

RYERSON UNIVERSITY

Student Handbook

School of Health Services Management and
Health Information Management

**Compiled by: Carrie Wiebe, Program Assistant
Academic Year: 2010/2011**

****Please note that the content of this document is subject to change. For official information regarding all Ryerson policies and procedures, students must consult the Full-time and Part-time Undergraduate Calendar.**

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INTRODUCTION- The School of Health Services Management

Health Services Management Program Health Information Management Program

The School of Health Services Management is one of ten professional schools within the Faculty of Community Services. These include: Child & Youth Care; Disability Studies; Early Childhood Education; Midwifery; Nursing; Nutrition; Occupational & Public Health; Social Work and Urban & Regional Planning.

The School of Health Services Management at Ryerson University in Toronto offers a Bachelor of Health Administration (BHA) degree from two programs - Health Services Management (HSM -1994) and Health Information Management (HIM - 2003). The school was certified for 5 years in June of 2001 and again in 2006 by the Association of University Programs in Health Administration (AUPHA), without conditions. It is the only program in Canada that is certified/accredited by the AUPHA. The HIM program is recognized by the Canadian Health Information Management Association (CHIMA). The School has also been through one internal mandatory review in 2000/2001.

The Health Services Management (HSM) and Health Information Managements (HIM) areas of study are designed to meet the needs of working health care professionals who have an interest in the management aspects of health care. The programs are offered on a part-time basis with courses offered in the evening, on weekends (Friday/Saturday full days) on by distance. The two options are degree-completion programs which provide recognition for the three-year diploma programs in various fields of the health disciplines.

In order to meet the learning and development needs of the health professionals, the School offers courses in a variety of modes including in class attendance and distance delivery. One of the popular in class attendance modes has been the modular format where courses are offered in a compressed format over three 'extended' weekends for total of 42 inclass hours.

The School in its programming recognizes the need for aspiring managers and others to have flexible opportunities for continued learning. There is also recognition of the wealth of knowledge that individuals bring to the learning environment hence the interactive process that is encouraged in course delivery.

The final degree requirement is a practicum which culminates with a final written report and/or products. During the semester of the practicum, students pursue a management related activity in an institution and attended at the School for three occasions, each of 2-day durations to introduce, update and present on the final outcome. The practicum students are supported by a Site Preceptor, Faculty Advisor and Director of the School. The Director makes practicum sites visit in order to meet the preceptor, to thank them for their involvement with the School and receive a mid-semester status report on the students and their projects.

MISSION STATEMENT and VISION

MISSION

To be the leading and preferred national provider of innovative, part-time undergraduate AUPHA accredited degree-completion education in Health Services Management for working professional students.

VISION

To be the national leader in flexible and innovative management education and applied research for career health professionals

CURRICULUM

Health Services Management

The HSM program is a degree completion program, meaning that students are required to complete the equivalent of years 3 and 4 of a four-year bachelor's degree. Students are required to complete 22 one-semester courses.

The courses are broken down into 4 categories

- Professionally Required courses (13 courses)
- Professionally Related Electives (4 courses)
- Upper Level Liberal Studies Electives (3 courses)
- Practicum and Practicum Seminar (2 courses)

For a complete breakdown of the Health Services Management Curriculum, please consult the Ryerson University Undergraduate Calendar at <http://www.ryerson.ca/undergraduate/calendars>

Health Information Management

The HIM program is a degree completion program, meaning that students are required to complete the equivalent of years 3 and 4 of a four-year bachelor's degree. Students are required to complete 24 one-semester courses.

The courses are broken down into 4 categories:

- Professionally Required courses (14 courses)
- Professionally Related Electives (4 courses)
- Upper Level Liberal Studies Electives (4 courses)
- Practicum and Practicum Seminar(2 courses)

For a complete breakdown of the Health Information Management Curriculum, please consult the Ryerson University Undergraduate Calendar at <http://www.ryerson.ca/undergraduate/calendars>

FACULTY, INSTRUCTORS, STAFF

Dean, Faculty of Community Services – U. GEORGE, PhD
Associate Dean - J. WADDELL, PhD

Director - WINSTON ISAAC , PhD
Faculty – PRIA NIPPAK, PhD
Adjunct Professor – C. VALENTINO, PhD

Instructors:	Jake Pringle	Angela Copeland
	Terrie Tucker	Brenda Gamble, PhD
	Jeffrey Kwan	Michael Newman

