



# **MASTER OF SCIENCE IN HEALTH CARE POLICY AND MANAGEMENT**

## **2019 – 2020 HANDBOOK**

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## HEINZ COLLEGE POLICIES AND GUIDELINES

This handbook provides specific information on the curriculum and program requirements for the Master of Science in Health Care Policy and Management (MSHCPM) Program. The Heinz College also publishes a separate handbook which details College-wide policies and procedures pertaining to educational planning, program committee, teaching, scheduling and course credit, performance standards, academic standing, ethics and discipline, student privacy rights and major forms and deadlines. Students should familiarize themselves with both handbooks as they include information that is critical for your success. Both handbooks can be obtained through your program director and via the Heinz College website at:

<https://www.heinz.cmu.edu/heinz-shared/files/img/student-handbooks/heinz-college-2018-2019-student-handbook.pdf>

### 1 PROGRAM OUTCOMES AND COMPETENCIES

Students in the Master of Science in Health Care Policy & Management (MSHCPM) program will learn the nuances of the increasingly complex health care business environment, alongside interdisciplinary training in Heinz College's core strengths of data analytics, technology, and management. This combination of abilities will prepare students to be innovators who are able to lead and respond to constant change in one of the world's fastest-growing industries.

#### Competencies:

- To lead and manage in health care entities
- To practice foundational skills in business, policy and health care management
- To analyze, synthesize, think critically, problem solve, and make decisions
- To communicate and interact effectively with health care industry stakeholders
- To understand and apply foundational knowledge of the evolving health care industry

### 2 CURRICULUM

You will normally complete the HCPM program in four consecutive semesters, excluding summer semester. The HCPM curriculum is structured with a set of Common Core and Health Care Core courses and a set of elective course requirements.

In order to successfully complete the HCPM program, you must complete the following:

- 198 units of course credit;
- all Common Core and Health Care Core courses (unless you exempt them);
- an internship between the first and second year;
- all other standards for graduation, including meeting minimum grade point averages.

**Please note:** You will be pre-registered for your first semester of classes. You will register yourselves for the remaining semesters.

## *2.1 Core Curriculum*

You must complete the Common Core, Health Care Core, and elective requirements listed on the pages that follow in order to graduate. Be sure you are referencing the schedule for your incoming year. You must take Core courses in the sequence shown on the next pages, unless you obtain permission in advance from the Program Director.

Incoming Class of F2018 Health Care Policy and Management Course Schedule			
Common/ Health Core	Course #	Course Title	Units
		<b>Fall Courses - Year 1</b>	<b>54 total</b>
CC	90710 90709	Applied Economic Analysis <b>or</b> Intermediate Economic Analysis	12
CC	90711 90777	Statistical Reasoning with R <b>or</b> Intermediate Statistical Methods (6 units)	12
CC	90728	Introduction to Database Management	6
HC	90836	Health Policy and Management Systems	6
CC	94700	Organizational Design and Implementation	6
HC	90721	Health Care Management	6
CC	90717 94701 90718*	Writing for Public Policy <b>or</b> Business English *you may also take Strategic Presentation Skills in the Fall and then 70717 or 94701 in the Spring	6
		<b>Spring Courses – Year 1</b>	<b>54 total</b>
CC	90718 90717* 94701*	Strategic Presentation Skills *you will take Writing for Public Policy or Business English if you have already taken 90718 in the Fall	6
CC	90722	Management Science I: Optimization & Multicriteria Methods	6
CC	90760	Management Science II: Decision & Risk Modeling	6
CC	90723	Financial Statements and Analysis of Companies	6
HC	90831	Advanced Financial Management of Health Care	6
HC	94706	Health Care Information Systems	12
	--	Electives	12
<b>HC</b>	<b>94900</b>	<b>Summer Internship Required</b>	<b>0</b>
		<b>Fall Courses – Year 2</b>	<b>42 total</b>
HC	94705	Health Economics	12
	--	Electives	30
		<b>Spring Courses – Year 2</b>	<b>48 total</b>
HC	90832	Health Law, Compliance & Ethics	6
HC	90833	Population Health	6
CC	90739	Systems Synthesis (may also be placed in Fall Systems Synthesis)	12
	--	Electives	24
*198 units required to graduate (132 core; 66 elective)			

