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DEPARTMENT OF  
HEALTH POLICY AND ADMINISTRATION

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# **HPA MAJOR HANDBOOK**

**Department of Health Policy and Administration**

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The Pennsylvania State University

University Park, PA 16802

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**[www.hhdev.psu.edu/hpa](http://www.hhdev.psu.edu/hpa)**

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## **IMPORTANT WEB SITES FOR HPA STUDENTS**

HPA undergraduate program website: **[www.hhdev.psu.edu/hpa/undergrad/index.html](http://www.hhdev.psu.edu/hpa/undergrad/index.html)**

HPA faculty information: **[www.hhdev.psu.edu/hpa/faculty/index.html](http://www.hhdev.psu.edu/hpa/faculty/index.html)**

HPA graduate program website: **[www.hhdev.psu.edu/hpa/grad/index.html](http://www.hhdev.psu.edu/hpa/grad/index.html)**

Schreyer Honors College website: **[www.scholars.psu.edu](http://www.scholars.psu.edu)**.

PSU advising Web page: **[www.elion.psu.edu](http://www.elion.psu.edu)**

PSU Alumni Association website: **[www.alumni.psu.edu](http://www.alumni.psu.edu)**

PSU Student Aid website: **[www.psu.edu/studentaid/](http://www.psu.edu/studentaid/)**

Schreyer Institute for Innovation in Learning: **[www.schreyerinstitute.psu.edu/](http://www.schreyerinstitute.psu.edu/)**

Career Services Web page: **[www.sa.psu.edu/career](http://www.sa.psu.edu/career)**

Study Abroad Web page: **[www.international.psu.edu/EA/](http://www.international.psu.edu/EA/)**

Graduate School Information on the Web: **[www.gradschools.com](http://www.gradschools.com)**

Association of University Programs in Health Administration website: **[www.aupha.org](http://www.aupha.org)**

American College of Healthcare Executives website: **[www.ache.org](http://www.ache.org)**

## WELCOME TO HPA

After months of deliberation over what major to choose, you have chosen Health Policy and Administration. We're glad you did. It's an exciting and fast-changing field with a strong future. We think you made a good choice. Welcome to years of challenge and personal growth.

This guide was developed to help advise you about the HPA major. It covers academic requirements, advising, supporting and related courses, areas of interest, minors, field experience information, and jobs.

You may have noticed this major has a great deal of flexibility. It's a blend of courses in liberal arts, business administration, and the health sciences, including HPA. However, the flexibility means **you** bear a major responsibility--together with faculty and staff advisers--for designing a curriculum (a set of courses) that fits your goals.

The key to successful completion of this major is to plan a curriculum that establishes a foundation for your future in health care. This plan will guide your choice of 400-level courses in HPA, supporting courses from other departments, elective courses, selection of a minor (if any), and choice of the field experience.

Just as you chose your major--with others' help--so, too, will **you steer yourself** through the process of completing your degree. Your role in advising is not so different from your role of a learner in a course: the University provides the tasks and tools, but it's up to you--again, with advisers' help--to "construct" your own education.

### **Continuous Quality Improvement**

The HPA Department is committed to continuously improving the quality of its baccalaureate program. You, the student, are the major reason the faculty is here. Many past improvements came through student comments.

You are the expert on how well we advise you. We need to hear from you about the quality of advising. If you have complaints or compliments--or especially, suggestions for improvement--please call, send e-mail, write us a note, or see us directly.

Teta Barry, Ph.D.  
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(814) 863-6617  
[TXB13@psu.edu](mailto:TXB13@psu.edu)

## WHAT IS HEALTH POLICY AND ADMINISTRATION?

Few fields offer as many challenges to our society as does health care. Rising costs, rapidly changing technology, complex ethical issues, the uninsured, and consumer demands for quality combine to offer a host of legal, political, economic, and administrative challenges. How should organs for transplant be allocated? How can we pay for health care for the elderly and the poor? Does managed care provide quality care? As societies seek solutions, they need professionals with administrative and policy skills to balance the competing goals of cost, access, and quality.

Penn State's undergraduate program in Health Policy and Administration seeks to meet this need for leaders who will help improve our health care system. Health Policy and Administration is a major for students interested in management (business) and policy aspects of health care. **The specific mission of the baccalaureate program is to develop graduates with the knowledge, skills, and values appropriate for work in entry-level management or policy-related positions or for graduate education in the health care field.**

HPA and the health care industry offer students a vast array of opportunities. Since the health care industry represents nearly one-seventh of the entire U.S. economy and is still growing, job opportunities are excellent. The breadth of the industry means that almost every type of work environment can be found. HPA graduates work in all types of health care organizations from major teaching hospitals with over 1,000 beds to rural solo practice physician offices. Jobs can be found in small, not-for-profit service oriented agencies or in major for-profit corporations.

In general HPA students are prepared to work in six types of health care organizations including: (1) health care providers (hospitals, physician practices, nursing facilities, home health agencies, etc.); (2) health insurers (nonprofit and commercial insurers, health maintenance organizations, etc.); (3) health care consulting firms; (4) health care supply companies (pharmaceutical companies, medical device manufacturers, etc.); (5) health services research and policy organizations (health policy research groups, industry trade groups, etc.); and, (6) local, state, and federal health agencies (local health departments, state Department of Health, federal Department of Health and Human Services, etc.). HPA students can also use the degree to prepare for graduate study in business, law, medicine or allied health fields, health administration, health services research or policy, and public health.

In addition to our undergraduate degree, HPA offers three graduate degree programs, a Master of Health Administration, a Master of Science in Health Policy and Administration, and a Ph.D. in Health Policy and Administration. We also offer a 5-year integrated B.S./M.H.A. degree. For more information on our graduate programs, see our web site [www.hhdev.psu.edu/hpa/grad/index.html](http://www.hhdev.psu.edu/hpa/grad/index.html).

Many graduate students serve as teaching assistants in the undergraduate program. Teaching assistants (TAs) are graduate students working half-time while completing their advanced degrees, often assisting a faculty member with a course. Occasionally, they will be given full responsibility for a course. Many TAs have health care experience and are sources of information about graduate schools and industry.

Penn State's HPA Department was a pioneer in undergraduate education in health administration, offering one of the first programs in the nation. Our quality programs have kept us one of the best. In 2005, the HPA Department celebrated its 35th anniversary.

The HPA Department's general mission is to provide education and research that contributes to higher quality, better access, and lower costs in health care systems. HPA is the only unit at Penn State devoted exclusively to education and research in health policy and administration. The HPA Department is a full member of the Association of University Programs in Health Administration (AUPHA), a national consortium of similar programs. AUPHA has many resources available for students interested in health administration on its website [www.aupha.org](http://www.aupha.org).

HPA is more than a field of study. HPA is a faculty of doctoral-trained scholars from a wide range of disciplines and professions--political science, organization behavior, economics, epidemiology, and medicine. They have extensive backgrounds in teaching and research; some have experience in health care practice. In addition to teaching and learning, HPA faculty and students are actively involved in research and service, discovering and disseminating new knowledge about health care policy and services.

#### HPA DEPARTMENT ADVISER

Student Adviser	Email address	Office	Phone Number	Main Responsibility
Susan Sanders	<a href="mailto:STS11@psu.edu">STS11@psu.edu</a>	604-J Ford	(814) 863-2900	Academic Adviser

#### HPA FACULTY

Faculty Member	Email address	Office	Phone Number	Teaching/Research Interests
Teta Barry, Ph.D.	<a href="mailto:TXB13@psu.edu">TXB13@psu.edu</a>	604-P	(814) 863-6617	Long-term care
Rhonda BeLue, Ph.D.	<a href="mailto:RXB10@psu.edu">RXB10@psu.edu</a>	601-A	(814) 865-6898	Health disparities
Diane Brannon, Ph.D.	<a href="mailto:F8Z@psu.edu">F8Z@psu.edu</a>	601-D	(814) 863-8514	Long-term care management
Chris Calkins, Ph.D.	<a href="mailto:ccalkins@hmc.psu.edu">ccalkins@hmc.psu.edu</a>	501-E	(814) 865-1726	Health care marketing and strategic planning; health literacy and decision-making
Kathryn Dansky, Ph.D.	<a href="mailto:KXD9@psu.edu">KXD9@psu.edu</a>	604-N	(814) 863-2902	Human resources, home health, quality
Elizabeth Farmer, Ph.D.	<a href="mailto:EMF13@psu.edu">EMF13@psu.edu</a>	601-E	(814) 863-7333	Children's mental health services
Marianne Hillemeier, Ph.D.	<a href="mailto:MMH18@psu.edu">MMH18@psu.edu</a>	504-S	(814) 863-0873	Racial/ethnic health disparities among children
Kyoungrae Jung, Ph.D.	<a href="mailto:KUJ11@psu.edu">KUJ11@psu.edu</a>	601-H	(814) 863-8129	Monitoring chronic disease care and outcomes among elderly Medicare beneficiaries
Peter Kemper, Ph.D.	<a href="mailto:PXK14@psu.edu">PXK14@psu.edu</a>	504-Q	(814) 865-6899	Economics, impact of HMOs on health services, access to long term care

