communication (3) OR	
COM230	Small Group Communication (3)	3
CSM\TQM101	Quality Customer Service	3
+ GBS233	Business Communication	3
HRC232	Health Care Regulatory Compliance Program Design	3
HRC234	Health Care Regulatory Enforcement Case Studies	3
MGT276	Personnel/Human Resource Management	3

** Please see the college catalog for full description of program requirements.

To receive this degree, students must earn a grade of "C" or better in all courses within the program.

OPTION II**Semester 1 – Credits: 16-23**

Student will complete Health Unit Coordinator/Patient Care Associate CCL (5307) prior to entering Health Service Management program

Semester 2 – Credits: 14

+ BPC/CIS+++++	Any BPC Business-Personal Computers (2) OR CIS Computer Information Systems course (2)	2
+ ENG101	First-Year Composition (3) OR	
+ ENG107	First-Year Composition for ESL (3)	3
HSM122	Health Services Supervision	3
HSM125	Current Issues in Health Services Management	3
	Any approved general education course from the Social-Behavioral Sciences area	3

Semester 3 – Credits: 13-18

+ CRE101	College Critical Reading (3) OR	
+ CRE111	Critical Reading for Business and Industry (3) OR Equivalent as indicated by Assessment	0 – 3
+ ENG102	First-Year Composition (3) OR	
+ ENG108	First-Year Composition for ESL (3)	3
HRC101	Overview of Healthcare Compliance	1
HSM222	Health Services Management	3
HSM226	Ethics and Legalities of Health Services Management	3
+ MAT120	Intermediate Algebra (5)) OR	
+ MAT121	Intermediate Algebra (4)) OR	
+ MAT122	Intermediate Algebra (3)) OR Equivalent course OR Satisfactory completion of a higher level mathematics course	3 – 5

Semester 4 – Credits: 16

ACC111	Accounting Principles I	3
BIO160	Introduction to Human Anatomy and Physiology (4) OR	
+ BIO201	Human Anatomy and Physiology I (4)	4
	Any approved general education course from the Humanities and Fine Arts area	3
HRC228	Healthcare Industry Regulation	3
HRC230	Healthcare Corporate Compliance Program Design	3

Semester 5 – Credits: 18

COM100	Introduction to Human Communication (3) OR	
COM110	Interpersonal Communication (3) OR	
COM230	Small Group Communication (3)	3
CSM\TQM101	Quality Customer Service	3
+ GBS233	Business Communication	3
HRC232	Health Care Regulatory Compliance Program Design	3
HRC234	Health Care Regulatory Enforcement Case Studies	3
MGT276	Personnel/Human Resource Management	3

** Please see the college catalog for full description of program requirements.

To receive this degree, students must earn a grade of "C" or better in all courses within the program.

ESTIMATED PROGRAM COSTS

The estimated cost for the program is outlined in the chart below. The student is responsible for providing transportation, housing, and uniforms.

Certificate of Completion Program

Tuition* (13-19 credit hrs @ \$86 per credit hr) ¹	\$ 1,118 – 1,634
Registration fees (\$15 per semester)	15
Books	685
Other Program Costs: Graduation Fee	25
Total Estimated Costs	\$ 1,843 – 2,359

AAS Degree

Tuition* (39-62 credit hrs @ \$86 per credit hr) ¹	\$ 3,354 – 5,332
General Education Tuition (22-27 credit hrs @ \$86 per credit hr) ¹	1,892 – 2,322
Registration fees (\$15 per semester)	60 – 75
Course / Lab Fees	74
Books	3,238
Other Costs	25
Total Estimated Costs	\$ 8,643 – 11,066

Out-of-County residents pay \$383* / Out-of-State residents pay \$327 a credit hr¹**

* Rates are set according to Arizona Revised Statute. Applies only to counties with no community colleges.

** According to Arizona Revised Statute, 15-1802 F, "A person who is a member of an Indian tribe recognized by the US Department of the Interior whose reservation land lies in this state and extends into another state and who is a resident of the reservation is entitled to classification as an in-state student." Therefore, unclassified and out of state surcharges do not apply to such students.

Students must also plan on the expense of driving to clinical locations across the metropolitan Phoenix and outlying areas. Several clinical affiliates are not on bus routes so one's own private transportation vehicle is necessary.

¹ Tuition and fees are set by the Maricopa Community College Governing Board and approved by the State Board of Directors for Community Colleges; all fees are subject to change. Tuition is higher for non-county residents; visit www.gatewaycc.edu for more information.

