COMMISSION ON THE ACCREDITATION OF HEALTH MANAGEMENT EDUCATION

SELF-STUDY HANDBOOK FOR GRADUATE PROGRAMS IN HEALTHCARE MANAGEMENT EDUCATION

Criteria for Accreditation
Revised May 2018
Effective Fall 2017

The completed Self-Study and accompanying documents are confidential, and the property of The Commission on Accreditation of Healthcare Management Education (CAHME) and the host University. CAHME requests the agreement of the University to grant access to the Self-Study and accompanying documents to bona fide scholars pursuing projects of potential value to graduate education when specific authority is granted from CAHME.

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OVERVIEW OF THE PROGRAM

CRITERION I: PROGRAM MISSION, VALUES, VISION, GOALS AND SUPPORT

I.A. Mission and Metrics
I.A.1 The Program will have statements of mission, vision, and values that guide the Program’s design, evaluation and quality improvement efforts.
I.A.2 The Program will establish goals, objectives and performance outcomes that are aligned with the Program’s mission, vision and values and are action-based, observable, and measurable.
I.A.3. The Program will monitor changes in the health sector, the University environment, and management theory and practice and adjust its mission, goals, objectives and competency model as necessary.

I.B. Institutional Support
I.B.1 The Program will have sufficient financial stability and administrative support to ensure that its mission, goals and objectives can be achieved.
I.B.2 Program leadership will have sufficient authority and autonomy to develop and guide the Program.
I.B.3 Program and University leadership will ensure that supportive resources are available to all Program faculty and are appropriate for individual faculty workload to support positive student educational outcomes.
I.B.4 The Program will support and enable all students to draw broadly on academic resources available throughout the University.

CRITERION II: STUDENTS & GRADUATES

II.A.1. The Program will make publicly available complete and accurate information regarding its mission; application process; the competencies that form the basis for its curriculum; the content and sequence of its curriculum; teaching, learning and assessment methods; outcomes measures including degree completion and employment rates; and differences among accredited degree offerings.
II.A.2. The Program’s admission criteria should be derived from its mission and provide metrics by which the Program monitors its performance. Recruitment practices and admission criteria should be designed to recruit qualified students and a student population that generally reflects the target market of the Program as identified in the mission statement.

Figure 1: Goals Objectives & Performance Outcomes
Figure 3: Recruitment Activity Outcomes
Figure 4: Characteristics of Enrolled Students
Figure 5: Distribution of Enrolled Students
II.A.3 The Program will ensure that all students are provided access to academic advising, career counseling, and other support services and that these services are evaluated regularly as a part of the Program’s continuous improvement.

II.A.4 The Program will involve students, alumni, and practitioners in appropriate areas of Program decision-making and evaluation.

II.A.5 The Program will ensure that graduates’ career preparedness is monitored, documented and used for continuous improvement.

Figure 6: Employment Settings of Program Graduates

Figure 7: Positions Currently Held by Program Graduates

CRITERION III. CURRICULUM

III.A. Curriculum Design

III.A.1: The Program will adopt a set of competencies that aligns with the Program’s mission and types of jobs graduates enter. The Program will use these competencies as the basis of its curriculum, course content, learning objectives, and teaching and assessment methods.

Figure 8: Competency Coverage across the Curriculum

III.A.2 The Program curriculum will facilitate development of a depth and breadth of knowledge of the health-sector and healthcare management, aligned with the Program’s mission and competency model.

Figure 9: Courses Offered in Self Study Year

III.A.3 The Program curriculum will facilitate development of students’ competencies in communications and interpersonal effectiveness.

III.A.4 The Program curriculum will facilitate development of students’ competencies in critical thinking, analysis, and problem solving.

III.A.5 The Program curriculum will facilitate development of students’ competencies in management and leadership.

III.A.6 The Program curriculum will facilitate development of students’ competencies in professionalism and ethics.

III.B. Teaching and Learning Methods

III.B.1 The Program will incorporate teaching and learning methods driven by adult learning principles. The teaching and learning methods will be based on higher education taxonomic levels appropriate to graduate education.

III.B.2 The Program will provide, throughout the curriculum, opportunities for students to participate in team-based activities.

III.B.3 The Program will provide experiences for students to gain an understanding of, and to interact with, a variety of healthcare professionals and organizations.

Figure 10: Health Organizations Utilized By Program

III.B.4 The Program curriculum will include integrative experiences, including field-based applications that require students to draw upon, apply and synthesize knowledge and skills covered throughout the Program of study.

III.C. Assessment of Student Learning & Competency Assessment
III.C.1 The Program will incorporate a range of assessment methods driven by adult learning principles. The methods will be based on higher education taxonomic levels appropriate to graduate education and aligned with defined competencies.

III.C.2 The Program will regularly evaluate the extent to which each student attains the competencies at the level targeted by the Program, and will have a process in place for communicating that information to students.

III.D. Program Evaluation

III.D.1 The Program will evaluate its curriculum, teaching and learning methods, assessment methods, and Program Faculty effectiveness and use the results for continuous quality improvement of the teaching and learning environment.

III.D.2 The Program will collect analyze, and use assessments of student competency attainment for continuous improvement.

CRITERION IV. FACULTY TEACHING, SCHOLARSHIP AND SERVICE

IV.A Qualifications and Responsibilities

IV.A.1 Program and University leadership will ensure that the complement, involvement and qualifications of Program Faculty are sufficient to accomplish the mission of the Program.

Figure 11: Summary of Current Program Faculty

IV.A.2 The Program will foster faculty diversity and a culture of inclusiveness in the learning environment.

Figure 12: Faculty Profile

IV.A.3 The Core Program faculty will have responsibility for: making recommendations regarding admission of students, specifying healthcare management competencies, evaluating student performance and awarding degrees.

IV.B. Research and Scholarship

IV.B.1 Core faculty will demonstrate a record of research, scholarship and /or professional achievement appropriate to their career stage, role and responsibilities associated with the Program, and the Program’s mission and goals.

IV.B.2 The Program will ensure that there is a systematic plan for, and investment in, individual faculty research and scholarship.

Figure 13: Listing & Description of Program Research and Scholarship Activity

IV.C. Teaching

IV.C.1 The Program will ensure that there is a systematic plan for, and investment in, individual faculty pedagogical improvement.

IV.C.2 The Program Faculty will demonstrate that they draw on current and relevant research and scholarship in their teaching activities.

IV.D Community and Professional Service

IV.D.1 Core Faculty will participate in health-related community and professional activities and will draw upon their experience, as appropriate, in their teaching.

Figure 14: Description of Faculty Health Related Community Service and Continuing Education Activities
SELF-STUDY HANDBOOK GLOSSARY

Academic Rigor
Stringent preciseness, accuracy, or adherence to the methods, discipline, standards, or attainments associated with scholarly work.

Academic Unit, Primary
The immediate organizational and administrative unit in which the Program is located.

Accreditation
In the United States, accreditation is voluntarily sought by institutions and Programs, and is conferred by non-governmental bodies. The two fundamental purposes of accreditation are to ensure the quality of the institution or Program, and to assist in the continuous improvement of the institution or Program. It is both a status and a process: a status granted to an educational institution or Program that has been found to meet stated criteria of educational quality; as a process, accreditation illustrates a commitment to Self-Study and peer review. Programs choosing to participate in accreditation not only seek to meet established criteria but also to continuously seek ways in which to enhance the quality of healthcare management education.

Applied Knowledge
To put into practice or adapt learned information, perceptions, or discoveries that have been gained through experience or study.