Incoming Class of F2019 Health Care Policy and Management Course Schedule			
Common/ Health Core	Course #	Course Title	Units
		<b>Fall Courses - Year 1</b>	<b>54 total</b>
CC	90710 90709	Applied Economic Analysis <b>or</b> Intermediate Economic Analysis	12
CC	90711 90777	Statistical Reasoning with R <b>or</b> Intermediate Statistical Methods (6 units)	12
CC	90728	Introduction to Database Management	6
HC	90836	Health Systems	6
CC	94700	Organizational Design and Implementation	6
HC	90721	Health Care Management	6
CC	90717 94701 90718*	Writing for Public Policy <b>or</b> Business English *you may also take Strategic Presentation Skills in the Fall and then 90717 or 94701 in the Spring	6
		<b>Spring Courses – Year 1</b>	<b>54 total</b>
CC	90718 90717* 94701*	Strategic Presentation Skills *you will take Writing for Public Policy or Business English if you have already taken 90718 in the Fall	6
CC	90722	Management Science I: Optimization & Multicriteria Methods	6
CC	90760	Management Science II: Decision & Risk Modeling	6
CC	90723	Financial Statements and Analysis of Companies	6
HC	90831	Advanced Financial Management of Health Care	6
HC	90861	Health Policy	6
HC	94706	Health Care Information Systems	12
	--	Electives	6
<b>HC</b>	<b>94900</b>	<b>Summer Internship Required</b>	<b>0</b>
		<b>Fall Courses – Year 2</b>	<b>48 total</b>
HC	94705	Health Economics	12
	--	Electives	36
		<b>Spring Courses – Year 2</b>	<b>42 total</b>
HC	90832	Health Law, Compliance & Ethics	6
HC	90833	Population Health	6
CC	90739	Systems Synthesis (may also be placed in Fall Systems Synthesis)	12
	--	Electives	18
*198 units required to graduate (138 core; 60 elective)			

### 3 PROJECT COURSES

Project courses are organized around significant policy, management, analytics or information technology problems in health care and require a solution that involves a mix of technological, economic, social and political skills. Project courses are sponsored by an external organization and have a project advisory committee of people from a range of agencies interested in the project's outcome. As opposed to the traditional classroom setting, project courses are organized as an exercise in group problem solving. Students are divided into teams guided by faculty from the Heinz College and other colleges and departments in the university.

#### 3.1 *Systems Synthesis*

Systems Synthesis Projects allow students to apply the diverse skills developed in the classroom to a “real world” problem with a “real world client” in the design of a specific functioning public or non-profit sector system. The term “system” refers to the fact that the particular entity studied has an identifiable objective or function, and the word “synthesis” refers to the fact that the desired output is an integrated “design” for improved operation of that system.

In a Systems Synthesis Project, you will work in a group to structure a problem, do appropriate analysis using quantitative and analytical tools, generate recommendations to solve or ameliorate the problem, and present the analysis and recommendations to the client in both written and oral form. The experience will be designed to sharpen your problem-solving skills and skills in working effectively in groups.

#### 3.2 *Organization of Systems Synthesis Projects*

Projects must be supervised by at least one faculty member who maintains relations with the client, directs and critiques the students' work, coaches them for their presentations, coordinates relationships with a Project Advisory Committee, and grades the students on their contributions to the projects as well as grading the overall projects.

Systems Synthesis Projects involve both oral and written work. Generally, each project should make at least one oral presentation to the client per semester; this presentation is open to the public and is advertised accordingly. Each student should participate in at least one oral presentation to the client. In addition, groups must produce an interim report and a final report. Each student should write a significant and identifiable section of the report and perform some nontrivial analysis, even if these efforts have to be improved upon by other members of the group before being included in a report to the client. The written report is expected to be of high quality but also produced on time. Each group must submit an electronic copy of the final report to the Program Director's and Associate Dean's Office.

#### 3.3 *Development of Systems Synthesis Projects*

Typically, proposals are generated by faculty and by organizations external to the School. In recent years, some very successful proposals have come from students with an interest in a particular problem. The HCPM Program Director, Associate Dean, and other faculty designated by the Dean are available to assist students who are interested

in developing their own proposals. If you are interested in organizing a project, you must submit a proposal to the HCPM Program Director or Associate Dean including as many of the following items as possible:

- a brief description of the system to be studied
- the system client if identified
- the kinds of alternative improvements to be considered
- the types of data that would be used in such an analysis and how you intend to gather that data
- the analytical approaches you anticipate you will use in the study
- the name(s) of proposed faculty advisors
- a list of students interested in the project

It is certainly not necessary to have all of the aspects of a project listed above in place in order to submit a proposal. If you need assistance with any aspect of developing a project, contact the HCPM Program Director. The three most critical factors are a well-defined project idea, significant interest from students, the feasibility of completing the project, and the ability of the Associate Dean to assign a faculty member to supervise the project. The latter depends a great deal on the needs for individual faculty to teach other courses in the curriculum.