IMPORTANT – Tuition/registration fees are all due 35 days prior to the start date of each semester. If 34 days or less, all fees are due at the time of registration or you will be dropped from your classes and lose your seat in the program for non-payment.

HEALTH AND IMMUNIZATION REQUIREMENTS

The Health Services Management program does not require any health and safety records.

FREQUENTLY ASKED QUESTIONS

What is the Health Services Management Program?

The Program consists of coursework directed towards earning either a Certificate of Completion in Health Services Management (12 credits) or an Associate of Applied Science Degree in Health Services Management.

What is the primary goal of the program?

The primary goal of the program is to assist health services employees currently in leadership roles and those seeking leadership roles to gain the knowledge necessary to prepare them for leadership and supervisory responsibilities.

What skills can I learn in this program that will help me move into a management position?

This program provides a foundation for those wanting to move into a management position. The coursework offers an overview of the health services industry and the forces that influence and control it. The program is designed to teach the skills necessary to manage human resources through effective hiring practices, performance management, policy development, and supervisory functions. Effective written and verbal communication and problem solving skills are taught to enhance a supervisor's performance. The Associates of Arts degree also includes course requirements in accounting principles, quality management and basic computer operation.

After completing the program, what type of employment can I expect?

These courses will provide you with skills and knowledge to advance into leadership and supervisory positions in the healthcare setting.

How do I apply to the program?

Contact an Advisor for the Health Services Management Program. You will be provided with additional information, and your prior work experience and academic credits will be discussed.

How long does the program take to complete?

The Associate of Applied Science Program could be completed in at little as (2) years depending on the student's schedule and other time commitments.

Where are the classes located and what times are they held?

Classes are held both on the GateWay Community College campus, and also at local valley hospitals to make it convenient for students. Most GWCC onsite classes are held in the late afternoon and early evening starting between 5:00 and 6:00 p.m. All classes meet once a week, for a full semester, and are three hours in length.

Currently classes are held on several HonorHealth Campuses for HonorHealth employees only, please request additional information from Minnie Brown, HH Supervisor Workforce Development Minnie.Brown@honorhealth.com.

Is the program recognized in the health services field?

Yes, it is recognized in the health services field and our graduates are employed throughout the valley in hospitals, physician's offices and other facilities. Many students are funded by their employers to attend these courses.

If I have a criminal record, will that prohibit me from being successful in this career?

This may be a concern and obstacle based on an employer's specific hiring requirements. This does not affect your participation in this program at Gateway.

ACCREDITATION

GateWay Community College is a Maricopa Community College, accredited by the Higher Learning Commission, a Commission of the North Central Association of Colleges and Schools (30 North LaSalle St, Suite 2400, Chicago, IL. 60602-2504, Tel# 800.621.7440), and its courses are approved by the Social Security Administration for Veterans Training. This school is authorized under federal law to enroll nonimmigrant alien students.

POLICIES, RULES, REQUIREMENTS, AND REGULATIONS COMPLIANCE

- ❖ Policies, courses, programs, fees, and requirements may be suspended, deleted, restricted, supplemented, or changed through action of the Governing Board of the Maricopa Community Colleges.
- ❖ The Maricopa Community Colleges reserves the right to change, without notice, any materials, information, curriculum, requirements, and regulations.
- ❖ Admission or graduation from any Allied Health program at GateWay Community College does not guarantee the student's professional certification, licensure, or employability. The student must comply with legal requirements of the profession. This may include provisions from Arizona Revised Statutes 41-1758.03 (sections B and C) regarding the denial of a fingerprint clearance card or being listed on the US government's Office of Inspector General's Exclusion List.
- ❖ Students with related health care experiences not listed in the Program (Health Core Curriculum courses) Prerequisites/Co-requisite options, may request an evaluation for course competency equivalence by contacting GateWay's Health Core Curriculum Coordinator Charo Bautista by calling 602-286-8496 or emailing her at bautista@gatewaycc.edu

CONTACT INFORMATION

If you have any questions about the enclosed program material, please feel free to contact any of the following program contacts:

Wendi Nugent, MBA, RPSGT, R. EEG T. – Program Director /

E-mail: nugent@gatewaycc.edu (preferred)

Carolyn Delgado, Health Sciences Academic Advisor / Phone: 602.286.8183 /

Email: carolyn.delgado@gwmail.maricopa.edu

Lucy Granillo, Health Sciences Academic Advisor / Phone: 602.286.8185 /

Email: luciella.granillo@gatewaycc.edu

Jennifer Brown, Health Sciences Academic Advisor / Phone: 602.286.8052 /

Email: jennifer.brown@gatewaycc.edu

The following information is very important so you do not miss any notices:

We communicate with students strictly through your Maricopa College email, not your personal email account.