Deirdre McCaughey, Ph.D.	<a href="mailto:DXM68@psu.edu">DXM68@psu.edu</a>	604-Q	(814) 863 8130	Workplace safety, employee stress and well-being, and knowledge transfer/utilization in health services
Michael Meacham, J.D., M.P.H.	<a href="mailto:MRM32@psu.edu">MRM32@psu.edu</a>	601-B	(814) 865-5173	Organizational leadership, professional development.
Mark Milliron, Ph.D.	<a href="mailto:MEM9@psu.edu">MEM9@psu.edu</a>		(814) 863-5830	Consumer choices in health care
Jessica Mittler, Ph.D.	<a href="mailto:JNM14@psu.edu">JNM14@psu.edu</a>	601-L	(814) 863-8041	Quality and access to care, market dynamics, organization and individual behavior.
John Moran, Ph.D.	<a href="mailto:JRM12@psu.edu">JRM12@psu.edu</a>	504-T	(814) 865-8893	Health insurance, health economics
Dennis Scanlon, Ph.D.	<a href="mailto:DXS62@psu.edu">DXS62@psu.edu</a>	504-U	(814) 865-1925	Managed care, consumer report cards, economics
Mark Sciegaj, Ph.D.	<a href="mailto:MXS838@psu.edu">MXS838@psu.edu</a>	601-F	(814) 863-2861	Elder autonomy, consumer-directed care in long-term care systems
Dennis Shea, Ph.D.	<a href="mailto:DGS4@psu.edu">DGS4@psu.edu</a>	604E	(814) 863-5421	Long-term care, insurance, economics
Richard Shurgalla, M.S.	<a href="mailto:RNS12@psu.edu">RNS12@psu.edu</a>	604-A	(814) 863-2670	Professional development, career preparation, and physician practice management
Pamela Farley Short, Ph.D.	<a href="mailto:PXS46@psu.edu">PXS46@psu.edu</a>	504-E	(814) 863-8786	Insurance, consumer report cards, economics
Diane Spokus, Ph.D.	<a href="mailto:DMS201@psu.edu">DMS201@psu.edu</a>	501-B	(814) 865-0716	Human resource management, long-term care
Joe Vasey, Ph.D.	<a href="mailto:J7V@psu.edu">J7V@psu.edu</a>	504-L	(814) 863-0858	Program and policy evaluation, research methodology and design, and statistical analysis in health services and outcomes related issues
Karen Volmar, J.D., M.P.H.	<a href="mailto:KMV10@psu.edu">KMV10@psu.edu</a>	601-C	(814) 865-5177	Health law, managed care, human resources
All offices are in the Ford Building				

More information on faculty and their interests as well as HPA's adjunct faculty and lecturers is available on our website at <http://www.hhdev.psu.edu/hpa/faculty/index.html>

#### HPA DEPARTMENT STAFF

Staff Member	Email address	Office	Phone Number	Main Responsibility
Lisa Davis, MHA	<a href="mailto:LAD3@psu.edu">LAD3@psu.edu</a>	202	(814) 863-8214	Director of the PA Office of Rural Health
Beverly Fahr	<a href="mailto:BQF2@psu.edu">BQF2@psu.edu</a>	604	(814) 863-2859	Staff Assistant, Graduate Programs

Kim Hannon	<a href="mailto:KMH42@psu.edu">KMH42@psu.edu</a>	604	(814) 863-1523	Staff Assistant, Undergraduate Programs
Patricia Corbett Hamel	<a href="mailto:PAC9@psu.edu">PAC9@psu.edu</a>	604-F	(814) 863-5421	Department Head Administrative Assistant
Tom Knarr	<a href="mailto:TMK17@psu.edu">TMK17@psu.edu</a>	601-J	(814) 865-6900	Writing Coach
Lucy Taylor	<a href="mailto:LJS7@psu.edu">LJS7@psu.edu</a>	604-C	(814) 863-2860	Department Financial Assistant
Marc Teenie	<a href="mailto:MWT12@psu.edu">MWT12@psu.edu</a>	604-G	(814) 863-7683	Computer Deputy
Sarah Woodward	<a href="mailto:SMR38@psu.edu">SMR38@psu.edu</a>	604-H	(814) 863-9971	Academic Programs Staff Assistant
Lisa Davis's office is 202 Beecher Dock House. All other offices are in the Ford Building.				

## ADVISING POLICIES

### HPA's Advising Policies and Process

It is very important for HPA students to understand the University's advising policies. Please carefully read the University's policies on advising: [www.psu.edu/dus/handbook](http://www.psu.edu/dus/handbook).

Advising is a continuous process during your college career. It is a sequence of decisions you make, assisted by a set of advising partners: first with the College Advising Center, a DUS adviser, or your Commonwealth Campus adviser; and then with your faculty adviser and the HPA department adviser. As the University advising policies indicate, the final responsibility for your decisions rests with YOU. Since HPA offers a diverse set of career opportunities and enormous flexibility in your course choices, it is imperative that you take your role in the advising process seriously.

Pre-major students, non-degree students, students transferring into Penn State from another school, and any other students not yet in the HPA major can get information about HPA from HPA's department adviser, Ms. Susan Sanders. Ms. Sanders provides students interested in the HPA major with the information necessary to explore their potential opportunities. After you have selected HPA as your major, you will be assigned an HPA faculty mentor. If you are not sure who your HPA faculty mentor is, you can ask in the HPA office or look on the PSU advising web page [www.elion.psu.edu](http://www.elion.psu.edu). Your HPA faculty mentor is also shown on your student audit. As an HPA student, you have two important resources in the department--your faculty mentor and the HPA department adviser. It is important to understand the roles of both your faculty mentor and the staff adviser.

Your **faculty mentor** will be most helpful for discussing issues about career plans, such as jobs and graduate schools, and how course choices or minors fit into your plans. Keep in mind that you can make an appointment to see any faculty member, if you think that person might be helpful.

The **department adviser**, on the other hand, should be consulted for questions about transfer credits, course drop/add, course substitutions, graduation requirements, and other academic advising tasks. While the department adviser has primary responsibility for these issues, your faculty mentor may be consulted as well.

HPA faculty mentors and the department adviser can be reached through e-mail, as well as by phone. Department announcements are usually communicated in three ways. First, they are announced in HPA classes. Second, they are posted on bulletin boards outside 604 Ford Building. Finally, the HPA Department has an electronic email list that is used to send out information. Most students will be signed up automatically, but if you are not receiving these emails, just send a note to the undergraduate staff assistant and you will be added to the distribution list. The latest news and events for HPA can be found at [www.hhdev.psu.edu/hpa/News/index.html](http://www.hhdev.psu.edu/hpa/News/index.html).

To ensure you get the best quality advising possible, the HPA Department recommends the following:

### **Faculty Mentors**

1. Soon after declaring your major, make an appointment to introduce yourself to your faculty mentor. Take this opportunity to tell him/her a little about yourself and get to know your mentor. Faculty mentors are very important sources of references for jobs and graduate schools. It is important to build a close relationship with one or more HPA faculty members. Appointments can be made by emailing, calling, or visiting your mentor or by calling the HPA office, (814) 863-2900. If you must cancel a scheduled appointment, please call.
2. If your mentor is out when you call, you can leave a message on voice mail or call the HPA Department office to leave a message. **MAKE SURE YOUR MESSAGE INCLUDES YOUR NAME, STUDENT NUMBER, EMAIL ADDRESS, PHONE NUMBER, AND THE REASON YOU CALLED.**
3. HPA faculty office hours are typically posted on each faculty member's office door and on the bulletin board outside 604 Ford Building. Note your mentor's office hours (they may change each semester). If your mentor's hours conflict with your classes, find out what additional times your mentor is available for consultation; you should be able to set up another time.
4. Keep a folder with all your advising material. Bring that folder to all meetings with your mentor. It will serve to answer questions, keep track of past decisions, and monitor your academic progress.
5. After your initial meeting with your faculty mentor, you are strongly advised to schedule an appointment at least once a semester. It is only by meeting with your faculty mentor on a regular basis that you will develop a good relationship. Before each meeting you should look over your HPA audit, available from the HPA office or on the Web through [www.elion.psu.edu](http://www.elion.psu.edu), and think about the purpose of the meeting. Be aware of your progress toward graduation. Consider what you will do after graduation and what courses or plans you want to discuss. Come prepared to the meeting with specific topics you want to discuss.
6. Faculty mentors are important to your success. If you don't make yourself known to your mentor, it will be very difficult to get a letter of recommendation for a first job or graduate school. A professor cannot recommend you without knowing you. Take advantage of the opportunities you have.

### Department Adviser

1. HPA's department adviser is Ms. Susan Sanders. Ms. Sanders provides advising for both pre-major students and students in the HPA major.
2. Department adviser appointments can be made by calling the HPA Department office, (814) 863-2900.
3. Important advising announcements--deadlines, changes in requirements--are usually posted on the department adviser's door, on bulletin boards near 604 Ford Building, and on the department's email newsletter.
4. Soon after declaring your major, make an appointment to see the HPA department adviser. At this meeting you should review the courses you have taken and ask any questions you might have about major and graduation requirements. It is important to identify any problems quickly.
5. The department adviser is the best person to consult for several topics, including:

Drop/add of courses and routine late drops	<b>Transfer credits</b>
Signature for routine forms	Course substitutions
<b>Course scheduling and registration</b>	<b>Academic drop and reinstatement</b>
Deadline information	Petitions of academic policies
General education requirements	Cultural diversity course requirements
Writing intensive course requirements	C-required courses
Satisfactory/unsatisfactory grading	<b>Graduation requirements</b>
<b>Information on minors</b>	<b>Review of HPA audit</b>
Information on University resources	Independent learning courses
<i>Topics in bold will almost certainly require an appointment. They typically require additional time.</i>	

6. Just as for meetings with your faculty mentor, you should look over your HPA audit and think about the purpose of the meeting. Be aware of your progress toward graduation. Come prepared to the meeting with specific questions you want answered.

### Key Advising Checkpoints

1. **3<sup>rd</sup> or 4<sup>th</sup> semester:** Meet with the department adviser to go over information on the HPA major and the entrance to major process. Review audit to identify that prerequisites for HPA 300 level courses have been met.
2. **5<sup>th</sup> or 6<sup>th</sup> semester or earlier:** Take HPA 390 (Preparation for Field Experience in Health Policy and Administration) and begin your search for HPA 395 (Field Experience in Health Policy and Administration). Review HPA audit with faculty and department advisers.
3. **6<sup>th</sup> semester:** Review your HPA audit with the department adviser and identify remaining graduation requirements.

4. **7th semester:** If you are planning to go to graduate school, you should take the Graduate Record Examination (GREs), Graduate Management Aptitude Test (GMATs) or other exams. Even if you will not be going straight on to graduate school, now is the best time to take these tests. The department adviser has several graduate school guides that students may borrow. Information on various graduate programs is also available in the HPA Resource files in 604 Ford Building. Faculty members are excellent sources of information about the best graduate programs.

If you are planning to work after graduation, now is the time to start planning. Most job searches will take 6 to 12 months. Visit Career Services (<http://www.sa.psu.edu/career/>), 101 Bank of America Career Services Center and pick up copies of the *Penn State Placement Manual* and the *Career Path Job Search Sourcebook*. Update your resume and begin to contact people you know in health care (especially people you met on your field experience), informing them that you will be looking for work in several months and asking for their assistance. Scan the classified ads for jobs that interest you. You may have learned of weaknesses in your abilities during your field experience. Take courses that remove these weaknesses. The HPA department adviser can help you identify what career placement resources you need.