Blended Instruction
Where part of a Program is delivered on campus - face-to-face, and the balance is delivered online.

Bloom’s Taxonomy
A classification of learning objectives within education proposed in 1956 by a committee of educators chaired by Benjamin Bloom who also edited the first volume of the standard text, Taxonomy of educational objectives: the classification of educational goals.

CAHME
The Commission on Accreditation of Healthcare Management Education, the specialized accrediting body recognized by the U.S. Department of Education and the Council for Higher Education Accreditation as the only accrediting body for healthcare management Programs at the master's level.
CAHME Action
The decisions of the CAHME Board of Directors regarding accreditation of a Program. Site visits conducted during the Fall are acted on at the Spring meeting, and Spring site-visits are acted on at the Fall meeting. The process leading to an Action consists of: site visit and development of the draft site visit report; Program response to the draft report; presentation to the Accreditation Council by the assigned reader; clarification of fact; presentation of the site visit team recommendation for action to the Accreditation Council; a vote by the Accreditation Council; recommendation by the full Accreditation Council to the CAHME Board of Directors, and the decision of the Board of Directors.

CAHME Criteria for Accreditation
The standards by which a Program is evaluated. The criteria used for this guide were formulated in 2016 and 2017 and apply to Program self-studies beginning in the Fall of 2017 for site visits in the Fall of 2018 and beyond.

CAHME Fellow
Faculty or practitioners appointed by CAHME to serve as secretary on site visits, to study the activities of CAHME and to learn about accreditation.

Career Progression
A continuous or sequential path or course of development through a chosen pursuit, profession, or occupation. The method by which a Program evaluates its influence in the first three years after a person graduates from the Program.

Clerkship
See Internship.

Competence/Competency
Effective application of available knowledge, skills, attitudes and values (KSAV’s) in complex situations. The essential knowledge, skills, and other attributes (KSO’s) that are essential for performing a specific task or job.

Competence/Competency Assessment
Measure of student attainment of the KSOs that is undertaken by a Program at the course and Program level using direct and indirect measures. Direct measures are based on student performance of Program activities within courses or Program-sponsored experiential learning opportunities. Indirect measures are based on perceptions of learning such as student self-assessments, focus groups, or surveys.
Competency levels
The target level of KSOs that align with the anticipated positions graduates will attain upon completion of the Program. Programs are expected to define the scale used to assess competency attainment, establish target levels of attainment for each competency, and measure students against the scale. CAHME does not require Programs to target expert levels of competency attainment unless this aligns with their mission.

Competency Model
A competency model is a framework for defining the skill and knowledge requirements of a job. It is a collection of competencies that jointly define successful job performance. Competency models are widely used in business for defining and assessing competencies within organizations in both hard and soft skills.

Concentration
Also Specialization, Option, Focus, Track, Emphasis
Synonymous terms that represent a specified group of courses within or in addition to the accredited Program of study. A subdivision of the graduate major, representing a particular subject focus within the major area. Students may enroll in the subdivision in addition to their graduate major.

Concepts, Key
Defined by course instructor/Program for each course. The knowledge, skills and outcomes students are expected to gain from each course.

Continuing Education
Non-degree granting Program-sponsored conferences and seminars for faculty and practitioners to further develop their professional competencies and the profession.

Core
The specific content that fulfils the requirements for the CAHME accredited Program of study.

Credit Hours
The number of hours credited toward the terminal degree upon completion of a course, defined by semester or by quarter.
**Degree**
The academic award conferred by a university upon completion of the Program of study. Various degrees are granted by the Programs accredited by CAHME, including the MHA, MBA, MPA, MPH, etc.

**Degree, Dual**
All multi-degree Programs for which information is requested, e.g., MBA/MPH, MHA/MBA Programs.

**Direct Assessment**
Federal regulations define a direct assessment competency-based educational Program as an instructional Program that, in lieu of credit hours or clock hours as a measure of student learning, uses direct assessment of student learning relying solely on the attainment of defined competencies, or recognizes the direct assessment of student learning by others.

**Distance Education or Distance Learning**
A formal educational process in which the majority, or all of the instruction occurs when the learner and the instructor are not in the same place at the same time. In this process, information or distributed learning technology is the likely connector between the learner and the instructor or the site of Program origin.

**Diverse**
Composed of distinct or unlike elements or qualities.

**Domain**
A group of competencies that are related. A broad, distinguishable area of competence that provides a general descriptive framework. A specified sphere of activity or knowledge.

**Diversity**
Valuing and benefiting from personal differences. These differences address many variables including, race, religion, color, gender, national origin, disability, sexual orientation, age, education, geographic origin, and skill characteristics as well as differences in ideas, thinking, academic disciplines, and perspectives and must be in accordance with the applicable state/provincial and federal laws.

**eAccreditation**
The online system now used for submission of a Program’s Self-Study, Eligibility Statement, annual report and progress reports. The system is available from the CAHME home page and can be found directly using the following link: [https://accred.cahme.org/login](https://accred.cahme.org/login).
Eligibility Statement
The Program document which addresses the CAHME eligibility requirements. For initial accreditation reviews, the statement is submitted with the original candidacy application and a copy is automatically included with the initial Self-Study document. For re-accreditation reviews a new Eligibility Statement is submitted with the completed Self-Study and six months prior to the site visit. (See Eligibility Statement Requirements A-L).

Emphasis
See Concentration.

Experiential Learning
Formal and structured faculty and/or preceptor-directed practical experience as part of the requirements for a graduate degree as well as learning from work experience that is evaluated as to level of competency attained.

Faculty, Adjunct
Faculty who are experts in a special field appointed to give instruction or provide other services to the Program on a part-time or discontinuous basis.

Faculty, Core Program.
Faculty members who are engaged in the daily operations of Program management to support the activities of the academic life of the Program, share major responsibility for the teaching, advising, administrative functions.

Faculty, Joint
Full-time faculty members within the university having primary appointments outside the academic unit of the Program but who share major responsibility for teaching, advising and/or administration of the Program.

Fellowship
A full-time, postgraduate work experience, most often one year in duration. The fellowship complements/enhances graduate study in healthcare management and typically is sought immediately after completion of all requirements for the degree Program.

Field Work
The time a student spends working in the field as part of the Program; this is defined by the Program in terms of length of time spent in the field, sequencing in the curriculum, meeting objectives for the student, and relationship to course work.
**Fiscal Year**
Most recently completed fiscal year as defined by the university for which data are complete and can be verified. If the University fiscal year does not correspond to the academic year, this should be noted.

**Focus**
See Concentration.

**Full Time Students**
Students who are enrolled in sufficient semester or quarter hours to meet the University definition of full-time, regardless of whether those students are enrolled in a day, evening, online, hybrid or executive Program, and regardless of whether such students are employed while enrolled in the Program.

**Glossary, Program**
A list of definitions used by the Program throughout the Self-Study and uploaded to the e-accreditation system.

**Goals and Objectives, Program**
Written targets for achievement that are measurable, aligned with the Program’s mission and vision, and provide a baseline against which to evaluate Program effectiveness.

**Graduate Teaching Assistant**
Students that assist faculty or other instructional staff in postsecondary institutions by performing teaching or teaching-related duties, such as teaching lower level courses, developing teaching materials, preparing and giving examinations, and grading examinations or papers. Graduate teaching assistants must be enrolled in a graduate school program.

**Handbook**
The Handbook of Accreditation Policies and Procedures, which is a compilation of all policies and procedures related to specific activities of CAHME.