Program Assistant: Carrie Wiebe

ALUMNI

The School of Health Services Management Alumni Association represents the partnership of Health Services Management Program, graduates, students, instructors, faculty and staff. The Association will enhance the existing program and related activities by providing educational and recreational opportunities that directly benefit the development of our alumni and students. The year of office runs from September to August of each school year and nominations for all positions will be held at the first meeting in September. Other goals and activities include building partnerships and acting as a resource for the faculty, administration, students and employers, participating in raising funds, fostering pride in the school, and to provide a voice for issues and concerns in the health and education sector. This Association is a great opportunity to network for your personal future, to articulate your concerns, initiate innovative ideas, and make a difference for the future of the program. Those students interested in becoming part of the Alumni Association should contact the Program Assistant, Carrie Wiebe, cwiebe@ryerson.ca, for further information.

GENERAL INFORMATION

Location of the School

The School of Health Services Management is located in room SHE 569 at 99 Gerrard St. East, (corner of Mutual and Gerrard.). The Director is located in room SHE 570 and the Program Assistant is located in room SHE 574.

Website

The department website can be found at www.ryerson.ca/hsm

Office Hours

The Program Assistant is in the office Monday to Friday, from 8 am to 4 pm. The best way to contact the office is via email (cwiebe@ryerson.ca) or telephone (416-979-5000 ext 6409).

Change of Address

All students must maintain up-to-date personal information via Ryerson's self-service online system, located at www.my.ryerson.ca (RAMSS).

Email Requirement

All students in full-time or part-time graduate and undergraduate degree programs are required to activate and maintain a Ryerson University central Matrix e-mail account, which shall be the official means by which they will communicate with the University. Procedures for student activation and use, as well as the Ryerson Student Computing guidelines, are available on the Ryerson University website, found here

<http://www.ryerson.ca/ccs/myaccounts/activate>

Please note that you must regularly monitor your e-mail account. Every account has a quota that controls how much mail can be stored. If you allow e-mail to build up beyond your quota, the mail system will start rejecting new e-mail. To avoid this, check your account regularly and delete any mail you no longer need. Mail you want to keep but that does not have to reside on the mail system should be moved to your computer

ONE card

The ONE card is the official identification card for the Ryerson University community. As well as being your ID card while on campus, it also serves as a convenience card for many services on campus, including the library, printing and photocopying, food purchases, discounts (such as TTC and movie theatres) and savings. In order to obtain your ONE card, you will need to go to the ONE card office, located on the bottom level of Jorgensen building, at 380 Victoria Street. You will need to bring

- TWO pieces of Government issued ID: one must include a photo ID (e.g. Drivers License, Passport, Citizenship, Photo OHIP card)
- Ryerson Student Number

Because our program is part-time, and many students take courses at a distance, you may find that a ONE card is not necessary for you. However, if you are taking in-class courses, and are wishing to use the Library, and are looking for TTC and Student union discounts, it would be wise to get your ONE card.

For more information, visit www.ryerson.ca/onecard

Library Privileges

All students in our Undergraduate HSM or HIM program have access to the library, both in person and online.

Course Format

The School of Health Services Management and Health Information Management offers courses in three different formats: classroom, online and modular. Classroom format is generally offered in the evenings. Modular format involves a combination of internet and 3 intensive seminar periods throughout the course of one semester.

Finding your Classroom

Most of our evening classes are taught in SHE 560, which is across the hall from the office. However, the best way to find your classroom is to use the “Classroom Lookup” option on the Chang School for Continuing Education website: www.ryerson.ca/ce

Registering for a Course

There are two ways to register for a course in the School of Health Services Management and Health Information Management. Course information is posted on the program website each year in June, to help students choose their courses.

1. Priority Registration: This is a way for part-time program students to have priority access to courses offered at Ryerson. Each year, part-time program students will be sent an email by their department, informing them of when the cut-off date is for Priority Registration. It is the student’s responsibility to follow the instructions posted on the program website, www.ryerson.ca/hsm, in order to register using Priority Registration. The email is generally sent to students at the end of June or the beginning of July, as the Priority Registration cut-off date is usually mid-July.
2. RAMSS- The most common way for students to register is on RAMSS. Students must use the Significant Dates available to them in the Ryerson Undergraduate Calendar to determine when their enrolment periods begin, then they must log on to RAMSS to register for their courses. For help navigating RAMSS, please use the following website: http://www.ryerson.ca/RAMSSsupport/ugrad_grad/
If you are a new student, then you will likely be using the second method, via RAMSS, for registration, since the deadline for Priority Registration will likely have closed.