5. **8th semester (or the semester you plan to graduate):** Review your latest course audit with the department adviser no later than the first few weeks of your final semester to make sure you have completed everything needed to graduate. Use eLion to declare your intent to graduate. Finalize plans for work or graduate school. To assist HPA faculty with writing recommendations, we ask that you provide the HPA office with a copy of your resume and a wallet size photo of yourself.

### **A Final Word on Advising**

HPA and Penn State policies emphasize that the student has the ultimate responsibility for advising decisions. In helping you make the key decisions during your education, HPA wants to offer the highest quality advising possible within our resources. If you have any difficulties, problems, or concerns about your faculty mentor, the department adviser, or any advising issue, please contact the department head or the undergraduate program director to discuss the matter. We are always looking for ways to improve advising.

## **TEACHING AND LEARNING IN HPA**

### **Responsibilities of Teachers and Learners in HPA**

Just as advisees and advisers have responsibilities, HPA believes teachers and learners have responsibilities. As a faculty, we expect to stay current in our fields, to innovate and continually improve our teaching, to arrive in class prepared, to provide students with stimulating and challenging courses, to develop student skills and knowledge through lecture, discussion, projects and exams, and to treat students in a fair, honest, and respectful manner.

Similarly, we expect students to stay current in our courses and the health care field, to arrive in class prepared to contribute, to become active learners, seeking to constantly improve their knowledge and their skills through application, and to treat faculty and other students with professional courtesy, respect, and honesty.

## **Curriculum and Degree Requirements**

Your education in HPA at Penn State is consistent with the four criteria AUPHA ([www.aupha.org](http://www.aupha.org)) has established for undergraduate programs: a liberally educated health services manager, conceptual and technical competency in management, conceptual and technical competencies in health services, and applications to health services management. In particular, AUPHA and HPA expect that your curriculum develops the following skills and knowledge:

### **A Liberally Educated Health Services Manager**

- Communication skills, including written and oral skills
- Quantitative skills, including mathematics and quantification
- Critical thinking, including the ability to analyze problems
- Societal context, including knowledge of the historical, philosophical, social, economic, political, and scientific foundations of health care
- Information management and technology

### **Conceptual and Technical Competence in Management**

- Theories of management, including business, law, organizational behavior and design, and strategic management
- Functions of management, including accounting, computers, financial management, human resources, operations, information systems, strategic planning, marketing, research methods, and statistics
- Managerial skills, including leadership, interpersonal skills, professional development, and continued learning

### **Conceptual and Technical Competence in Health Services**

- Determinants and measurement of health and disease, including epidemiology and public health
- Health services organization and delivery, including the structure and function of a wide variety of health organizations and professions
- The unique characteristics of the economic, legal, managerial, political, and social aspects of health services organization and delivery, including bioethics, health finance, health law, health economics, and health policy

### **Applications to Health Services Management**

- A faculty supervised practicum/internship
- Exercises used to integrate the skills and knowledge described above

## **Degree Requirements**

To meet these educational goals, your graduation requirements include courses in three areas: general education, major degree requirements, and electives. Your degree requirements consist of 45 credits in **General Education**. The **Major Degree Requirements** for a B.S. in Health Policy and Administration include 31 credits in **Prescribed Courses**, 18 to 20 credits in **Additional Courses**, and 36 credits (9 of these must be at the 400 level) in **Supporting Courses and Related Areas**. Finally, you may need to complete up to 2 credits in **Electives**, depending

on your other course selections. Since ECON 002, PLSC 001 or SOC 023, STAT 200 or 250 and CMPSC 101, 102, or 203 count for both General Education and Major Degree Requirements this makes a total of 120 credits. As part of these 120 credits students must complete a first-year seminar, 3 credits in United State cultures (US), 3 credits in International culture (IL), and 3 credits in a writing across the curriculum (M, W, X, or Y) course. HPA 301W fulfills this requirement for HPA students. In addition, all the prescribed and additional courses in the major must be completed with a C grade or higher.

### Course Sequencing

Assuming that you have completed your General Education credits, at least two supporting courses, and HPA 101 during the first two years, a typical sequence of courses during the last four semesters for an HPA student might look like this:

<u>Fall, 5th Semester</u>	<u>Spring, 6th Semester</u>	<u>Summer</u>	<u>Fall, 7th Semester</u>	<u>Spring, 8th Semester</u>
HPA 310	HPA 400 Level Course	HPA 395	HPA 400 Level	HPA 400 Level
HPA 332	HPA 390		400 Level Supporting	400 Level Supporting
Supporting Course	HPA 301W		Supporting Course	400 Level Supporting
Supporting Course	ENG 202		Supporting Course	Supporting Course
CMPSC 101/102/203		Supporting Course		Supporting Course

HPA 395: Any summer after completion of prerequisites, usually following the 6<sup>th</sup> semester, which is recommended.

Of course, your individual schedule may vary depending upon the courses you have taken before entering the major.

### Choosing Courses

One advantage of the HPA degree is that students are given the flexibility to create a unique curriculum. With 36 credits in Supporting Courses and Related Areas, students should have room to explore a few topics before focusing their studies. The HPA Department encourages students to develop a set of courses that fits personal goals. **We recommend that students think carefully about developing a set of courses that will prepare them for graduation and that they consult with faculty and staff advisers often to discuss these plans.** Supporting courses should be used to build some depth and skill in one or more areas--long-term care, marketing, economics and finance, human resources, and industrial relations, among others--which you can market to employers as your unique qualifications. Students who haphazardly pick courses because they are the easiest courses will find themselves at a distinct disadvantage in the job market. Employers care more about the skills you have to make a contribution to their company than your GPA.

To help you in making your choices, we provide several aids below. Following a list of some common questions, you will find a note about the required field experience courses. This is followed by a description of your HPA audit, a record that shows your progress toward graduation. After that, we list all the courses currently offered by HPA. We also describe the set of department- approved courses that meet the **Supporting Courses and Related Areas** requirement.

Finally, we list some ideas about how you might best use your supporting course credits, including several areas of interest and some **minors** typically taken by HPA students. While not required for graduation, a minor is a group of courses that focus interest in specialized areas. A minor may be combined with the HPA major to give a student specialized knowledge. Before deciding on a minor, a student should meet with his/her faculty adviser and the HPA department adviser. If there is a minor of interest not on this list, please consult with your faculty or department adviser.

### **Frequently Asked Questions**

Q: May HPA/ECON 445 (Health Economics) count twice--for both the HPA 400-level requirement and the 6 credit PL SC and/or ECON requirement?

A: No. It can only count for one of these two requirements.

Q: May ECON 002 and PL SC 001 count twice--for both the six credit PL SC and/or ECON requirement and in the Prescribed Courses requirement?

A: No, ECON 002 and PL SC 001 do not count toward the Supporting Courses and Related Areas major requirement of 6 credits in PL SC and/or ECON, although they can count toward your General Education requirements and your HPA major requirements. In addition to ECON 002 and PL SC 001, you must take 6 credits in either ECON, PL SC or 3 credits in each as Supporting Courses and Related Areas. The courses you can choose from to meet this requirement are listed in the department approved list of courses for Supporting Courses and Related Areas, but make sure you have the appropriate prerequisites.

Q: Should I take a minor?

A: Approximately one-third of HPA students complete a minor. The most common minors HPA students complete are Business /Liberal Arts, Gerontology, Human Development and Family Studies, Sociology, Information Systems and Technology in HPA. The best minor really depends on your career goals, and students are encouraged to consider minors such as Information Systems Management, Information Systems and Statistical Analysis, Legal Environment of Business, Business Logistics, Economics, Political Science, and Labor Studies and Employment Relations. A list of relevant minors appears later in this handbook.

Q: How do I declare a minor?

A: The application for the minor you choose is available from the department that supervises that minor, not the HPA Department.

Q: How do my minor credits count?

A: Credits for minor courses that are listed on the HPA-approved list of courses may be used to fulfill the 36 credits needed in Supporting Courses and Related Areas. Minor courses that are not listed on the department-approved list may be petitioned as course substitutions for Supporting Courses and Related Areas (petitions are not always approved) or may meet General Education credit requirements.

Q: Which writing and speaking courses are best for HPA students?

A: HPA students should take CAS 100, either ENGL 015 or ENGL 030, and ENGL 202D. ENGL 202D is recommended since it is the most business-oriented of the Effective Writing courses, although 202A and 202C are also appropriate.

Q: Which computer course is best for HPA students?

A: CMPSC 203 is usually the best course for HPA students since it covers business applications such as spreadsheets and databases and meets the General Education quantification (GQ) requirement. CMPSC 101 and 102 are programming courses that might be more appropriate for a student interested in health care information systems. Three minors that deal with computers are the Information Systems Management minor, the Information Systems and Statistical Analysis minor, and the Information Systems and Technology in HPA minor.

Q: Should I take STAT 200 or STAT 250?

A: Either course is acceptable. STAT 250 is probably better suited for those students who might be interested in medicine, epidemiology, or public health.

Q: Is BIOL 141 or BI SC 004 required for graduation?

A: No, but HPA 310 has 3 credits in biology as a prerequisite. BIOL 141, BI SC 004 or BBH 101 are the courses recommended to meet this prerequisite and may count toward your General Education requirements.

Q: May courses taken at other colleges count for General Education or Major Requirements?

A: It depends. HPA-related courses taken at any Penn State location may count for your degree requirements. Courses taken at other colleges and universities must meet several requirements, which are outlined in a flyer available at the Undergraduate Admissions Office. Transfer credits to be used for Major Requirements also have to be approved by the HPA Department. You are strongly advised to see the HPA Department adviser before taking courses at another institution.

Q: Does HPA have a study abroad opportunity?

A: HPA does not have a formal program for study abroad, but the department is willing to work with any student planning to do this while at Penn State. Any student interested in studying abroad should first visit with the Office of International Programs, 410 Boucke Building, (814) 865-7681, [www.international.psu.edu/EA/](http://www.international.psu.edu/EA/). The student may then meet with the HPA department adviser to discuss how the courses you are interested in taking might fit into your major.

Q: Where can I get help if I am having academic difficulties?