**Higher Education Taxonomic Levels**
In Bloom’s taxonomy, higher levels refer to more complex skills. For example, Bloom’s level one deals with knowledge (e.g. remembering, recall); level 3 deals with application (using learned material in new situations); level 6 deals with evaluation (assessing / judging quality based on a set of criteria).

**Infrastructure**
The underlying base or foundation for an organization or system, including basic facilities, services, and installations needed for its functioning.
**Integrative Experiences**
The combining of a variety of learnings from the Program curriculum into a single coursework environment such as an experiential field experience (for example, an administrative residency or administrative internship), or a capstone course, which makes course content relevant to career advancement: the collection of skills, knowledge and abilities developed over the didactic curriculum.

**Interdisciplinary**
The collaborative/cooperative integration of knowledge and perspective of multiple areas of expertise (e.g., medicine, nursing, allied health, management, and other appropriate professionals) to holistically solve problems through research and education.

**Internship or Clerkship**
A supervised work experience, most often scheduled full-time, ordinarily for three months or less. The internship may or may not be a required part of the Program curriculum, and academic credit may or may not be awarded. The internship allows the student to apply didactic learning in a professional environment while supported by a close mentoring relationship with a preceptor who evaluates student performance. This evaluation is used as an assessment tool.

**Inter-professional activities**
Interactive activities that involve individuals from multiple professions including clinical professions (nursing, medicine, allied health), support professions (information technology, insurance, policy), or many other fields. The goal of these efforts is to develop knowledge, skills and attitudes that enhance collaborative learning and practice.

**Job Readiness**
The [relative level of] skills required to find and maintain relevant employment in the chosen field, to include conducting a job search, problem solving skills, oral communication skills, personal qualities and work ethics, and interpersonal teamwork skills [as well as relative competency in job specific technical skills].

**Longitudinal**
A study designed to follow subjects forward through time.

**Mission, Program**
A statement that defines the purpose and direction and any unique aspects of the Program. The mission should identify the Program’s strategic purpose and provide clarity regarding the target student population and the types of jobs/markets graduates enter.
Multiple Sites
Various geographic locations in which the curriculum for the Program being accredited is offered or administered. All sites covered by the accreditation action must be specified in the Eligibility Statement.

Objectives, Behavioral
These objectives indicate the specific behaviors students must demonstrate to indicate that learning has occurred.

Objectives, Course
Objectives for a particular course, including student behavioral learning objectives, which address a subset of curriculum objectives.

Objectives, Curriculum
Program-wide objectives; these are the overarching objectives which the Program seeks to fulfill, and which serve as the basis for the evaluation for accreditation.

Objectives, Learning
Brief, clear, specific statements of what students will be able to perform at the conclusion of instructional activities.

Online
Asynchronous or synchronous, web-based and otherwise electronically transmitted format of instruction.

Online Instruction
Broadly encompasses what in the past was referred to as “distance education” and also includes e-learning and blended instruction. Also see “Distance Learning or Distance Education” above.

Option
See Concentration.

Outcomes
Personal or organizational changes or benefits that follow as a result or consequence of some activity, intervention, or service. Some outcomes relate to the organization and some to a person. Outcomes can be short, intermediate, or long-term.

Part Time Students
Students who are not enrolled in sufficient semester or quarter hours to meet the University definition of full-time, regardless of whether those students are enrolled in a day, evening,
online, hybrid or executive Program, and regardless of whether such students are employed while enrolled in the Program.

**Pedagogical**
Pertaining to ‘pedagogy’ – the principles, practice, and profession of teaching.

**Professional achievement**
Refers to the attainment of relatively sufficient recognition by credentialing, certifying, and/or licensing organizations so as to confer formal acknowledgement of achievement in such forms as title, diploma, licensure, registry, etc. Recognition generating organizations could include state, regional, national, and/or international level formally structured organizations such as the American College of Healthcare Executives, Healthcare Financial Management Association, American College of Surgeons, State Board of Nursing, and the like.

**Program(s)**
The healthcare management Program(s) of study for which the university is seeking accreditation. All Programs covered by the accreditation action must be specified in the **Eligibility Statement**. CAHME will designate “Program” with the first letter capitalized when referring to the administrative unit and not the course of study.

**Program Readiness**
The relative level of ability/abilities [of an academic Program] to accomplish Program mission, goals and objectives, based upon a predetermined set of criteria and related standards.

**Program of Study**
The complete Program for which accreditation is sought. CAHME grants accreditation to the Program of study, rather than to the degree granted.

**Qualified, Academically**
A faculty member is academically qualified by virtue of formal educational background and continued intellectual contributions to the field.

**Qualified, Professionally**
A faculty member is professionally qualified by virtue of academic preparation (normally at the master's level) and significant professional experience and expertise relevant to the teaching responsibilities.
**Reader System**
A methodology used during CAHME meetings to audit the site visit team reports and inform the final decision. This approach improves the accuracy, consistency, and value of the CAHME reports and identifies any additional general educational issues worthy of discussion by CAHME.

**Residency**
A supervised work experience, most often scheduled full-time, for six months or more. The residency is a required part of the Program curriculum and academic credit is awarded. The residency allows the student to apply didactic learning in a professional environment while supported by a close mentoring relationship with faculty or preceptor who evaluates student performance. This evaluation is used as an assessment tool.

**Scholarly Activities**
The creation of a discipline-appropriate product and the discipline-appropriate presentation of that product. Scholarly activities are framed by discovery, teaching, application, and integration.

**Scholarship**
Scholarship is the result of academic research in conjunction with institutions of higher education wherein deep mastery of a subject is obtained; it consists of knowledge that results from study and research in a particular field.

**Self-Study Document**
The documentation submitted for accreditation review.

**Self-Study Year**
The last full academic year (as defined by the university) for which data is complete and can be verified. This is the year upon which the Self-Study is based; all documentation should relate to this year.

**Site Visit**
The on-site visit conducted by CAHME, which occurs in two phases. On the first day, the Fellow reviews the records and resources of the Program. On days two and three, the full team completes an extensive evaluation of the Program and provides preliminary findings to the Program.

**Site Visit Team**
The group of persons appointed by the CAHME to conduct the site visit. The team is normally chaired by a member or former member of the CAHME Accreditation Council; the remainder of the team consists of a faculty member from another accredited Program and/or practitioner, and a
Fellow who serves as the secretary to the team. For initial site visits, a fourth member is added (either faculty or practitioner) who also serves on the CAHME Candidacy Committee. Each team includes at least one practitioner. Whenever possible at least one member of each team will have direct experience with the type of Program under review, e.g., traditional face-to-face, hybrid, and/or online.

**Specialization**  
See Concentration.

**Student Driven/Student Focused**  
Designed (driven) to meet the needs of CAHME student customers.

**Team-based Learning**  
An approach to learning which emphasizes the process of transforming heterogeneous students into cohesive teams dedicated to a common set of goals. This can be accomplished via team building: 1. Effective team formation; 2. Accountability based on team/group work; 3. Group-related assignments; 4. Timely feedback on work related goal achievement.

**Team Building**  
Team building is an effort in which a team studies its own process of working together and acts to create a climate that encourages and values the contributions of team members. Their energies are directed toward problem solving, task effectiveness, and maximizing the use of all members' resources to achieve the team's purpose.

**Values**  
An abstract generalized principle of behavior to which members of a group feel a strong emotionally-toned commitment and which provides a standard for judging specific acts and goals.