We have a district-wide Google powered email system. This system is the way we send all official College communications concerning selective admissions, class enrollment, financial aid, tuition due dates and other important student information.

All students will need to check their new student e-mail regularly or forward the new student e-mail to a personal e-mail to ensure that all official college communication is received.

Students may access their new e-mail accounts directly from their Student Center once they log in at my.maricopa.edu. 1st section "Student Communication Center".

The benefits to you include:

- Quicker response
- Convenience. You can receive & read email even if out-of-town
- Saves trees!

Go to my.maricopa.edu & log in to your account. Click on 'create an account' in the paragraph above the picture of the students to set up your student account. You may edit your information, such as address, phone, etc. here also if you need to. This is a self-service for students, which includes registering for classes, adding/dropping classes, making payments, printing your class schedules, viewing financial aid & viewing your grades. If you have any technical issues, please call 1-888-994-4433.

HOW TO APPLY & ENROLL

STEP 1: GET ADMITTED

Create MEID Account and Apply for Admissions

maricopa.edu/admissions

- Provide proof of identity to the college at which you applied.
- For tuition purposes, verify your residency status by providing a government issued ID.
- Submit prior education (if applicable) i.e. high school and/or college/university official transcript.
- Undecided on a major? Connect with [Counseling](#) and Career Services at your college.
- Visit the campus to familiarize yourself with the services and resources.
- Complete the FAFSA and scholarship applications at: maricopa.edu/paying-for-college.

STEP 2: TAKE THE PLACEMENT TEST

Prepare, Study, and Schedule Test

maricopa.edu/testing

- Prepare by reviewing the sample questions at maricopa.edu/testing.
- Placement test will ensure appropriate level of classes for enrollment.
- The Placement Test is not a pass/fail exam.
- The Placement Test is untimed and FREE.
- Bring your government issued photo ID on the day of testing.
- To review your test score results, ask for a Course Placement Chart.

STEP 3: GET ENROLLED

Seek Academic Advisement

maricopa.edu/advisement

- Advisors will help with identifying courses and creating an Educational Plan to meet your academic goals.
- Meet with a Health Sciences Academic Advisors every semester prior to class registration.

The Health Sciences Academic Advisors are available by phone, email, or in person in the [CH Center for Health Careers Education Building](#), on the north side of campus during the following business hours:

Walk-in basis

Mondays: 8 a.m. to 5 p.m.
Wednesdays: 8 a.m. to 1:30 p.m.
Thursdays: 8 a.m. to 5 p.m.

For an appointment call 602.286.8181

Tuesdays & Fridays by appointments.
Decrease your waiting time by scheduling an appointment.

(During the Summer, college is closed on Fridays)

Before you meet with an advisor, we recommend you check out the current [Catalog](#) to learn more about the programs that interest you. Let your advisor know if you have any questions or concerns.

If you have taken a class for college credit and you are interested in transferring credits to GateWay, you may better prepare for your meeting if you bring a copy of your transcripts to review with your advisor and then:

Arrange to have your official transcripts (from all colleges & schools previously attended) sent to:

Attn: Admissions & Records
108 N 40th Street
Phoenix, AZ 85034-1704

Bring a copy of your transcripts to review with your advisor. Your advisor can help you choose courses that will apply to most degrees and give you an introduction into your areas of interest.

Register for Classes

maricopa.edu/register

- Register for classes early to ensure the best schedule, maximize financial aid options, and to get prepared for a successful semester.
- Know when your tuition is due.

Attend New Student Orientation

maricopa.edu/new-student-orientation

- All new to college students must attend [New Student Orientation](#). Research shows that those who participate, have higher rates of attaining their goals.

STEP 4: PAY TUITION AND FEES

Explore Payment Options

maricopa.edu/paying-for-college

- Monitor your Student Center for current balance and pay on or before due date.
- Explore paying for college at maricopa.edu/paying-for-college.
- Complete the Free Application for Federal Student Aid (FAFSA) at fafsa.gov.

- o Explore college websites for [scholarships](#), such as the [Presidents' Scholarship](#) and more.