A: In addition to talking to your faculty adviser and the HPA department adviser, the HPA Department encourages students to seek help at the University Learning Center. They can provide assistance with writing, math, computers, and a wide variety of other areas.

### **Field Experience Requirement**

All students in the Health Policy and Administration program are required to participate in a field experience (sometimes called a practicum or internship) in a health care facility or related agency for a minimum of ten, 40-hour weeks. The field experience should provide practical experience in the administration of health care organizations, health services planning and delivery, and/or research in the health care field. The field experience includes a two-course requirement: HPA 390, Professional Development in HPA, and HPA 395, Field Experience in HPA.

While the HPA Department assists students looking for a field experience, the ultimate responsibility for securing a field experience with a health care facility or related agency is up to you. It is our conviction that this approach is, in itself, a good practical experience for students. The information you need is provided in the preparatory course, HPA 390. The department provides several resources to assist you in finding internships in the Resource Center in 604 Ford Building. New internship opportunities are sent out through email or posted on the internship website.

The field experience can only be scheduled in the summer. Prior to the field experience, the student **MUST** have satisfactorily completed HPA 101, HPA 301W, HPA 310, HPA 332 and 390 with a C grade or better. The HPA Department strongly recommends students complete HPA 390 in the fall or spring of their junior year. This will provide the maximum amount of time to search for a field experience. The HPA Department also strongly recommends that students complete CMPSC 101, 102, or CMPSC 203, ECON 002, PL SC 001, ACCTG 211, STAT 200 or 250, and FIN 100 or INS 301, before a field experience.

Note that the actual field experience places important demands on students. HPA 395 is a three-credit course. This means you will have to pay tuition and fees for these credits. **Expect to receive a bill for this in early May.** The money from these credits is used to pay for phone and mailing costs associated with the field experience, field experience coordinator costs, and other personnel and material costs required for HPA 395.

Furthermore, note that the field experience is just like a full-time job. Because of the demands of the field experience, you may not be able to earn much income during that summer. Please plan accordingly. Finally, while completing HPA 395, you are only allowed to take three additional credits, so do not plan on taking many extra credits during your field experience.

While we recognize the costs -- tuition, time, foregone earnings and other field experience sacrifices -- department members believe, and our alumni report, this internship is the most valuable experience you pay for in your education. In addition to the direct educational benefits, the field experience enhances every course you take by illustrating how skills you learn in class are applied in health care. Furthermore, many students get their first job at their field experience site or through a contact made at their field experience site.

### **Your HPA Audit**

Your HPA audit is the way the department keeps track of your progress toward graduation. You can access your audit electronically through the University advising web page, [www.elion.psu.edu](http://www.elion.psu.edu). **You are strongly encouraged to review your audit each semester and use it to track your progress.** While the audit looks confusing, it is easy to understand once you become familiar with its format. As you complete each requirements the “-” sign next to the requirement will be changed to a “+” sign.

The first section of your audit includes general information about you and your degree program, including the name of your faculty adviser. This is followed by information on your grades in the most recent semester. The next section lists the first set of major requirements, the Prescribed and Additional Courses showing the HPA requirements for:

- 1) ECON 002, PL SC 001, SOC 023
- 2) STAT 200 or STAT 250 and CMP SC 101, CMP SC102, or CMP SC 203
- 3) ACCTG 211, HPA 101, HPA 301W, HPA 310, HPA 332, HPA 390
- 4) HPA 395
- 5) FIN 100 or INS 301
- 6) Nine credits in HPA 400-level courses selected from the HPA courses listed. Please note that HPA 496 is NOT included in the 400-level courses listed. HPA 496 and other HPA 400-level courses not listed in this section can ONLY be used to fulfill this requirement with the permission of the department (see the department adviser or your faculty advisor if you wish to petition for this substitution).

The HPA Major Requirements in Supporting Courses and Related Areas appear next on your audit, including the six credits in Economics and/or Political Science, and the 30 credits selected in consultation with your adviser.

Notice that additional requirements--such as the requirement for a C or higher in a course or the requirement that nine of your credits in Supporting Courses or Related Areas be at the 400 level--are also indicated in the Major Requirements sections.

The next part of the audit shows your progress toward completing the General Education requirements, listing the number of credits needed in Writing and Speaking (GWS) courses, Quantification (GQ) courses, Natural Sciences (GN) courses, Arts (GA) courses, Humanities (GH) courses, Social and Behavioral Sciences (GS) courses, and Health and Physical Activity (GHA) courses. As you complete each requirement the - sign next to the requirement will be changed to a + sign.

Below the General Education requirement section is the area where any electives will be listed, as well as sections for other graduation requirements, including the Writing Across the Curriculum (W) requirement, the United States cultures (US) and International cultures (IN) requirements, and a few others. Just below this is a legend that explains the symbols used on the audit.

In most cases, the computer will correctly assign a course on the audit, but occasionally a problem will surface. In some cases, a course will appear in one location that seems wrong, but the course actually will be switched to the correct location once other courses are completed. A meeting with your faculty adviser or the staff adviser should help you understand the audit and allow you to check its accuracy. Once again, the HPA Department recommends that you review your audit each semester.

### **HPA Courses**

HPA 057 (GHS) CONSUMER CHOICES IN HEALTH CARE (3) Introduction to consumers' role in health care decisions, including health benefits, physician and hospital choice, and end-of-life choices.

- HPA 101 INTRODUCTION TO HEALTH SERVICES ORGANIZATION (3) Examination of social, political, economic, historic, and scientific factors in the development of the medical care health services.
- HPA 301W HEALTH SERVICES POLICY ISSUES (3) Analysis of major issues in health services delivery in hospitals, medical practice, public health, mental health, and health professional education. Prerequisites: HPA 101, PL SC 001, ECON 002.
- HPA 310 HEALTH CARE AND MEDICAL NEEDS (3) Health care from an individual, family and community standpoint illustrated with specific diseases and health problems. Prerequisite: BIOL 141 or BI SC 004 or BBH 101.
- HPA 332 HEALTH SYSTEMS MANAGEMENT (3) Introduction to and analysis of managerial roles and practices in health services organizations. Prerequisites: HPA 101.
- HPA 390 PROFESSIONAL DEVELOPMENT IN HEALTH POLICY AND ADMINISTRATION (3) Preparation for field experience, stressing writing and speaking skills.
- HPA 395 FIELD EXPERIENCE IN HEALTH POLICY AND ADMINISTRATION (1-13) Field experience/internship in health services setting. Prerequisites: HPA 301W, HPA 310, HPA 332, HPA 390.
- HPA 401 COMPARATIVE HEALTH SYSTEMS (3) Comparative analysis of health services in selected developed and developing countries. Prerequisites: HPA 301W.
- HPA 410 PRINCIPLES OF PUBLIC HEALTH ADMINISTRATION (3) The rationale for, and the patterns of, public health service at all levels of government in the United States. Prerequisites: 6 credits in sociology or political science and HPA 301W.
- HPA 420 PRINCIPLES OF MANAGED CARE (3) Survey of managed health care, including history, typology, current issues, management challenges, and impacts on patients, providers, and special populations. Prerequisites: HPA 301W.
- HPA 431 HEALTH PLANNING METHODS (3) Introduction to methods used in planning for health services, facilities, and manpower. Prerequisites: HPA 301W, STAT 200 or 250.
- HPA 433 ADMINISTRATION OF HOSPITAL AND HEALTH SERVICE SYSTEMS (3) Analysis of administrative structures and interorganizational arrangements among hospitals and other health care organizations. Prerequisites: HPA 332.
- HPA 440 PRINCIPLES OF EPIDEMIOLOGY (3) Theory of epidemiology and significant case studies. Potential applications to health care. Prerequisite: BBH 101, HPA 310 or BIOL 110; STAT 200 or 250. Cross-listed as BBH 440.

- HPA 442 LONG-TERM CARE MANAGEMENT (3) Management and policy issues for institutional, community, and home settings for chronic care services. Prerequisites: HPA 332.
- HPA 445 HEALTH ECONOMICS (3) Economic analysis of U.S. health care system; planning, organization, and financing; current public policy issues and alternatives. Prerequisites: ECON 302 or ECON 315 or ECON 323. Cross-listed as ECON 445.
- HPA 447 FINANCING HEALTH CARE (3) Analysis of financial flows, third-party payment programs, and reimbursement practices in the health services sector. Prerequisite: FIN 100 or INS 301, HPA 301W or HPA 332.
- HPA 450 HEALTH CARE POLICIES AND POLITICS (3) Overview of health care's political contexts: formulation, implementation, and modification stages of policy process; politics of private interests (associations) at national and state levels. Prerequisite: HPA 101, HPA 301W, PL SC 001
- HPA 455 STRATEGIC PLANNING AND MARKETING FOR HEALTH SERVICES (3) Introduction to principles and methods of strategic planning and marketing. Prerequisites: HPA 332.
- HPA 457 CONSUMER HEALTH EDUCATION (3) Orientation of school and community health education opportunities to the consumer task of selecting health products and services. Prerequisites: 9 credits of health science and/or psychology
- HPA 460 HUMAN RESOURCE MANAGEMENT IN HEALTH CARE ORGANIZATIONS (3) Foundations of human resource management applied to health care organizations, including hospitals, long-term care facilities, and community health organizations. Prerequisites: HPA 332.
- HPA 470 HEALTH CARE INFORMATION MANAGEMENT (3) This course introduces information systems terminology, data structures, software applications, and their management functions in health services organizations. Prerequisites: HPA 332, IST 210 and IST 220.
- HPA 494H SENIOR HONORS THESIS (1-6).
- HPA 496 INDEPENDENT STUDIES (1-18). HPA students have the opportunity to learn through undergraduate teaching, research, service and other opportunities. The list of some of these opportunities is available in the HPA office each semester. Individual arrangements can then be made with the faculty member offering the opportunity. Please remember that HPA 496 is NOT included in the 9-credits of 400-level courses. It can ONLY be used to fulfill this requirement with the permission of the department.

HPA 497 SPECIAL TOPICS (1-9). Recent course offerings have included current issues in HPA, Risk Management, and Physician Practice Management.

### **Supporting Courses and Related Areas**

The Supporting Courses and Related Areas requirement includes courses in three separate areas described below. Courses other than those listed below may be used to meet this 36-credit requirement, but course substitutions require department approval and must be consistent with a student's plan of study. Remember that 9 of these 36 credits must be from 400-level courses on this list. Many 400-level courses have prerequisites that must be taken, so plan your supporting courses carefully.