**GENERAL INSTRUCTIONS**

Accreditation of healthcare management education was initiated by Programs in healthcare management to provide a basis for self-evaluation and collaborative peer review in support of continuous quality improvement. The process is designed to contribute directly to educational quality as well as to monitor the quality of service to the public who depend on health services. CAHME offers accreditation to individual academic Programs offering a major course of study in healthcare management leading to a professional master's degree.
A Program of accreditation is reflective of the professional field it represents. Some fields are narrowly defined, with a specificity of content and knowledge that develops competency in such a way as to make it consistently measurable, replicable, documented and codified. Other fields are broad and diverse, requiring a myriad of skills, knowledge and flexibility in adjusting to the varying degrees of content application. Healthcare management is one such diverse field, compelling the use of terminology that reflects diversity, range of competency preparation and variety of practice settings. There is no one "standard" setting in which health management is practiced. Therefore, CAHME does not employ the term, "standard," when describing its Program of service.

The development and maturation of the field of healthcare management education has been characterized by diversity. That diversity has always been considered a strength allowing different educational institutions to organize their resources in support of quality healthcare management education from a variety of perspectives, with differing resources, and with the objective of meeting a variety of needs through varying curricular structures. The CAHME Program of service seeks to include rather than exclude, and has organized its Program of service accordingly. Quite simply, criteria include while standards exclude. Criteria indicate a window of acceptability, while standards infer a threshold of uniformity that, in the case of healthcare management education, does not reflect the reality of practice. CAHME has chosen tools for measuring excellence in a variety of academic settings, driven by the diversity of practice settings that embrace healthcare management and require flexibility in the application of competency measurement and, by extension, student outcomes.

The awarding of accreditation demands a continuing commitment to assessing and delivering quality education in healthcare management. The accreditation process is designed so that a Program can prepare for a site visit which leads to the accreditation decision by the Board of Directors. Two key documents must be completed as part of the accreditation process: the Eligibility Statement; and the Self-Study Document.

**About the Eligibility Statement**

A Program initiates the accreditation process with an official request for accreditation. The official request must be submitted by the chief administrative officer of the University or his/her representative one-year prior to the anticipated site visit. Before a site visit can be scheduled, a set of eligibility requirements, as described in this document, must be satisfied. The Eligibility Statement must be completed online on the CAHME eAccreditation system at least six months prior to the site visit at the following site: [https://accred.cahme.org/login](https://accred.cahme.org/login). All Programs seeking accreditation will include the Eligibility Statement with the Self-Study document submission. The Eligibility Statement is automatically generated by the system based on the Eligibility Statement submitted six months prior to the visit and is automatically included in the Self-Study submission.
The Eligibility Statement is a declaration that the Program has met the 11 Eligibility Requirements. These requirements are fundamentals that must be satisfied before a Program can proceed with the accreditation process. All Programs applying for initial CAHME accreditation and all Programs seeking reaccreditation must first demonstrate that they completely meet these Requirements. **The declarations made in the Eligibility Statement are subject to verification by CAHME Staff and the Site Visit Team.**

NOTE: CAHME accreditation may be sought only for individual academic Programs of study. CAHME does not accredit degrees, departments, or any other academic unit. When completing the Eligibility Statement, Programs must clearly delineate which Program(s) of study, including delivery formats, are to be included under the accreditation action (e.g., the MHA Program only; dual track Program (e.g., MHA/MBA, MHA/MPH), Residential versus Executive Program, online Program, etc). In Programs offering multiple pathways to pursue degree completion, evidence provided by the Program will assist CAHME in determining whether a single or more than one accreditation process is required.

**About the Self-Study Submission**

The Self-Study Submission provides the details needed to conduct the review of a Program which is necessary for the accreditation decision by the Board of Directors. This Self-Study Submission is based upon the Self-Study year. The Program should refer to the Handbook of Policies and Procedures for additional information about the activities of CAHME.

Documentation for the Self-Study should be based on information from the most recently completed academic year. This information may be supplemented with more recent data to add to understanding of the Program and its future direction. Evidence should focus exclusively on information related to the specific Program for which accreditation is sought. For dual degree Programs (e.g., MHA/MBA), only the Healthcare Management Degree Program data should be presented if the Program curricula are distinct and separate. If the curricula are merged, then the Program data should be aggregated into a single response for each question. This aggregation should be indicated in the text whenever it occurs.

The **Self-Study Handbook** is arranged in the same order as the Criteria for Accreditation.

This handbook serves as a guide for preparing the completed Self-Study. The complete Self-Study document must be submitted eight (8) weeks prior to the site visit. **The Self-Study submission must be completed online on the CAHME eAccreditation system located at the following site:** [https://accred.cahme.org/login](https://accred.cahme.org/login).
Basic Survey Questionnaire

The Program's response to the survey questionnaire should be well organized, written, and checked for grammatical and spelling accuracy. The required Self-Study figures are available on the e-accreditation system.

In writing the narrative, avoid language which presents generalizations, implications of competitive merit of the Program or University with respect to other units, and other "marketing" which boasts about Programmatic or institutional accomplishments. Programs should be succinct and use the best method of presenting information (including bulleted lists, tables and diagrams) over lengthy narrative where appropriate.

In most cases, data will be requested for the most recently completed Self-Study year as previously defined. The definition is specified the first time it appears, and then should be used consistently throughout the questionnaire and other documents submitted. Similarly, where data vary over the course of the Self-Study year (e.g., number of students), specify the date on which the data were collected, and use this date for all comparable data (e.g., full-time, part-time, first-year, second-year, on-campus, off-campus students). In particular, course syllabi should be for the defined year, and should not be from past years (unless the course was not offered in the Self-Study year). If changes have been made or proposed since the course offering in the Self-Study year, the new syllabus may also be attached and described. Similarly, faculty accomplishments should reflect those faculty present and the Program content and organization during the Self-Study year; the document should not reflect faculty accomplishments while holding full-time appointments at another university or organization, except on faculty resumes.

Course-Related Materials and Other Program Documents

Syllabi for all required courses and for elective courses frequently taken by Program students should be included (even if offered in another administrative unit of the University). The CAHME syllabus cover sheet is required for all syllabi submitted. During the campus visit, the Program should be prepared to provide the site visit team with graded papers, examinations and evaluations corresponding to each course in a format that is easily accessible. A checklist of other documents to be made available to the Site Visit Team is available as a separate publication: Guidelines for the Site Visit.

Alumni association documents, advisory board documents, and Program evaluation instruments should also be included with the submission. Note that faculty curriculum vitae are to be uploaded in the “Faculty” section of the Program’s eAccreditation account.
The Program must maintain copies of all significant student course deliverables generated during the Self-Study year. Whether a particular course requirement is defined as ‘significant’ can be defined by the Program, but work that comprises a majority of a course grade, the culminating exercise, or other major deliverable must be retained for review by the Site Visit Team.

**Completed Self-Study Format**

The complete Self-Study must be submitted online on the CAHME eAccreditation system available at: [https://accred.cahme.org/login](https://accred.cahme.org/login). The eAccreditation system is accessible from the CAHME home page. Programs interested in initial accreditation can register their Program here. Programs beginning the reaccreditation process already have an account on the eAccreditation system that has been used for annual report submissions. If you are a faculty member at an accredited Program and do not have a working username and password, please contact CAHME staff.

**Consultation with CAHME**

Programs are encouraged to consult with the Site Visit Team or CAHME Staff during the preparation of the Self-Study for guidance and advice. Program faculty may review other Programs’ self-studies and identify models for completion of the documentation consistent with CAHME’s Conflict of Interest policy.

Additional information on curriculum and courses is available from the Association of University Programs in Health Administration via the AUPHA Network at [http://network.aupha.org](http://network.aupha.org) and the associated, subject-specific Faculty Networks, as well as the *Journal of Health Administration Education*.