Projects proposed by students will be subject to review by the faculty for feasibility and suitability as a systems project.

### *3.4 Assignment of Students to Projects*

The Program Director will solicit student preferences in the spring of the first year. Student preference is an important consideration in project assignment. A Committee consisting of the Program Director and Faculty will also consider the link between the skills of the student and the nature of the tasks in the Systems courses.

### *3.5 Grading of Systems Synthesis Projects*

You will receive a Systems Synthesis grade based on your individual and group performance. In any group project there is an inherent tension between rewarding individual and group performance. This tension is in part by design, as it reflects some of the realities of group staff work in public and private organizations. Grades in Systems Synthesis courses are a combination of individual and group considerations. It is generally desirable that students perform multiple roles in projects, and it is recommended that faculty and student evaluations consider these various contributions.

## **4 SUMMER INTERNSHIP**

All MSHCPM students are required to spend the summer following their first year in the program gaining professional experience in management and analysis by working in a public agency, non-profit organization, or private firm. Your internship duties must have significant educational value.

Your internship will train you in ways significantly different from classroom instruction.



By working in a professional environment, you will solidify the knowledge gained in your Heinz College coursework, refine career interests, and establish personal networks that might lead to later career opportunities. You also can earn income, though the Heinz College does accept volunteer internships. The internship also provides the faculty with feedback about the relevance of the curriculum and the effectiveness of the teaching program.

#### 4.1 *Internship Requirements*

The completion of an internship is a graduation requirement.

- Minimally, the internship requires 300 hours of full-time employment that has formal supervision, is professional in nature, includes work that is of importance to the organization, and has significant educational value.
- Before beginning the internship, students must complete the online Career Services Internship Reporting Form for approval:  
<https://login.heinz.cmu.edu/secure/InternshipReporting.asp>
- The internship will be verified with the students' supervisors and then approved. Students must notify their Career Advisor of any significant changes in their internships, such as length, location, hours of work, etc.
- Once the internship has been approved, students will be registered for the zero-unit internship course. Students will not receive academic credit for the internship, but it will be reflected on their transcript as a course with P/F grade.
- At the end of your internship your Career Services Advisor will request that your supervisor complete an evaluation form about your internship performance. You are also required to complete an evaluation survey as well as a self-reflection statement describing how your internship fulfilled the educational goals of the program. **If you do not successfully complete an eligible internship along with your survey and self-evaluation, you will not fulfill your internship requirement necessary for graduation.**
- **F1 Visa Students:** You must apply for Curricular Practical Training (CPT) employment authorization for your summer internship. CPT authorization is required regardless of the internship being paid or unpaid. CPT is only available to F-1 students who have not graduated and who have been enrolled on a full-time basis for one full academic year (i.e. fall and spring.) If your degree program requires you to complete a summer internship, you can qualify for CPT. Processing CPT may take up to 2 weeks and you cannot begin employment until you receive authorization. Guidelines, forms and instructions can be found at the Office of International Education's website: <https://www.cmu.edu/oie/>

#### 4.2 *Securing an Internship*

You will be responsible for securing a suitable internship. Career Services will

provide assistance through counseling, workshops on resume preparation and interview skills, and listings of potential internships. You can make an appointment to discuss your situation and you are encouraged to come to workshops that cover the essential skills for finding the right internship.

#### 4.3 *Internship Funding*

Many organizations offer paid internships. For those that do not, there are other options.

##### **Federal Community Service Work-Study (FCSWS)**

Heinz College participates in the FWS/FCSWS programs, which are need-based federal financial aid programs that provide part-time employment to eligible students who need the earnings to help meet their educational expenses. The programs encourage students receiving FWS assistance to seek employment in the community (within an eligible organization). Student eligibility is determined from information provided on the student's Free Application for Federal Student Aid (FAFSA) and Heinz College Financial Aid Application. Interested students for summer FCSWS funds are also required to submit a Summer Request Form for Federal Community Service Work Study. To be eligible, a student must meet all the following requirements:

- Be enrolled as a regular student in an eligible program of study.
- Be eligible for Federal Financial Aid.
- Be a U.S. citizen or Federal Aid eligible noncitizen.