**I. ECONOMICS and/or POLITICAL SCIENCE REQUIREMENT:** Students must select 6 credits in economics and/or political science from the list below. All 400 level Economics courses have a 300 level pre-requisite. Departmental approval from the Political Science Department is required for enrollment in many PL SC 400 level courses.

Economics 004, 302, 304, 315, 323, 342, 390, 402, 404, 412, 423, 424, 425, 429, 432, 435, 436, 443, 444, 445, 463, 490

Political Science 002, 003, 007, 017, 020, 022, 110, 123, 125, 130, 403, 405, 408, 409, 417, 419, 420, 422, 425, 426, 427, 428, 432, 435, 440, 444, 445, 451, 453, 454, 455, 456, 458, 460, 471, 472, 474

**II. COURSES SELECTED IN CONSULTATION WITH ADVISER:** Students must select 30 credits from the department approved list below. We have organized the list in three main areas to help students identify courses that would be best for a policy or administrative focus. The courses listed under Administration Emphasis might fit the needs of a student planning a career working for a provider or insurer organization, while the Policy and Planning Emphasis courses might fit the needs of a student planning to work in government or health services research. Proficiency in another language can be extremely helpful to anyone working in a health care setting. The department will approve the substitution of up to 12 credits in a foreign language toward this 30-credit requirement.

#### **Courses of General HPA Interest**

African/African American Studies 100, 101, 102, 103, 302, 409, 445, 465

Anthropology 001, 021, 045, 448, 450, 451, 452, 454, 455, 456, 458, 460, 462, 464, 473, 474, 476

Biobehavioral Health 019, 043, 045, 046, 048, 101, 119, 143, 145, 146, 203, 251, 301, 302, 310W, 311, 315, 316, 320, 321, 322, 323, 346, 368, 410, 411, 416, 417, 420, 422, 432, 440, 444, 446, 451, 452, 458, 468, 469, 470

Biochemistry and Molecular Biology 001

Bioethics and Medical Humanities 490

Biological Science 001, 002, 003, 004

Biology 011, 012, 033, 055, 141, 142, 200, 222, 223, 341, 409, 411, 412, 416, 428, 439, 460, 461, 464, 469, 470, 477, 479

Communication Arts & Sciences 101, 175, 195, 201, 202, 203, 211, 213, 215, 250, 252, 253, 271, 283, 302, 311, 321, 352, 375, 383, 403, 404, 405, 422, 426w, 450w, 452, 453, 455, 470, 471, 475, 478, 483

Communication Sciences and Disorders 101, 146, 269  
Computer Science 101, 203  
Counselor Education 401, 416, 420, 421  
Health Policy and Administration 057, 401, 410, 420, 431, 433, 440, 442, 445, 447, 450, 455, 460, 470, 496, 497  
Human Development and Family Studies 129, 216, 229, 239, 249, 250, 301, 302A, 302B, 311, 312W, 315, 401, 402, 405, 410, 411, 412, 413, 414, 415, 416, 417, 418, 424, 425, 428, 429, 431, 432, 433, 434, 440, 445, 446, 447, 450, 453, 454, 455, 468, 477  
Industrial Health and Safety 400, 430, 445, 450  
Kinesiology 013, 015, 060, 165, 180, 202, 303, 304, 310, 321, 350, 356, 360, 384, 403, 445, 451, 460, 484  
Library Studies 100, 110, 306, 370, 460,  
Microbiology 106, 107  
Nursing 044, 203, 205, 401, 402, 452, 464  
Nutrition 100, 251, 252, 253, 456  
Philosophy 002, 003, 007, 008, 009, 010, 011, 100, 101, 103, 105, 106, 107, 108, 116, 119, 120, 132, 221, 233, 403, 405, 406, 407, 408, 410, 416, 418, 420, 432  
Psychology 100, 212, 221, 231, 238, 243, 256, 400, 404, 405, 413, 414, 415, 416, 420, 421, 423, 424, 425, 432, 438, 441, 450, 459, 463, 464, 470, 471, 474, 478, 479, 481, 484  
Spanish 305  
Statistics 200, 250, 460, 462, 463, 464, 466  
Women's Studies 001, 003, 005, 101, 102, 103, 104, 110, 136, 250, 428, 452, 455, 456, 458, 471, 472, 476

#### **Policy and Planning Emphasis**

Economics 004, 302, 304, 315, 323, 342, 390, 402, 404, 412, 423, 424, 425, 429, 432, 435, 436, 443, 444, 445, 463, 490  
Geography 020, 030, 124, 126, 160, 363, 428, 430, 431, 463, 468, 483  
Political Science 002, 003, 007, 017, 020, 022, 110, 123, 125, 130, 403, 405, 408, 409, 417, 419, 420, 422, 425, 426, 427, 428, 432, 435, 440, 444, 445, 451, 453, 454, 455, 456, 458, 460, 471, 472, 474  
Rural Sociology 011, 305, 356, 425, 444, 452, 460  
Science, Technology, and Society 101, 105, 107, 151, 200, 233, 407, 408, 432, 433, 460, 470  
Sociology 001, 003, 005, 007, 015, 035, 103, 109, 110, 119, 174, 207, 309, 401, 403, 404, 405, 408, 409, 419, 422, 423, 424, 428, 429, 431, 432, 435, 436, 437, 444, 446, 454, 455, 456, 470, 471

#### **Administration Emphasis**

Accounting 311, 404, 432, 471, 472, 473, 481  
Business Administration 100, 243, 250, 427, 455  
Business Law 243, 346, 445  
Communications 320, 370, 403  
Finance 100, 301  
Hotel, Restaurant, and Institutional Management 201, 304, 319  
Information Sciences & Technology 110, 210, 220  
Insurance 301, 405, 427

Labor Studies and Employment Relations (formerly LIR) 100, 136, 201, 401, 404, 411, 424, 425, 434, 435, 437, 444, 460, 464, 465, 470, 480  
 Management 100, 150, 301, 321, 331, 341, 401, 424, 441, 442, 443, 444, 445, 451, 451W, 471  
 Management Information Systems 204  
 Marketing 150, 180, 190, 220, 221, 301, 302, 310, 330, 342, 416, 422, 426, 428, 435, 440, 445, 450W  
 Psychology 281, 444, 482, 485  
 Recreation, Park and Tourism Management 277, 376, 386, 486, 490  
 Security and Risk Analysis 111  
 Supply Chain Management 200, 466  
 Workforce Education 450

### **Areas of Interest**

It sometimes helps to think of planning a set of courses around a theme, which we call an area of interest. This may be a set of courses across a few departments that link together to provide you with important skills and knowledge. While this is not a minor which will be listed on your transcript, it is something you can use to focus your supporting courses. Think about developing a plan of courses organized around one of the following themes:

Long-term care	Mental health	Marketing	Health economics
Minority health	International health	Health and society	Health politics and policy
Women's health	Children's health	Health journalism	Health law
Health services research	Worksite health	Community health	Insurance
Pharmaceutical	Human resources	Rural health	Finance
Operations	Management	Entrepreneurship	Health Demography
Information Technology			

### **Penn State Minors Appropriate for HPA Students**

Another way of organizing your supporting courses is by taking an official minor. Listed below are several minors that the HPA Department considers to be appropriate for HPA students. Many have been recommended by alumni. **Applications and other information about a minor are available at the department that offers the minor. While HPA advisers may have some information, students planning to minor should contact the department offering the minor.** Information about these and other minors not on this list is available in the Penn State Baccalaureate Degree Programs Bulletin (the blue book).

**AFRO-AMERICAN STUDIES**

**AFRICAN STUDIES**

**BLACK DIASPORA STUDIES**

**BIOENGINEERING**

**BIOETHICS AND MEDICAL HUMANITIES**

**BIOLOGY**

**BUSINESS/LIBERAL ARTS**

**COMMUNICATION ARTS & SCIENCES**

**DISPUTE MANAGEMENT AND RESOLUTION**

**ECONOMICS**

**GEOGRAPHIC INFORMATION SCIENCE**

**GEOGRAPHY**

**GERONTOLOGY**  
**HUMAN DEVELOPMENT AND FAMILY STUDIES**  
**INDUSTRIAL HEALTH AND SAFETY**  
**INFORMATION SCIENCES AND TECHNOLOGY**  
**INFORMATION SYSTEMS AND STATISTICAL ANALYSIS**  
**INFORMATION SCIENCES AND TECHNOLOGY**  
**INFORMATION SCIENCES AND TECHNOLOGY IN HPA**  
**LABOR STUDIES AND EMPLOYMENT RELATIONS**  
**LAW AND LIBERAL ARTS**  
**LEGAL ENVIRONMENT OF BUSINESS**  
**INFORMATION SYSTEMS MANAGEMENT**  
**MICROBIOLOGY**  
**MOVEMENT SCIENCE**  
**NEUROSCIENCE**  
**NUTRITIONAL SCIENCES**  
**PENNSYLVANIA STUDIES**  
**POLITICAL SCIENCE**  
**PSYCHOLOGY**  
**RECREATION AND PARK MANAGEMENT**  
**SCIENCE, TECHNOLOGY AND SOCIETY**  
**SOCIOLOGY**  
**SPANISH**  
**STATISTICS**  
**SUPPLYCHAIN INFORMATION SCIENCES & TECHNOLOGY**  
**TECHNICAL WRITING**  
**WOMEN'S STUDIES**

### **Honors Study**

Outstanding HPA students are eligible to enter the Schreyer Scholars program and participate in Penn State's outstanding honors education. The Schreyer Scholars program offers students the opportunity to participate in small, discussion-oriented classes led by leading scholars, international travel and study, and research opportunities, among other benefits. There are two gates for entry to the program, one as an incoming freshman and one between the sophomore and junior years. For more information on entering the Schreyer Scholars program as a freshman, see the program's web site at [www.scholars.psu.edu](http://www.scholars.psu.edu). For more information about entering the scholars program through the junior gate, students should contact Dr. Rhonda BeLue, the Schreyer Honors adviser for HPA.

### **Women's Leadership Initiative**

This excellent opportunity for fifth semester women students majoring in one of the disciplines of the College of Health & Human Development began in fall 2004.