**Submission Deadlines**

**For initial site visits**, a letter of intent must be submitted by the chief administrative officer of the university or his/her representative at least one year prior to the anticipated site team visit. The Eligibility Statement must be submitted with the first full candidacy application and must be reviewed and updated as necessary with each subsequent accreditation review. A copy of this statement is automatically submitted with the initial accreditation Self-Study document. For more information, please see the “Candidacy Application Handbook.” For all accreditation reviews, the completed Self-Study must be submitted online at: [https://accred.cahme.org/login](https://accred.cahme.org/login) no later than eight (8) weeks prior to the scheduled visit.
ELIGIBILITY STATEMENT

For initial accreditation reviews, the Eligibility Statement must be submitted with the first full application for candidacy and must be reviewed and updated as necessary with each subsequent accreditation review. A copy of the completed Eligibility Statement will be automatically included in the beginning of the completed Self-Study.

For reaccreditation reviews, a new Eligibility Statement should be completed at least six months prior to the site visit. The Program will not be able to fill out the Self-Study until the Eligibility Statement is complete.

The Eligibility Statement is a declaration that the Program has met each of the 11 Eligibility Requirements listed below. These requirements are fundamentals that must be satisfied before a Program can proceed with the accreditation process. The declarations made in the Eligibility Statement are subject to verification by CAHME Staff and the Site Visit Team.

REQUIREMENT A
The University will have established healthcare management as a major course of study leading to a master's degree. Establishment of the Program will have been approved by the appropriate University governing body.

1. State the name of the master's degree Program(s) for which accreditation is sought. Indicate the name of the degree(s) and the abbreviation(s) used (e.g., Master of Health Administration, MHA). Indicate the sites where the Program is taught that are covered by this accreditation.

2. Identify the year the degree Program(s) was (were) established and approved by the university governing body; identify the appropriate university governing body.

REQUIREMENT B
Programs will be a part of an institution of higher learning which has achieved regional accreditation or equivalent recognition.

INTERPRETATION
In the United States the institution will be an accredited member of one of the six regional accrediting associations recognized by the US Department of Education. In Canada, the
institution will hold provisional or ordinary membership in the Association of Universities and Colleges of Canada.

1. Specify regional or equivalent university accreditation status, including date of most recent accreditation, and length of accreditation.

2. Provide any appropriate comments or recommendations relevant to the Program made during this accreditation.

REQUIREMENT C
If the Program is in a specialized graduate school or schools (such as a medical school, school of public health, or school of business administration) within the University, the school(s) must be accredited by the appropriate recognized specialized accrediting agency (agencies). In the absence of such accreditation(s), a determination will be made by CAHME as to the extent to which lack of specialized accreditation is detrimental to the quality of the Program.

1. Indicate the school in which the Program is located.

2. Indicate the school accreditation: Specify the accrediting agency, the date of the most recent accreditation and the length of accreditation.

3. Indicate any comments or recommendations relevant to the Program made during this accreditation (if appropriate).

REQUIREMENT D
The applicant Program in healthcare management will have graduated at least one class.

1. Identify the first class of students graduated, indicating the year and semester of graduation. Where a Program is primarily part-time, provide the number of students in the first graduating class and the date of their graduation.

REQUIREMENT E
The Program will ensure that facilities, equipment, and supplies are sufficient to support Program quality and achieve the Program’s mission, goals and objectives. This will include:

A. Library and/or access to information resources
1. Provide the URLs that describe information service resources available to students and faculty of the Program and assess their adequacy to support a graduate Program in healthcare management and faculty research.

2. If the Program uses online instruction, describe how students are provided library resource access.

**B. Computing technology and the appropriate management software**

1. Assess the adequacy of computer technology available to the faculty and describe any barriers to access.

2. Describe computer technology available to students, including available hardware (number of personal computer labs, computer terminals, printers, etc.) and software. Assess the adequacy of computer technology available to students and identify any barriers to utilization, such as scheduling, location, etc.

3. If the Program uses online instruction, describe the availability of assistance in the online environment and state the required response times to help requests from students, faculty, and the Learning Management System Help Desk.

**C. Classroom and other learning space, and physical facilities for students, faculty, and staff, as appropriate to the method of course / Program delivery**

1. Describe the office and other workspace available to Program faculty and staff, including the adequacy of faculty offices for private study as well as for advising and counseling students.

2. Describe classroom and learning space. Assess how adequately these facilities meet the educational needs of the Program and allow it to fulfill its mission, goals and objectives.

**REQUIREMENT F**

There will be no discrimination on the basis of gender, age, creed, race, ethnicity, disability or sexual orientation in any aspect of the Program's activities. The Program will be in full compliance with relevant laws and University policy regarding equal opportunity requirements. Nothing herein will be construed to prevent a University from having a religious affiliation and purpose and adopting policies of admission and employment that directly relate to such affiliation and purpose so long as notice of such policies has been provided to applicants, students, faculty, and employees.
1. Describe the University and/or Program statements on nondiscrimination and equal opportunity requirements.

2. Reference the links to the appropriate policies on the University/Program website.

**REQUIREMENT G**
The Program will have a process for handling formal student complaints and use these complaints, where appropriate, for Program evaluation and improvement.

1. Reference the links to the appropriate policies on the University/Program website. Describe the procedure available to students for making formal complaints against the Program.

2. Describe how students are made aware of this policy.

3. Describe how complaint policies and procedures provide for a timely response to the complaint that is fair and equitable to all parties.

4. Describe or demonstrate how information from student complaints and their resolution has been used for Program evaluation and improvement.

**REQUIREMENT H**
The Program will be subject to a defined policy on academic freedom and academic standards. Faculty in the Program will be aware of Program/University faculty grievance procedures.

1. Describe the University and/or Program statements on academic freedom, academic standards and the faculty grievance procedures.

2. Reference the links to the appropriate policies on the University/Program website.

**REQUIREMENT I**
University policies will provide time and support for faculty development, research and/or scholarship, and service consistent with the mission of the University.

1. Describe the appropriate University policy statements and comment on their effectiveness.

2. Reference the links to the appropriate policies on the University/Program website.
REQUIREMENT J

Faculty evaluation will be equitable and fair and faculty responsibilities will be consistent with University policies.

1. Reference the links on the University website to the appropriate policies for faculty responsibility, and assess whether the responsibilities of the Program faculty are consistent.

2. Reference the links on the University website to the appropriate policies for faculty evaluation, and assess whether the procedure for Program faculty evaluation is consistent with these policies.

3. Describe the relative priority (i.e., weight) of research activities vis-à-vis teaching, service, etc., in evaluation of faculty for tenure and promotion.

OVERVIEW OF THE PROGRAM

In approximately 500 words, provide a general overview of the Program and its organizational setting. Relevant information includes the degree offered, the setting of the Program within the university, the types of students served, and other information that distinguishes the Program and would be of relevance for the accreditation team. While CAHME realizes that much of this information will also be included later in the Self-Study, a general introduction at the beginning of the document will serve to orient the site visit team and facilitate their work.

PROGRESS SINCE PREVIOUS SITE VISIT
(Note: Not applicable for initial accreditation)

List the criteria related recommendations from the last site visit report and provide a brief description of the actions taken to address these. (Discussion of the consultative recommendations is not required.)

CRITERION I: PROGRAM MISSION, VALUES, VISION, GOALS AND SUPPORT

I.A. Mission and Metrics
I.A.1 The Program will have statements of mission, vision, and values that guide the Program’s design, evaluation and quality improvement initiatives, and strategic intent and/or market focus.