****PLEASE NOTE:**

Drop/Swap a Course

Once you have been enrolled into a course, you may drop or swap the course up to 5 business days before the start of the course and receive a full refund. To do so, go to your RAMSS account, and under the “Enroll” segment, choose the “drop” or “swap” tab. If you are changing your course selections closer than 5 business days before the start of class, please be sure to read the Significant Dates portion of this guide with regard to fee ramifications.

For more help with changing your courses, go to RAMSS support for help:

http://www.ryerson.ca/RAMSSsupport/ugrad_grad

Payment of Fees

Once you have registered for your course(s) you will be immediately assessed your fees for the semester. Please contact the Student Fees website for all information regarding fees:

http://www.ryerson.ca/currentstudents/fees_finances/studentfees

OR

call the Cashier's office at 416-979-5000 ext 8201.

Grading Policy

Ryerson's grading policy is found on the Senate website, under Policy #46.

<http://www.ryerson.ca/senate/policies/pol46.pdf>

It is important to be familiar with the policies regarding academic standing. It is important to note that a GPA of 2.0 is required to remain in good academic standing, and any failure to comply will result in a "Probationary" or "Required to Withdraw" status. It is in each student's best interest to become familiar with Academic and Standing policy.

Ordering Transcripts

Please use the attached form to order transcripts.

<http://www.ryerson.ca/currentstudents/forms/OfficialTranscriptRequest.pdf>

Applying to Graduate

Ryerson University has two convocation periods: Spring (held in June) and Fall (held in October). Students who are completing their degree must APPLY TO GRADUATE within the specified deadline dates. The deadlines for Applying to Graduate are found in the "Significant Dates" section of the Undergraduate Calendar, NOT the Chang School calendar.

<http://www.ryerson.ca/calendar/2010-2011/>

The actual application for graduation is done online, via RAMSS. Please follow the instructions in the following website in order to apply to graduate

http://www.ryerson.ca/RAMSSsupport/ugrad_grad/academics/apply_to_graduate/

Significant Dates

The School of Health Services Management and Health Information Management is different from other schools in the Faculty of Community Services. Although we are an undergraduate program of the Faculty of Community Services, all of our courses are offered through the Chang School for Continuing

Education. **This means that our students need to follow the Chang School deadlines for Important Dates, particularly dropping classes.**

You will find the link for “Important Dates” on the home page of the Chang School website, www.ryerson.ca/ce

Other important dates, such as deadlines for applying to graduate, can be found in the Significant Dates portion of the Undergraduate Calendar <http://www.ryerson.ca/calendar/2010-2011/pg11.html>

Accommodation for Students with Disabilities

Ryerson University supports the use of The Access Centre for students with Disabilities. The Centre staff work in co-operation with departments at Ryerson to ensure that students with disabilities receive the services they need, such as:

- parallel tests and exams
- audio taped books
- testing for learning disabilities
- appropriate equipment and software
- TFF/TTY
- personal attendants
- note taking
- taped lectures
- sign language interpreting
- use of equipped exam/study rooms
- educational assistants

Students in need of assistance are invited to check out the Access Centre’s website <http://www.ryerson.ca/student-services/accesscentre>

or visit them in the Student Campus Centre - SCC-213. Phone: 416-979-5290 Fax: 416-979-5094
TDD/TTY: 416-979-5274 Email: accessfrontdesk@ryerson.ca

Appeals

The School recommends strongly that you discuss your situation with your professor before beginning the formal appeals process.

In the event that the student still wishes to appeal following discussions with their professors, they should follow the instructions for appeal in the Senate Appeals Policy #134.

Further instructions regarding the Appeals process are found on the Ryerson website, at

<http://www.ryerson.ca/currentstudents/essr/appeals/>

Switching between HIM and HSM programs

The HSM and HIM programs are two separate programs, even though they share some of the same classes and they are both administered out of the same department. If a student wishes to transfer from the HIM program to the HSM program, they must apply to the Admissions department to transfer to the other program. As well, if a student is accepted to the HIM program and wishes to switch to the HSM program, they must meet the HSM requirements, and may have to take extra courses.