The Women's Leadership Initiative was conceptualized and is supported by alumnae of the college and women leaders throughout the nation. The Women's Leadership Initiative will provide opportunities for emerging women leaders to develop the core values, attitudes, and competencies that are the foundation of quality leadership. Participants will emerge from the initiative with an enhanced knowledge of their own leadership capacity, an ability to identify and

develop the leadership capacity of others, an understanding of the key dimensions of leadership in diverse cultures and contexts, and expanded networks with alumnae leaders.

Explore further to see how YOU can be a part of the Women's Leadership Initiative!

### **The College of Health and Human Development Mentoring**

The College of Health and Human Development Mentoring Program connects HHD students and alumni by matching students with professionals in their field(s) of interest who can offer advice and information about career options or other issues relevant to particular fields.

### **Academic Honesty**

Health care is a field that will challenge an individual's personal and professional ethics and morals on a daily basis. From patient confidentiality to the balance between cost control and quality care, health professionals, health policymakers, and health administrators face ethical dilemmas that must be handled in a responsible manner. This is an industry in which ethical compromises and shortcuts can simply have the worst consequences imaginable.

HPA takes its responsibility to develop high ethical principles in its students seriously. We try to emphasize questions and issues in class that help students see all the ethical, legal, and moral implications of their decisions.

We think that student ethical behavior in class and at the University reflects the way they will behave when confronted with ethical dilemmas in the workplace. As a consequence, we feel there is no room in this field for students who believe that it is acceptable to plagiarize, cheat, or otherwise violate standards of academic integrity at Penn State.

Penn State policy on Academic Integrity is clear. Academic dishonesty includes, but is not limited to, cheating, plagiarizing, fabricating of information or citations, facilitating acts of academic dishonesty by others, having unauthorized possession of examinations, submitting work of another person or work previously used without informing the instructor, or tampering with the academic work of other students. The HPA faculty expects students to comply with the spirit as well as the letter of all University, college and department ethical standards. Accordingly, all students are responsible for understanding all ethical standards that apply to their work. Lack of knowledge of ethical standards will not excuse an ethical violation. We expect students to understand and respect these standards. Faculty members can be asked to clarify how these standards apply to assignments in their classes.

Penalties for violations of academic freedom are left to the individual faculty member's discretion, within the guidelines of the College of Health and Human Development and the University. However, all violations of academic integrity will be reported to the College of Health and Human Development Academic Integrity Committee. Major violations of academic integrity can result in an F for the course and a referral to the Office of Judicial Affairs for disciplinary action.

### **Information for HPA Minority Students**

The Department of Health Policy and Administration is committed to creating an environment that is receptive and responsive to the needs of minority students. Racial and ethnic disparities in

health care are prevalent, and it is critical for minority students to be active participants in this country's initiative to eliminate these inequalities. Our faculty is actively working on courses and programs that are conducive to minority interests. We welcome any suggestions. The following are websites and resources for HPA students interested in these issues.

**Office of Diversity Enhancement Programs: 215 Henderson Building**

The Office of Diversity Enhancement Programs in the College of Health and Human Development's Student Services Office provides a full range of services for diversity students in achieving their personal and professional goals. For more information, contact Joyce Hopson-King (JUH4@psu.edu, (814) 863-1291).

**The Minority Internship Program**

This program offers a database of internship opportunities to ethnic minority students at Penn State's University Park Campus. Students who become part of the Minority Internship Program (MIP) are assisted in making contact with employers who want to provide these valuable experiences to students of color. MIP provides undergraduate students at Penn State with work experiences related to their educational goals. The program can assist students in testing and confirming career goals, as well as establishing a professional network.

**The Summer Research Opportunities Program**

**<http://www.gradsch.psu.edu/equity/srop.html>**

The Committee on Institutional Cooperation (CIC) developed the Summer Research Opportunities Program (SROP) to interest talented sophomore and junior undergraduate students of underrepresented groups in academic careers and to prepare them for future graduate study. Students spend eight weeks in the summer working on research projects with faculty mentors at their own campus or another CIC member. Participants also have access to other professional development and educational activities and seminars, as well as guidance on graduate admissions and financial aid. Students present their research at a conference with other students from across the country participating in the SROP.

**The Institute for Diversity in Health Management (IDHM)**

**[www.diversityconnection.org](http://www.diversityconnection.org)**

The mission of the IDHM is to increase the number of ethnic minorities in health services administration and to improve opportunities for professionals already in the health fields. IDHM offers scholarships (the deadline for the IHDM Brock Scholarship is June 30 for scholarships for the following academic year), fellowships, paid internships through the Summer Enrichment Program (The deadline for applications for each summer is usually in the preceding December), conferences, and other resources. The SEP website is found at

**[http://www.diversityconnection.org/asp/programs\\_conferences/summer\\_enrichment.asp](http://www.diversityconnection.org/asp/programs_conferences/summer_enrichment.asp)**

**National Association of Health Services Executives (NAHSE)**

**[www.nahse.org](http://www.nahse.org)**

The National Association of Health Services Executives (NAHSE) is a non-profit association of African-American health care executives founded in 1968 for the purpose of promoting the advancement and development of African-American health care leaders and elevating the quality of health care services rendered to minority and underserved communities. Since its inception, NAHSE has sponsored and participated in local and national programs and projects designed to

improve quality, access, and availability to health services and to expand educational opportunities in the field of Health Services Administration. NAHSE's programs for students include conferences and scholarships. The scholarship deadline is usually at the end of May for the following academic year.

#### **Association of Hispanic Healthcare Executives (AHHE)**

**<http://www.ahhe.org/index.html>**

The Association of Hispanic Healthcare Executives (AHHE) was founded in 1988 as a national voluntary organization seeking to foster programs and policies to increase the presence of Hispanics in health administration professions. AHHE is the first organization devoted exclusively to Hispanic healthcare executives and to the education of the health care industry about the Hispanic health care marketplace.

#### **The Health Services Management Summer Enrichment Program for Undergraduate Minority Students**

**[http://www.sph.umich.edu/hmp/sep\\_hmp.html](http://www.sph.umich.edu/hmp/sep_hmp.html)**

The Department of Health Management and Policy at the University of Michigan offers a summer administrative internship program that provides paid internships at hospitals and other health care organizations in the Detroit/Ann Arbor area. The program includes an orientation to the University of Michigan School of Public Health, an eight-week paid summer work experience, GRE/GMAT exam preparation courses, and meetings and site visits by Michigan faculty members. For more information, visit the Web page or contact Dr. Richard Lichtenstein at (734) 936-3296. The deadline is usually in early March.

#### **Public Health Summer Fellowship**

**[http://www.msm.edu/Public\\_Health/PHSF/PHSF\\_app.asp](http://www.msm.edu/Public_Health/PHSF/PHSF_app.asp)**

To address the shortage of professionals in the public health field, the Public Health Summer Fellowship offers a unique eight-week summer experience to highly qualified recent graduates and current juniors and seniors. The purpose of the program is to expose minority students to the excitement, relevance, and promise of public health and to acquaint them with the principles of epidemiology, disease surveillance, and disease investigation in public health practice. The program utilizes the faculty, staff, and exceptional resources at four Atlanta institutions: Emory University, the Morehouse School of Medicine, Rollins School of Public Health, and the Centers for Disease Control and Prevention. The deadline is the last day of February.

### **AFTER GRADUATION**

Employment in the health care field or further graduate study is the goal for most of you. Here are a few points to keep in mind:

#### **Job Market**

- Health care is in a very turbulent period in which traditional assumptions are being challenged; traditional ways of organizing care and job categories are disappearing, but new ones are being created. Health care is still largely a local or community-based industry, i.e., there are few national companies whose recruiters sweep through the campuses with multiple positions. Therefore, you need to look into local markets, e.g., Pittsburgh, Philadelphia. You can get a good idea of the local market by reading the Sunday classified advertisements for a particular market or city. Note the types of jobs and requirements and responsibilities for jobs

listed. Many of the larger hospitals, HMOs, health care systems, nursing home chains, and others list job opportunities on the Web. The department provides information in the Resource Center in 604 Ford Building and by email.

- HPA 395 is a critical step in preparing yourself for the job market; many students who get jobs at, or shortly after, graduation secured them through their field experience site or through contacts made during the field experience.
- HPA graduates have a head start, but sometimes they have the mistaken idea they will go right into upper level management. You will usually spend some time at entry-level administration positions, particularly if you work for a large organization. Advancing in your career will require experience and further education.
- The more health care experience you can log while in school, the better. In addition to the HPA 395 experience, students should seek other opportunities. Talk with health care professionals at HPA/ACHE meetings about employment opportunities in their field. Volunteer at local hospitals, nursing homes, and other health service organizations. Get a part-time or summer job in a health care setting.
- Before beginning the job search, students should meet with their faculty adviser and visit the Office of Career Services in 101 Bank of America Career Services Center. The number of health care employers who use these services seems to be increasing. Get into the Career Services interview system as early as possible. It is OK to apply for jobs that do not list HPA as a preferred major. Many employers are not familiar with the degree, but once they learn more, they may be willing to interview you.
- The college and University provide several opportunities for you to meet with employers on campus through career days when employers from across the state will be on campus to discuss internships and employment. Take advantage of these opportunities.

### **Graduate School**

- Graduate school offers a number of opportunities for HPA students. In a recent alumni survey nearly two-thirds of HPA alumni had returned for graduate education within five years of their degree. Graduate school opportunities include business-oriented degrees such as the Master's in Business Administration (MBA) or Health Administration (MHA); degrees that focus on the public and policy side of health care, such as a Master's in Public Health (MPH), Public Policy (MPP), or Public Administration (MPA); and programs in health law, health policy, health services research. HPA students have even used their degrees to continue toward clinical degrees in fields such as nursing or medicine.
- Graduate students from the MHA, MS, and Ph.D. programs in HPA are additional sources of information and you can visit the HPA website for more information on our programs ([www.hhdev.psu.edu/hpa/grad/index.html](http://www.hhdev.psu.edu/hpa/grad/index.html)). The AUPHA Directory of Health Services Administration Education is in the HPA office and the AUPHA website has some information ([www.aupha.org](http://www.aupha.org)). Another great resource for searching can be found at [www.gradschools.com](http://www.gradschools.com). General graduate school information is available at the information

desk in Kern Building. As with a job search, students should meet with their faculty adviser to discuss graduate school plans.