INTERPRETATION
The mission, vision, and value statements will define the focus of the healthcare management Program. The mission, vision and values will provide the basis for reviewing the Program and for assessing Program effectiveness.

MISSION: The mission statement defines the purpose, direction and any unique aspects of the Program. It guides curriculum focus and clarifies the level and type of scholarly activity of faculty. The mission statement should identify the Program’s strategic purpose and provide clarity regarding the target student population and the types of jobs/markets graduates enter. In addition, the Program should describe and demonstrate how the Program mission relates to the mission of the University and of the parent College/School. The mission statement will be considered in relation to the mission of the University regarding graduate education, research and service.

VISION: The Program's vision is a statement that communicates the Program’s ideal state. The vision statement articulates the end result of the Program’s work, or of what it aspires to be. It serves to motivate the Program to move towards this ideal state.

VALUES: The Program’s values reflect commonly held beliefs and principles of behavior that define the culture of the Program and to which the Program leadership, faculty and students feel a strong emotionally-toned commitment. The values statement provides a standard for behavior and decisions.

REQUIRED:

1. Provide statements of the Program's mission, vision and values.

2. Describe how these statements define the focus of the Program including target audience and career field.

3. Describe how these statements provide direction for student selection, curriculum design, and scholarly activity of the faculty.
4. Comment and demonstrate how the Program statements relates to the mission of the University and of the parent College/School. Include statements of University and College/School missions and provide the relevant URL’s.

I.A.2 The Program will establish goals, objectives and performance outcomes that are aligned with the Program’s mission, vision and values and are action-based, observable, and measurable.

INTERPRETATION
CAHME will seek evidence that specified goals and objectives and expected performance outcomes provide direction and criteria for evaluating ongoing Program and curriculum enhancement. Goals must support the mission, vision and values statement by identifying specific areas of emphasis within the Program. Objectives serve to operationalize the goals and must include separate educational, scholarship, service, and other appropriate subcategories of the goals. Objectives serve as indicators of successful performance and must be actionable, observable, and measurable.

REQUIRED:

1. Prepare a narrative describing how the Program has established goals, objectives, and performance outcomes based on its mission, vision and values. The narrative should demonstrate how the various constituencies of the Program, e.g., students, graduates, faculty, preceptors, and advisory groups, are involved in this process. Briefly describe the results of the ongoing evaluations in the last two years and what improvements have resulted from the evaluation results.

2. Prepare Figure 1 (or similar document) to illustrate outcome assessments used routinely by the Program to evaluate the extent to which each Program objective is met. Indicate actual performance against set targets. List all goals, objectives, assessments, measures, and actions as illustrated by the Example (Figure 1) below.

3. Assess the Program's evaluation process highlighting strengths and/or problems. Suggest desired changes in the process and identify steps and a timeframe for making changes.

Figure 1: Goals Objectives & Performance Outcomes
(Example)

Program Goal: Enroll diverse and highly qualified students from the state, nation and the world.
<table>
<thead>
<tr>
<th>Benchmark to be met</th>
<th>Measurement Description</th>
<th>Recent Assessment</th>
<th>Measurement Results</th>
<th>Actions Based on Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>50% of accepted residential applicants who take the GMAT will score 530 or above.</td>
<td>Compute average GMAT score of all accepted applicants</td>
<td>2015 – 2016</td>
<td>86% had GMAT score of 530 or above</td>
<td>Continue to monitor and improve.</td>
</tr>
</tbody>
</table>

*I.*

I.A.3. The Program will monitor changes in the health sector, the University environment, and management theory and practice and adjust its mission, goals, objectives and competency model as necessary.

**INTERPRETATION**

Utilization of market research of the health sector and strategic planning assessment tools will enable the Program to identify the changing needs for essential competencies in graduates. This should include appropriate strategic plans and evidence of external stakeholder input into the curriculum. The Program will be expected to demonstrate a big picture examination of the market, including population served and demonstrate changes effected in response, consistent with the Program’s mission. Stakeholder (e.g. alumni, employers, advisory board) involvement in planning and ongoing monitoring of the environment is important

**REQUIRED:**

1. Describe the ongoing process for monitoring the health sector and University environments, such as strategic plans, and the process for incorporating this information into the process of Program review and change.

2. Describe how the Program uses market research, assessment tools, and/or stakeholder input to evaluate the relevance of the Program competencies and identify changing needs for essential competencies in the Program’s graduates.

3. Provide examples of findings from the monitoring process, and how these findings have been utilized for planning Programmatic changes, including any changes to the curriculum.
I.B. Institutional Support

I.B.1 The Program will have sufficient financial support, stability, and administrative support to ensure that its mission, goals and objectives can be achieved.

INTERPRETATION
This criterion requires an assessment of the Program’s ability to meet its stated objectives in light of its current financial resources, identification of the most significant current resources and the most critical resource constraints. Included should be the Program’s ability to make recommendations for future resource development, identify steps planned to implement these recommendations, and describe the likely timeline for implementation.

REQUIRED:

1. Identify resources such as people, facilities, and university support available to the Program and indicate the nature and extent of utilization, as well as any barriers to utilization.

2. Identify Unit or Department activities other than those being reviewed (e.g., undergraduate, other master's, doctoral, extension, management development, etc.), and indicate their relation to the Program with regard to allocation of resources (funds, faculty, space, etc.).

3. Upload the current Program or Department budget. Describe the administrative procedures involved in determining budgetary allocation to the Program, and indicate if these resources are sufficient to support the mission and goals and objectives of the Program.

4. Describe the extent and adequacy of administrative support services available to the Program, such as secretarial, clerical and graduate research assistants. Indicate whether these positions are supported by the Program budget, grants or other sources.

5. Provide a summary assessment of the Program’s ability to meet its stated goals and objectives in light of its current resources and identify most critical resource constraints. Include recommendations for future resource development, identify implementation steps for these recommendations, and describe the likely timeline for implementation.
I.B.2 Program leadership will have sufficient authority and autonomy to develop and guide the Program.

INTERPRETATION
This criterion evaluates the authority of the personnel responsible for the Program. As guided by the framework of the University’s rules and regulations, Program faculty and administration should have sufficient prerogatives to assure the integrity of the Program and facilitate achievement of the Program’s mission, goals and objectives. Program faculty should have formal opportunities for input in decisions affecting admissions and progress, resource allocation, faculty recruitment and promotion, competency model development, curriculum design and evaluation, assessment methods, research and service activities, and degree requirements.

REQUIRED:

1. Provide a qualitative assessment regarding the extent of authority the Program leadership has in leading the Program and determining its strategic direction. Include specific discussion of the Program leadership authority with respect to:
   a. Admissions, scheduling and student advisement to ensure academic progress,
   b. Resource allocation
   c. Faculty recruitment and promotion
   d. Competency model development
   e. Curriculum design and evaluation,
   f. Assessment methods,
   g. Research and service activities, and
   h. Degree requirements.

2. Upload the Program’s organizational chart(s) locating the Program within the University and include as Figure 2.

3. Describe the organization of the Program and its relationships with the primary academic unit in which it is located. Address topics such as the part of the University to which the Program is most closely related, whether the Program is organized as a separate department or is part of another administrative entity; whether the faculty hold appointments in the Program or in other elements of the University; and other information relevant to understanding how the Program fits into the structure of the University.
4. Assess the suitability of the structural location of the Program in the university and in relation to the Program's current and projected development. Include projections of future support and/or problems. Identify any recommendations for desired change in the setting, steps planned to implement these recommendations and the timing of these steps.