STEP 5: REVIEW PROGRAM REQUIREMENTS

Each of our Health Science programs has unique requirements. We strongly encourage you to review the program packets and the current catalog for any specialties that you might consider. These resources will provide you with detailed program information regarding prerequisite courses and application procedures.

STEP 6: PROGRAM APPLICATION

Many of GateWay Community College's Health Science programs have a special admissions procedure, but the [Health Services Management](#) program does not have any special admission process nor generally any waiting list. Expect to complete a student information form at your first night of class. Please be sure to review this information to ensure that your application materials are complete and received at the Special Admissions office by the stated deadlines. You will receive notification of your acceptance via e-mail. This will arrive through the **Maricopa email account** set up when you received your MEID. So you will want to check this account regularly, or have it forwarded to an account which you do check often. Keep your contact information current with GateWay Community Colleges Admissions and Records department.

STUDENT SERVICES

The following are some of the services available to students.

Advising – The Health Sciences Academic Advisors are available by phone, email, or in person in the [CH Center for Health Careers Education Building](#), on the north side of campus during the following business hours:

Walk-in basis

Mondays: 8 a.m. to 5 p.m.
Wednesdays: 8 a.m. to 1:30 p.m.
Thursdays: 8 a.m. to 5 p.m.

For an appointment call 602.286.8181

Tuesdays & Fridays by appointments.
Decrease your waiting time by scheduling an appointment.

(During the Summer, college is closed on Fridays)

Bookstore – Available are textbooks and supplies for classes, call 602.286.8400. You may visit their website at: www.efollett.com and selecting “College Textbooks”.

Counseling – Academic, personal, or career counseling available. Call 602.286.8900.

Employment – Upon completion of the Health Services Management Program, contact the Career & Re-Entry Services, at 602.286.8500 for assistance.

Financial Aid – Available for qualified students. Contact the Financial Aid Office at 602.286.8300 or visit website: <http://enroll.gatewaycc.edu/FinancialAid/ApplyForFinancialAid/default.htm>

Student Assessment Center – Services include instructor makeup exams, the English, Math, and Reading COMPASS placement tests, and selected instruments required for acceptance into the Health Science or Nursing programs. Call 602.286.8160 for specific days and times tests are available.

Tutoring Assistance – Available through the Learning Center, 602.286.8800.

For a complete listing of student services, please refer to the college catalog, or visit GateWay's website: www.gatewaycc.edu or call college information at 602.286.8000.

HEALTH SERVICES MANAGEMENT INFORMATION FORM

BRING THIS TWO-PAGE SHEET THE FIRST NIGHT OF CLASS

GATEWAY COMMUNITY COLLEGE
108 N 40th Street
Phoenix, AZ 85034-1704 / 602.286.8495

Page 1 of 2

Please print clearly

LEGAL NAME (LAST)

(FIRST)

(MIDDLE)

ADDRESS (STREET)

(CITY)

(STATE)

(ZIP)

DAY PHONE NUMBER

EVENING PHONE NUMBER

E-MAIL ADDRESS

CELL PHONE NUMBER

STUDENT ID NUMBER

DATE OF APPLICATION

Are you currently enrolled in college? Yes [] No []

If "YES", where? _____

Address _____

List any related healthcare supervision/management classes you have taken-

Please list all colleges or technical schools attended with the most recent first.

NAME OF INSTITUTION _____
CITY AND STATE _____
TOTAL CREDITS _____
DATE OF ENTRANCE _____ DATE OF LEAVING _____
DIPLOMA OR DEGREE RECEIVED _____ COLLEGE MAJOR _____

NAME OF INSTITUTION _____
CITY AND STATE _____
TOTAL CREDITS _____
DATE OF ENTRANCE _____ DATE OF LEAVING _____
DIPLOMA OR DEGREE RECEIVED _____ COLLEGE MAJOR _____

NAME OF INSTITUTION _____
CITY AND STATE _____
TOTAL CREDITS _____
DATE OF ENTRANCE _____ DATE OF LEAVING _____
DIPLOMA OR DEGREE RECEIVED _____ COLLEGE MAJOR _____

If you plan to transfer previous college classes to Gateway; official transcripts must be requested. Have them sent directly to GateWay College Admissions and Records Office. Call the previous college directly to determine any costs associated with requesting transcripts.

Attach separate sheet if additional space is needed

RECENT WORK EXPERIENCE IN HEALTHCARE: (list most recent first)

OCCUPATION _____
EMPLOYER _____ FROM _____ TO _____

OCCUPATION _____
EMPLOYER _____ FROM _____ TO _____