### **Alumni Networking**

- The Penn State Alumni Association offers a variety of resources to students making the transition from school to a job. To find out more about membership benefits, call (814) 865-6516 or visit them at [www.alumni.psu.edu](http://www.alumni.psu.edu). Another important resource provided by the Penn State Alumni Association is the Lion Jobline, at (814) 863-JOBS.
- The HPA Alumni Affiliate Program Group is the official alumni group for HPA. The HPA-APG helps the department, alumni, and students through mentoring, communication, nominations of deserving alumni for awards, and opportunities for social and professional networking. Student membership in the APG is encouraged and can be activated by notifying the undergraduate staff assistant.

A **job matrix** (Figure 1) outlines job/graduate school plans by looking at some common organizations and common job tracks in which students may seek employment/education after graduation. While the organizations and tracks in the matrix are not the only ones where students will find employment, they illustrate some opportunities for HPA students.

The columns of the matrix show four broad areas of functional specialization: **OPERATIONS, FINANCE, HUMAN RESOURCES, and MARKETING**. Before discussing the types of organizations in which a student may work, we can explain these four career tracks.

**OPERATIONS** refer to positions involved in the daily running of a health care facility, insurer, or government agency. Many organizations require substantial coordination of the departments to ensure that patients are admitted and receive food, drugs, therapy, and other services. A student employed in operations would spend a substantial part of the day involved in these coordinating tasks.

**FINANCE** refers to positions involved in the financial operations of a company. In these positions, students have their primary tasks involved in billing insurers and counseling patients about insurance coverage and other financial aspects of health care.

**HUMAN RESOURCES** refers to positions involved in providing services to employees. A student might work in a benefits office for an employer, assisting employees in making their choices about health insurance and health care. A graduate might also work in a health care setting developing personnel policies or negotiating with unions.

Finally, **MARKETING** refers to positions involved in the planning and sale of health care services. This might include strategic planning, advertising, employer visits to explain new insurance products, medical equipment demonstrations, or other such tasks.

The rows of the matrix show several important types of organizations where students might find employment. One area is in **organizations that provide health care**. Health care providers include for-profit, not-for-profit, and public hospitals, skilled nursing facilities (nursing homes), physician group and solo practice offices, home health agencies, specialty hospitals (facilities for psychiatric care or physical therapy and rehabilitation, for example), military and Veteran's

Administration hospitals, free-standing diagnostic imaging and radiology centers, outpatient surgery centers, and other such facilities.

Students usually enter large firms at a department level. Thus, students interested in financial management might begin as an assistant in a billings office. Students more interested in the daily operations of the hospital might begin as an assistant in the admissions office or marketing department. Naturally, different paths lead to different possible routes to the top (Chief Financial Officer, versus Chief Operations Officer) as well as different course choices (Finance and Accounting for the first, Management and Marketing for the second). Students interested in clinical settings might combine HPA with study in biology, chemistry, or nursing.

A second area where students may find employment is in **health insurance**. Health insurers work with individuals and employers to develop health benefits plans to provide access to and pay for health care for individuals and groups. In addition, they must have contracts with health care providers to deliver services to people who purchase health benefits from the company. These employers include nonprofit organizations, such as Blue Cross and Blue Shield; commercial for-profit insurers, such as Aetna or CIGNA; and managed care companies, such as Kaiser Permanente or Oxford Health Plans. Students interested in these opportunities might enter the company through provider or customer relations, finance, marketing, or similar departments.

A third area of student job opportunities is with **health care consulting firms**. Consulting firms work with a wide variety of health care providers, insurers, and others to provide independent advice on all sorts of activities, including mergers and acquisitions, information technology, changes in care processes, and so on. Graduates working in these areas often travel to many different sites, getting to work with a hospital one month and a nursing home or home health agency the next. Major consulting firms, such as Ernst & Young, Deloitte & Touche, and Price Waterhouse Coopers, have significant divisions focused on health care.

A fourth area for job opportunities is in **health care supply companies**. These companies supply resources to the health care provider or directly to consumers, making sure that the drugs, pacemakers, bandages, and other supplies needed to provide care are available. Graduates working in these companies work closely with these providers to deliver the supplies needed, as well as develop new products for improving health care.

A fifth possible area where students may seek employment is in **health services research and policy organizations**. For example, HPA graduates can find entry-level jobs with trade associations for the medical, hospital, insurance and other industries doing research, writing reports, and working with legislators on policy and regulation towards the industry. Other opportunities include working for research organizations that study the impact of health policy. In these settings, students need strong quantitative and statistical skills and good writing skills.

A sixth area of employment for HPA graduates is in the **government**. HPA graduates can find jobs with federal, state, and local health agencies from the Centers for Medicare and Medicaid Services to their local health department. Many of these jobs involve developing new and enforcing existing policies and regulations for all aspects of the health care industry.

Finally, an HPA degree might be an excellent starting point for later **GRADUATE SCHOOL** studies. An HPA degree can lead students to enter professional programs such as medicine or law. Many HPA students who work in health care settings eventually return to school for an MHA or MBA. Health services research, health policy, and public health are also growing fields, with an increasing number of graduate schools offering degrees in these areas.

### **SCHOLARSHIPS AND AWARDS FOR HPA STUDENTS**

Most scholarships include need-based criteria, and if students have equivalent academic records, individuals with the highest documented financial need will be given priority in the selection process. To demonstrate financial need, you must file the Free Application for Federal Student Aid form by February 15.

Information about these and other scholarships, fellowships, and financial aid awards are usually posted on the bulletin boards outside 604 Ford Building, announced in class, and made available in the HPA office and the Professional Development Center when the announcement arrives each year. Students may also contact Dr. Marianne Hillemeier regarding any of the awards.

#### **Department Awards**

The **AUPHA/Foster G. McGaw Scholarship** is awarded to full-time undergraduate students newly enrolled in the Department of Health Policy and Administration who demonstrate outstanding academic achievement, involvement in professional and service activities, and financial need. Applications may be picked up in 604 Ford Building.

- The **Hill-ROM Management Essay Award** is awarded to the HPA student submitting the best essay to the Health Policy and Administration department on a health management topic. Entrants must be a student member of the American College of Healthcare Executives (ACHE). The winning department essay is submitted to the national Hill-ROM Essay Contest sponsored by ACHE.
- The **Virginia L. Mayers Memorial Scholarship** is awarded to undergraduate students who have achieved superior academic records or who manifest promise of outstanding academic success. If qualified candidates are available, at least one student is to be a Health Policy and Administration major and one incoming freshman who shows outstanding academic promise.
- The **Health Executive Forum Award** is a scholarship provided by the Health Executive Forum of Central Pennsylvania and awarded to students in the Health Policy and Administration major. Applicants must be at least a 5<sup>th</sup> semester standing, should demonstrate a proven financial need, and show leadership qualities, especially in the healthcare field, through participation and offices held in student and community organizations. Applications may be picked up in 604 Ford Building.

#### **College Awards**

- The **Karen Louise Weber Scholarship** is awarded to a junior or senior in CSD, HPA, HDFS, NURS, OR NUTR. Eligibility is based on academic record, financial need, and promise of professional success.
- The **Health and Human Development Academic Achievement Scholarship** is awarded to one or more full-time undergraduate students.
- The **Ruth Ayers-Givens Scholarship** is awarded to a junior, senior or graduate student in any Health and Human Development major.

- The **Margaret C. Decker Scholarship** is awarded to full-time undergraduate students enrolled or planning to enroll in the College of Health and Human Development. Candidates must have a proven need for funds to meet their necessary college expenses.
- The **Donald and Virginia Cook Scholarship** is awarded to a minority student in a Health and Human Development major.
- The **Lederer Scholarship** is awarded to returning adult students.
- The **Student Service Award** is awarded to a baccalaureate degree student in the College of Health and Human Development who has at least a 5th semester standing and has maintained a 2.00 grade point average.
- The **Edith Pitt Chace Award** is given to one College of Health and Human Development upcoming senior who has at least a 6th semester standing. The candidate must demonstrate outstanding scholarship and leadership in the College and the University
- The **Hoffman Award for Excellence in Professional Writing** is awarded to the best paper submitted by an undergraduate in the College of Health and Human Development.
- The **Sara Clemin Parks Scholarship** is awarded to a returning adult student enrolled or planning to enroll in the College of Health and Human Development.
- The **Jean Phillips Shibley Memorial Health Education Scholarship** is awarded to a BBH, HPA, KINES, or NUTR major preparing for a career in a volunteer agency, commercial organization, or government program as a health education specialist and who has achieved an outstanding academic record.
- The **Raymond E. and Erin Stuart Schultz Endowment** provides full tuition for a student from Carbon or Luzerne counties. Preference is given to entering freshmen planning to major in HR&IM or RPTM
- The **Francis A. and Ruth C. Wodock Scholarship** is awarded to baccalaureate degree students enrolled or planning to enroll in the College of Health and Human Development . Candidates must have achieved academic success and who manifest promise for professional success.
- The **Joseph and Concepcion Skellchock Scholarship** is awarded to undergraduate students who are currently enrolled or planning to enroll in the College of Health and Human Development, who have at least a 2.50 grade point average and who manifest promise of outstanding academic success and have a proven financial need.

#### University Awards

- The **President's Awards**, including the John W. Oswald Award, the Ralph Dorn Hetzel Memorial Award, and the Eric A. Walker Award, recognize outstanding leadership and academic achievement.
- The **Outstanding Adult Student Award** is made by the Center for Adult Learner Services, recognizing an outstanding adult learner.
- The **Partisan/Eclipse Awards** recognize student service in an official student organization. The Partisan award recognizes an organization member. The Eclipse award recognizes an organization leader.
- The Multicultural Resource Center offers a variety of awards for students of color, including a **Student Organization Award, Volunteer Service Award, Inspiring Student Leader Award, Leadership Award, Academic Achievement Award, and the Academic Scholarship Award.**

- The **Rose Cologne Keystone Citizen Award** and **Laurel Award for Outstanding Service** are the two awards designated to recognize students who have made valuable contributions in the area of service and volunteerism to the Penn State community and Centre County region. The Rose Cologne Keystone Citizen Award recognizes a volunteer who has demonstrated exceptional services and ongoing involvement, particularly in efforts involving social issues.