I.B.3 Program and University leadership will ensure that supportive resources are available to all Program faculty and are appropriate for individual faculty workload to support positive student educational outcomes.

INTERPRETATION
CAHME recognizes that faculty research requirements, large class sections, blended or online instruction place additional demands on course faculty and requires that the quality of instruction should not be compromised. CAHME will seek evidence that faculty are supported with additional resources where and when warranted and that the majority of instruction is with the faculty of record who is a qualified content expert.

REQUIRED:

1. Describe how the Program balances faculty workload with available resources.

2. Describe the methods the Program uses to ensure that qualified faculty have responsibility for the majority of instructional time.

3. Describe the accommodations made for, or resources available to, faculty to handle the additional workload associated with large classes, administrative obligations, service commitments and research requirements.

4. For Programs with online or blended instruction, describe the resources available to faculty to support the on-line environment, including information about the on-line platform.

5. Describe (and include links to if possible) the policies governing the use of Graduate Teaching Assistants (TA’s) and co-teaching in the Program.

I.B.4 The Program will support and enable all students to draw broadly on academic resources available throughout the University.

INTERPRETATION
CAHME recognizes that the educational goals of Programs can best be met if all students (including full-time, part-time, or in distance learning) have access to and utilize, to the greatest extent possible, the resources of the entire University for courses, independent study and research.

**REQUIRED:**

1. Assess the availability of University-wide academic resources (e.g. courses, student activities) and describe how they are made available to all students in the Program.

2. Describe any barriers to access for students in the Program and options that have been considered for addressing those barriers.
CRITERION II: STUDENTS & GRADUATES

II.A.1. The Program will make publicly available complete and accurate information regarding its mission; application process; the competencies that form the basis for its curriculum; the content and sequence of its curriculum; teaching, learning and assessment methods; outcomes measures including degree completion and employment rates; and differences among accredited degree offerings.

INTERPRETATION

The Program will provide sufficient information to allow prospective students to make informed decisions prior to entering the Program, and to allow other interested parties to understand the Program and its purpose. This information typically includes recruiting, admissions criteria and practices, academic calendars, grading policies, degree requirements, and student outcomes including completion rate and the percent of students employed within 90 days of graduation. Since competencies define the nature and content of a Program and establish student expectations, information about them should be widely available to students and prospective students. Accredited Programs with multiple tracks must clearly differentiate between CAHME accredited and non-accredited offerings in their formal and informal communications.

REQUIRED:

1. Describe how students receive information about your Program (e.g. website, brochures, etc.) Provide relevant URLs, and brief descriptions of what these pages contain, as appropriate. Copies of print materials not available via the Internet should be available for the site visit team during the site visit. Include in this section a description of how information about competencies, teaching, learning and assessment methods are made available to students and prospective students.

2. Describe how other stakeholders (the public, employers, preceptors, and other interested parties as defined by your Program) receive information about the Program. Copies of print materials not available via the Internet should be made available to the site visit team during the site visit.
3. Provide the URL from the Program's website that shows the publication of measures of student achievement including, at a minimum: completion rate for the last graduating class or academic year; the percent of these students employed within 90 days of graduation.

II.A.2. The Program will have recruiting practices and well-defined admission criteria designed to recruit and admit qualified students and to pursue a diverse student population as reflected in the Program’s mission-defined market.

INTERPRETATION
The Program’s admission criteria should be derived from its mission and provide metrics by which the Program monitors its performance. Recruitment practices and admission criteria should be designed to recruit qualified students and a student population that generally reflects the target market of the Program as identified in the mission statement.

REQUIRED:

1. Describe the target applicant market, annual recruitment goals, and the activities involved with pursuing those goals.

2. Describe recruitment activity outcomes in Figure 3.

3. Prepare Figure 4 to reflect the characteristics of entering students for the current year, the Self-Study year, and the year prior to the Self-Study year; add row headings, as appropriate.

4. Provide an assessment of the recruitment and admissions process with respect to the Program's effectiveness in meeting its goals and objectives.

5. Prepare Figure 5 describing the distribution of enrolled students. Provide definitions used for classifying students by year, and as part-time versus full-time status.

6. List the criteria used in the student selection process for each degree-granting Program that is part of the CAHME accreditation process. Include any specific rules or guidelines concerning previously earned grade point averages, standardized test scores, previously earned degrees, prerequisite courses, prerequisite majors, work experience, career objectives, and/or assessments made by the admissions committee / review team.

7. Explain policies and procedures allowing for exceptions in the Program's selection criteria, and describe the extent to these exceptions are made, including the percentage of students admitted based on exceptions to your criteria.
8. Describe recruitment efforts directed at and evaluate the success of the recruitment of a diverse student population, and the commitment to giving full opportunity for admission regardless of gender, race, or ethnicity.
Figure 3: Recruitment Activity Outcomes
Note: Repeat for each degree, or joint degree, Program, as applicable. Gender, race and ethnicity percentages not applicable to Programs in Canada

<table>
<thead>
<tr>
<th>SELF-STUDY AY &amp; DEGREE PROGRAM:</th>
<th>Gender</th>
<th>Race</th>
<th>Ethnicity</th>
<th>Total Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>Male</td>
<td>Female</td>
<td>Other</td>
<td>White</td>
</tr>
<tr>
<td>Total complete applications:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Applicants offered admission:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total applicants enrolled:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PRIOR AY &amp; DEGREE PROGRAM:</th>
<th>Gender</th>
<th>Race</th>
<th>Ethnicity</th>
<th>Total Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>Male</td>
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<td>Other</td>
<td>White</td>
</tr>
<tr>
<td>Total complete applications:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Applicants offered admission:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total applicants enrolled:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Figure 4: Characteristics of Enrolled Students**

<table>
<thead>
<tr>
<th></th>
<th>CURRENT AY (if different from Self-Study year)</th>
<th>SELF-STUDY AY (provide dates here)</th>
<th>PRIOR AY (provide dates here)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Class Size</strong></td>
<td>N=</td>
<td>N=</td>
<td>N=</td>
</tr>
<tr>
<td></td>
<td>1st Quartile  Median  3rd Quartile</td>
<td>1st Quartile  Median  3rd Quartile</td>
<td>1st Quartile  Median  3rd Quartile</td>
</tr>
<tr>
<td><strong>DEGREE PROGRAM:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>[Specify degree Program]</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Entering GPA</strong>(2)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>[Specify aptitude test(s), or other admissions metric, as appropriate]</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>[Repeat for all aptitude tests accepted, or additional admissions metrics]</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

NOTE: Repeat for each degree, or joint degree, Program, as applicable
II.A.3  The Program will ensure that all students are provided access to academic advising, career counseling, and other support services and that these services are evaluated regularly as a part of the Program’s continuous improvement.

INTERPRETATION
The Program needs to ensure students receive assistance that is appropriate to their career interests and goals, including, but not limited to: resume writing and job search preparation; training on interviewing skills; assisting students with fellowship and job placements; working with alumni and others in placing students; and offering alumni and healthcare executive contacts. Program advising and support services will include those provided at the Program level such as mentoring, academic advising, career planning and counseling by faculty and preceptors. University-wide resources may include counseling, dispute resolution, and financial aid advisement.

REQUIRED:
1. Describe the system of academic and career advising.
2. Describe the mechanisms for evaluating the effectiveness of the Program’s approach to advising and how changes are made. Provide evidence that the effectiveness of these systems is evaluated and used for Program improvement.

3. Describe how financial aid information is systematically made available to students in the Program. Provide an assessment of the adequacy of financial resources available and describe steps being taken to address any inadequacies.