For more information about FCSWS, visit: <https://www.heinz.cmu.edu/current-students/student-employment>

##### **Internship Opportunity Fund (IOF)**

Students who are required to complete internships and accept internships that do not qualify for funding under the Federal Work Study (FWS) program, either because the student does not have federal financial aid eligibility or because the employer and/or the job does not meet federal regulations for FWS eligibility, may apply to the Heinz College Internship Opportunity Fund (IOF) for consideration of awards to help support non-paying and low paying internships. Students are never eligible to receive both IOF and FWS funds to subsidize the same position.

The Internship Opportunity Fund (IOF) is a student-run group that holds various fundraising activities throughout the year to raise money that will be matched by the College and then redistributed to students taking low-paying or unpaid summer internships, regardless of the employer's sector. The IOF is open to students in all programs who do not qualify for FWS and that have a required summer internship component, regardless of the employer's sector. Students that actively participate in the fundraising, and that have a demonstrated financial need, will receive preference when the funds are distributed.

The number of students that can receive IOF support, and the amount of support they can receive, depends directly on the success of the fundraising effort organized by students. Students who may wish to seek support from IOF should begin working early in the year to help raise funds.

## 5 JOINT PROGRAMS

### 5.1 *Accelerated Master's Program (AMP)*

The Heinz College offers an Accelerated Master's Program (AMP) for selected Carnegie Mellon undergraduates from the Dietrich College of Humanities and Social Sciences, the College of Fine Arts, the Mellon College of Science, the Carnegie Institute of Technology, and the Department of Engineering and Public Policy. AMP students finish their undergraduate degrees in their senior years while beginning the HCPM program at the Heinz College. During the senior year, students remain on undergraduate financial aid and pay undergraduate tuition. After one additional year at the Heinz College, during which they are graduate students and are eligible for Heinz College financial aid, they receive their MSHCPM degree. AMP students are required to spend one full academic year (two semesters) as a Heinz College student. **In order to receive your HCPM degree, you must pay for two full-time semesters of Heinz College tuition, even if you can complete all degree requirements in a shorter period of time.** Students apply to the AMP program as juniors. Students interested in the program are encouraged to contact the Heinz College Admissions Office.

The Heinz College MSHCPM program also has collaborative agreements in place with the following institutions:

#### **Allegheny College**

*3 years at Allegheny / 2 years at Heinz College*

#### **Bethany College**

*3 years at Bethany / 2 years at Heinz College*

#### **Chatham University**

*3 years at Chatham / 1 year integrated / 1 year at Heinz College*

The curriculum sequence for AMP students will differ than normal track MSHCPM's. Please refer to the course plan established with the Program Director.

### 5.2 *HCPM/MBA Joint Degree Program between Heinz College and the Tepper School*

The Heinz College and the Tepper School offer a joint HCPM/MBA Program where a student can earn both a Master of Science in Health Care Policy and Management and a Master of Business Administration in five semesters. The curriculum sequence for dual degree students will differ than normal track MSHCPM's. Please refer to the course plan established with the Program Director.

## **6 DEPARTMENT PERSONNEL**

Alexandra Lutz, Director, Health Care Policy and Management Masters Programs  
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Advisor: Laura Synnott, Associate Teaching Professor of Health Care Policy and Management  
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Advisor: Kristen Kurland, Teaching Professor of Architecture, Information Systems, and Public Policy  
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## **7 STATEMENT OF ASSURANCE**

Carnegie Mellon University does not discriminate in admission, employment, or administration of its programs or activities on the basis of race, color, national origin, sex, handicap or disability, age, sexual orientation, gender identity, religion, creed, ancestry, belief, veteran status, or genetic information. Furthermore, Carnegie Mellon University does not discriminate and is required not to discriminate in violation of federal, state, or local laws or executive orders.

Inquiries concerning the application of and compliance with this statement should be directed to the university ombudsman, Carnegie Mellon University, 5000 Forbes Avenue, Pittsburgh, PA 15213, telephone 412-268-1018.

Obtain general information about Carnegie Mellon University by calling 412-268-2000.