### **External Awards**

- **Truman Scholarships** can be awarded to students in the top 10% of their class interested in going to graduate school in preparation for careers related to public policy. Since the application process begins in the sophomore year, students should contact the Undergraduate Fellowship Office at (814) 863-8199.
- The **Summer Enrichment Program** provides opportunities for minority students to gain experience in health management in various locations across the United States.
- The **National Association of Health Services Executives** provides scholarships for minority students with financial need.
- The **Hill-Rom Management Essay Contest** is an annual competition sponsored by the American College of Healthcare Executives.
- The **Herman (Red) Somers Long-Term Care Internship**, sponsored by the National Academy of Social Insurance, provides a paid internship experience in Washington, D.C.
- The **Award for Innovations in Health** is an annual essay competition sponsored by the United States Public Health Service.
- The **Elie Wiesel Prize in Ethics** is an annual essay contest on a topic in ethics.
- The **Marriott Corporation Health Care Services Charles U. Letourneau Research Paper of the Year Award** is an annual essay competition sponsored by the American Academy of Medical Administrators.
- The **Hirsh Award** is an annual essay contest sponsored by the American College of Legal Medicine.
- The **Covert Scholarship** is awarded to a student interested in the field of health care information and management systems by the Healthcare Information and Management Systems Society.
- The **Health Executive Forum Award** is a scholarship provided by the Health Executive Forum of Southwestern Pennsylvania.
- The **Ethel B. Pike Customer Service Award** is given by the Mercy Regional Health System to a returning adult student who is in need of finances.

### **ORGANIZATIONS FOR HPA STUDENTS**

#### **American College of Healthcare Executives (ACHE; [www.ache.org](http://www.ache.org))**

This undergraduate chapter of the major national professional organization of healthcare executives (ACHE) seeks to provide an environment for students interested in health administration to exchange ideas and views on policies and issues affecting the health care field today. Benefits include student associate membership in the national organization, in addition to bimonthly periodicals updating students on national conferences, job opportunities, and new developments in the health care industry. The club sponsors speakers from industry, trips to local health care facilities, and other important events. For additional information, call the HPA Department, (814) 863-2900.

**Health Policy and Administration Club (HPA)**

This organization is dedicated to fostering friendships and promoting professional growth within the major. Participation is sought from all members of the major and other interested students. Activities include guest speakers from the health care field, video presentations on current health care issues, and promotion of student/faculty relations. For additional information, call the HPA Department, (814) 863-2900.

**Health and Human Development Honor Society**

This society is open to students with a 3.3 GPA or higher in any major in the College. Letters of invitation are sent to eligible students each summer. The society has regular meetings throughout the year and sponsors a variety of service projects. For more information, please call the office of the Associate Dean for Undergraduate Studies, (814) 865-1427.

**Health Education and Awareness in Living House**

The purpose of the Health Education and Awareness in Living House is to create a special living environment for those students who are interested in healthful living and who commit to making it a part of their experience at Penn State. The house helps students maintain balance through experience and education and is not solely geared toward health majors. The HEAL house is on the second floor of Beaver Hall in the Pollock Residence Hall area. For more information, please call the Office of Residence Life, (814) 863-1710.

**Health and Human Development Student Council**

The purpose of the Council is to represent the HHD student body to the dean and the faculty. The council's activities are geared toward developing cooperation, communication, and unity as they represent students' interests. All students in HHD are automatically members of the council. For more information, please call the Associate Dean for Undergraduate Studies, (814) 865-1427.

**Students Health Advisory Board (SHAB)**

Students from a variety of majors work with the University Health Services administration to improve the quality of Penn State's health services. Student Health Advisory Board (SHAB) members serve as advocates to voice the health concerns of Penn State students and work to increase students' awareness of the services offered by the University Health Services. They act on students' suggestions/complaints, conduct patient satisfaction surveys, and assist with the University Health Services Open House. For more information, please call the Administrative Offices of University Health Services at 216 Ritenour Health Center, (814) 865-6555.

**HealthWorks**

HealthWorks is a peer health education volunteer program promoting healthy lifestyles among Penn State students through discussions, workshops, and counseling. Students interested in this program can contact University Health Services in Ritenour Building at (814) 863-2500.

**Lions Share**

Lions Share is a program of the Student Organizational Resource Center designed to place students in community service experiences. In fact, hundreds of Penn State students have

volunteered at one of the more than 90 Centre Community service organizations, 215 HUB, (814) 863-4624.

### **Additional Professional and Student Organizations**

HPA students have often benefited by membership in many student organizations outside the HPA Department. Students are encouraged to investigate groups such as the Marketing Association, the American Society for Quality Control, and the Penn State Society of Labor Studies and Employment Relations.

Membership in professional organizations is a vital part of being a health administrator. There are many other professional organizations that offer student memberships or organize student chapters. Several of these are listed below. Students interested in forming a student chapter or becoming a student member should talk to Dr. Dennis Shea.

The **American Association of Health Plans** (AAHP) is the nation's principal association of health plans, representing more than 1,000 plans that provide coverage for approximately 150 million Americans nationwide.

The **National Committee for Quality Assurance** is an independent, non-profit organization whose mission is to improve health care quality everywhere.

The **Academy for Health Services Research and Health** seeks to stimulate the development, understanding, and use of the best available health services research and health policy information by public and private decision makers

The **National Association of Health Services Executives** is an organization of minority health executives.

The **Healthcare Information and Management Systems Society** is an organization of management information systems executives in health care.

The **Medical Group Management Association** is an organization of physician group practice managers.

The **American Academy of Medical Administrators** is an organization offering membership to health care managers at all levels in all types of organizations.

The **Healthcare Financial Management Association** is an organization of financial managers in health care.

The **Pennsylvania Association of Non-Profit Homes for the Aging** is an organization of managers in long-term care settings in Pennsylvania.

The **American College of Health Care Administrators (ACHCA)** is an association of health care executives interested in long-term care administration.

## **FINAL COMMENTS**

"Health services administration encompasses the most complex and consequential management responsibility in modern society. It is a profession in which one individual can have a direct influence on the quality of life in the community. The health services administrator does not personally prevent or cure illness, but plays the key role in providing an environment in which those who do can reach the highest potential of their professional skills." (Gary Filerman, *A Future of Consequence: The Manager's Role in Health Services*, AUPHA Press: Virginia, p.4)

Once again, welcome to Health Policy and Administration. As the quote above illustrates, we think you have chosen an important and interesting field. We hope that we provide an educational environment in which you can reach your highest potential. We encourage you again to let us know how the HPA Department can improve that environment. Finally, we challenge you to strive to reach your highest potential. Penn State, your HPA courses, advising, and your entire education is what YOU make it---we hope you will make the most of your time here.

This publication is available in alternative media on request.

The Pennsylvania State University is committed to the policy that all persons shall have equal access to programs, facilities, admission, and employment without regard to personal characteristics not related to ability, performance, or qualifications as determined by University policy or by state or federal authorities. It is the policy of the University to maintain an academic and work environment free of discrimination, including harassment. The Pennsylvania State University prohibits discrimination and harassment against any person because of age, ancestry, color, disability or handicap, national origin, race, religious creed, sex, sexual orientation, or veteran status. Discrimination or harassment against faculty, staff, or students will not be tolerated at The Pennsylvania State University. Direct all inquiries regarding the nondiscrimination policy to the Affirmative Action Director, The Pennsylvania State University, 201 Willard Building, University Park, PA 16802-2801; Tel 814-865-4700/V, 814-863-1150/TTY.

Employment Setting	Employment Category			
	Operations	Finance	Human Resources	Marketing
<b>HEALTH CARE PROVIDERS</b>				
Community Hospital	Asst. Dept. of Admissions	Collections Assistant	Benefits Office Trainee	Planning Associate
Medical Group Practice	Asst. Business Manager	Asst. Billing Department	Physician Recruiter	Patient Contact Assistant
Nursing Facility	Asst. Administrator	Budget Director	Volunteer Coordinator	Director, Planning Department
Specialty Hospital	Quality Control Assistant	Corporate Account Aide	Nurse Recruiter	Market Analyst
Military or VA Hospital	Administrator Trainee	Trainee, Budget Office	Human Resources Staff	Planning Analyst
Imaging Center	Scheduling Coordinator	Asst. Account Manager	Human Resource Manager	Account Representative
<b>HEALTH INSURANCE</b>				
Health Maintenance Organization	Claims Examiner	Account Agent, Finance Department	Physician Recruiter	Group Sales Rep.
Blue Cross/Blue Shield				
Employee Benefits	Benefits Assurer		Coord., Human Resources	
Commercial Insurer	Asst. Public Affairs	Claims Analyst	Group Benefits Asst.	Customer Support
<b>HEALTH CARE CONSULTING FIRMS</b>				
Major Accounting & Consulting Firms				
Health Benefits Consulting Groups				
<b>HEALTH CARE SUPPLY COMPANIES</b>				
Pharmaceutical Companies	Data Base Administrator		Asst. Personnel Administrator	Sales Agent
Medial Device Manufacturers	Asst. Product Manager			Field Manager
Healthcare Support Services				
Medical Supply Firms				
Consumer Health Product				

Components				
<b>HEALTH SERVICES RESEARCH AND POLICY ORGANIZATIONS</b>				
Health Services Research Firm				
Private Foundation	Grants Manager	Allocations Assistant	Human Resource Associate	Planning Aide
Trade Association	Policy Specialist		Project Asst., Labor Relations	Planning Associate
<b>GOVERNMENT</b>				
State Medicaid Department	Caseworker	Budget Analyst		Planner
Center for Medicare and Medicaid Services				
State Department of Health	Data Analyst	Fiscal Technician	Assistant for Training Program	Contact Planner
National Institutes for Health				
County/Local Public Health Department	Environmental Health Agent	Client Advocate		Health Planner
<b>GRADUATE SCHOOL</b>				
MHA or MBA	Similar to above, but entry level positions have greater responsibility			
PhD, MA, MS, MPH, MPA, MPP (Health Policy, Health Services Research, Public Administration, Public Policy)	Teaching at college or university level; research in private companies; government administrative positions			
Law School	Private law firm, corporate counsel, legal aid offices			
Medical School	Residency, internship, private/group practice or academic medical care			

<sup>1</sup> Positions may be obtained in all employment categories and settings. We have only shown selected job titles for certain settings and categories.