Course of Study (ie: In what order should I take my courses?)

Students should complete all of the Level 1 Required courses before moving on to the Level 2 Required courses. In addition, students should have completed most of the Professionally Related Electives and Upper Level Liberal courses by the time that they are starting the Level 2 Required courses. It is imperative that students follow the pre-requisite order of courses, particularly with Level 2 courses CHSM 417 (Research Methodology) and CHSM 408 (Program Planning and Evaluation). The final courses will be Practicum Seminar and Practicum, and students **MUST** complete all other courses before enrolling in Practicum.

Practicum

The Practicum Project is the capstone of both the HSM and HIM programs, and provides students with the opportunity to apply theory and concepts in a work environment. A pre-arranged number of hours per week will be spent in a setting other than the student's own work setting. Supervision is provided by on-site preceptors.

Students are required to attend a Practicum Workshop before beginning their Practicum. The department offers a Practicum Workshop at the end of April and the end of August of every year. If a student is planning to do their Practicum in the fall semester, they **MUST** attend the April workshop. If a student is planning to do their Practicum in the winter semester, they **MUST** attend the August workshop. Students are welcome to attend more than one workshop, but they must attend the one that is offered approximately 4 months before their Practicum semester.

Student Code of Conduct

It is important for students to be familiar with and in compliance with the Ryerson Student Codes of Conduct. There are two policies specifically dealing with Student Conduct. They are:

- Senate Policy # 60: Student Code of Academic Conduct
<http://www.ryerson.ca/senate/policies/pol60.pdf>
- Senate Policy # 61: Student Code of Non-Academic Conduct
<http://www.ryerson.ca/senate/policies/pol61.pdf>

Students should be aware of Ryerson's policies regarding Academic dishonesty, and its penalties. It is the student's responsibility to familiarize themselves with the above two policies, and to comply with them.

Ryerson Student Unions

RSU: Ryerson Student Union

Every full-time undergraduate student and all graduate students, part-time and full-time, are represented by the RSU. The RSU is the central, autonomous body that is independent from Ryerson's administration and works to meet the needs of students.

The RSU also provides cost-saving services, advocates on your behalf and hosts events across campus and in our student pub – the Ram in the Rye. Whether you access the Member Services Office for the Members' Health and Dental Plan, buy discount movie tickets, sell or buy used textbooks at the Used Book Room or attend any of our great events, the RSU's services are here to save you money and improve your Ryerson experience.

For more information about the RSU, please visit their website at:

<http://www.ryerson.ca/undergraduate/admission/downloads/TIR/RSU.pdf>

CESAR: Continuing Education Students' Association of Ryerson

CESAR is the Student Union which represents over 16,000 continuing education, distance education, off campus and part-time degree students at Ryerson. They are a membership-driven organization and work to defend and fight for the rights of our members. CESAR works to improve the lives of students through three main areas:

- **cost saving and useful services**
- **fun and educational programming and events**
- **and representation and advocacy**

For more information about CESAR, please visit www.mycesar.ca

Mature Student Association

Information about Ryerson University's mature student population can be found at the following websites:

<http://atwood.ryerson.ca/~mature/forum>

<http://www.ryerson.ca/maturestudent>

Student Security

The Ryerson Security Department offers several different programs to maintain the security of Ryerson students, staff and faculty. Programs include Walk Safe, After Hours Building Access, Bicycle Registration, Bike Patrol, Emergency Call Systems and Security Systems.

For more information about Ryerson University's Security team, please contact the following website:

<http://www.ryerson.ca/security>

Student Resources and Locations

A variety of services for students are available, including but not limited to:

- Learning strategies
- Writing Skills
- Scholarships and Fees
- ESL
- Tutoring
- Counseling
- Technical support
- Student Events
- Career Services

Please visit the following website for more information.

<http://www.ryerson.ca/contact/student>

Learning Success Centre

Location: VIC-B-15

English Language Support

Location: VIC-B-17

Writing Centre

Location: Library, LIB-272B

Access Centre

Location: POD-61

Career Development and Employment Centre

Location: POD-61

International Services

Location: POD-61

Centre for Student Development and Counseling

Location: JOR-07

Awards

Ryerson University has many awards available for students, including rewards specific to the Department, the Faculty and the University. For more information about Awards and Bursaries available to Ryerson students, please view the following website:

<http://www.ryerson.ca/currentstudents/awards>