4. Describe any other Programmatic or university-wide support services (e.g. counseling, tutoring) available to Program students.

5. For programs with significant online instruction, describe the extent to which resources are available to effectively support students including students who may be experiencing academic difficulty.

II.A.4 The Program will involve students, alumni, and practitioners in appropriate areas of Program decision-making and evaluation.

INTERPRETATION

Student, alumni and practitioner involvement in such areas as evaluation of courses, instructors, curriculum, career and academic advising, decisions on student recruitment and admission and selection of new faculty is critical to ensuring the ongoing relevance of the Program to the changing needs of the profession, and will be evaluated in the context of overall University policy.

Successful Programs have used these stakeholders creatively to demonstrate currency and relevancy of their Programs. Some examples include: Advisory Groups, Executive in Residence Programs, Annual Program Retreats, students serving on Program related committees, and Strategic Planning sessions.

REQUIRED:

1. Describe how students, alumni and practitioners are involved in appropriate areas of Program decision-making and evaluation, including the frequency of involvement.

2. Provide substantiating documentation, such as meeting minutes, survey results, etc., that will be available for review by the site visit team.
II.A.5 The Program will ensure that graduates’ career preparedness is monitored, documented and used for continuous improvement.

INTERPRETATION
In a Program’s efforts to monitor graduate achievement, the career paths of graduates will be tracked for at least three years (one year for Programs undergoing initial accreditation). The Program will provide information on Program completion rates, employment status, and other indicators such as preparedness for functioning in the workplace and student satisfaction with their education.

Graduate career tracking can be accomplished in multiple ways, e.g., annual surveys, periodic surveys (at least every three years), comprehensive use of an alumni directory of program graduates, active tracking via LinkedIn, robust alumni engagement in advisory board activity, etc. The primary intent of this criterion is to ensure the Program remains engaged with and actively monitors alumni to ensure graduates meet industry expectations and can secure and retain employment.

REQUIRED:

1. Describe any assessment techniques or other indicators used to measure graduates' career achievements.

2. Provide a self-assessment and present results from any external assessments of the preparedness of graduates to pursue careers consistent with the Program goals.

3. Provide information on completion rates over the past three years (one year for Programs undergoing initial accreditation). If completion rates are less than 80 percent in the normal time period expected for degree completion, provide an explanation.

4. For the past three graduating classes (one for initial accreditation):
   a. Complete Figure 6 to describe by category the employment settings of Program graduates.
   b. Complete Figure 7 to detail the positions held by Program graduates and provide the URL for the alumni directory.
   c. Provide job placement rates within 90 days of graduation.

5. Comment on the relationship between the employment settings/positions of Program graduates listed in Figures 6 & 7 and the Program's educational goals and objectives. Categories of employment setting and position types may be modified to best represent the
mission of the Program and the employment settings it serves. **If job placement rates in health care services or related fields for Program graduates are less than 80 percent over the last three years, provide an explanation.**

6. Provide the website link (url) at which student achievement rates are provided to the public. These may include attrition and retention, graduation, job placement, employment advancement and/or others.

**Figure 6: Employment Settings of Program Graduates**

<table>
<thead>
<tr>
<th>Employment/ Employment Setting</th>
<th>#Graduates 1st Year Prior to SS Year</th>
<th>#Graduates 2nd Year Prior to SS Year</th>
<th>#Graduates 3rd Year Prior to SS Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Postgraduate Fellowship</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pursuing further education (incl. med school)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>International Students returning home without seeking US employment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>US students employed overseas</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>US professional positions:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hospital or Health System</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical Clinic or Physician Practice</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Military or VA Facility</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Association, foundation or voluntary agency (e.g., ACHE, AHA, etc.)</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Insurance</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Long-term Care or Home Health Agency</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Consulting</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Education / Academia / Faculty</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Figure 7: Positions Currently Held by Program Graduates

<table>
<thead>
<tr>
<th>Positions by Type</th>
<th># of Graduates(last 3 years)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Executive Office</strong> (e.g. CEO, President, Chief Medical Officer, Chief Information Officer, Partner, Owner etc.)</td>
<td></td>
</tr>
<tr>
<td><strong>Chief Operating Officer/Vice President of Operations</strong> (e.g. Assistant Administrator, Division Director, Facility/Regional Administrator, etc.)</td>
<td></td>
</tr>
<tr>
<td><strong>Management Staff</strong> (e.g. Manager, Unit Administrator, Practice Manager, etc.)</td>
<td></td>
</tr>
<tr>
<td><strong>Senior Staff</strong> (e.g. Senior Analyst, Senior Consultant, Financial Officer, Information Officer, etc.)</td>
<td></td>
</tr>
<tr>
<td><strong>Staff Specialist, Staff Support</strong> (e.g. Management Analyst, Medical Records Administrator, Consultant, etc.)</td>
<td></td>
</tr>
<tr>
<td>Physician</td>
<td></td>
</tr>
<tr>
<td>Educator / Faculty Member</td>
<td></td>
</tr>
<tr>
<td>Registered Nurse</td>
<td></td>
</tr>
<tr>
<td>Pharmacist</td>
<td></td>
</tr>
<tr>
<td>Other (please list)</td>
<td></td>
</tr>
</tbody>
</table>
CRITERION III. CURRICULUM

III.A. Curriculum Design

III.A.1: The Program will adopt a set of competencies that aligns with the Program’s mission and types of jobs graduates enter. The Program will use these competencies as the basis of its curriculum, course content, learning objectives, and teaching and assessment methods.

INTERPRETATION
Student learning is a central focus of graduate education and is driven by each Program’s unique mission and the varied employment settings of its graduates. Therefore, it is important that Programs be able to articulate the expected competencies of Program graduates. These competencies should be driven by the mission; form the basis of the Program's curriculum; serve to link course content in pursuit of competencies; and foster appropriate levels of teaching and methods of assessment. Programs may choose to create and validate their own competency model based on their mission or adapt a commonly used competency model (NCHL, HLA, SLU etc.). CAHME does not prescribe a specific number of competencies, but the competency model must be aligned with the Program's mission.

REQUIRED:

1. Provide a list of the competencies used by the Program, and describe how these competencies align with the Program’s mission and the types of jobs graduates enter.

2. Describe the process by which the Program’s competencies are developed and periodically reviewed with faculty for relevance. Include information on any faculty or committee approval needed for changes to Program competencies.

3. Complete the matrix which lists Program competencies and illustrates competency coverage across required core courses and other required components of the Program as in Figure 8.

4. Describe the design, including sequencing, of the Program courses including activities beyond the classroom, and their relationship to the competencies.
Figure 8: Competency Coverage across the Curriculum

<table>
<thead>
<tr>
<th>Competency (abridged)</th>
<th>Required Courses (abridged)</th>
<th>Other Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>HSMP 800 Health Care</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Organization I</td>
<td></td>
</tr>
<tr>
<td></td>
<td>HSMP 815 Health Services</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Organizational Management</td>
<td></td>
</tr>
<tr>
<td></td>
<td>BIO 701 Design &amp; Analysis</td>
<td></td>
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<tr>
<td></td>
<td>of Studies in the Health</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sciences Organization I</td>
<td></td>
</tr>
<tr>
<td></td>
<td>EPI 710 Principles of</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Epidemiology</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Summer</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Administrative Residency</td>
<td></td>
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<tr>
<td></td>
<td>Professional Development</td>
<td></td>
</tr>
</tbody>
</table>

**Domain: Communications & interpersonal effectiveness.**

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organizational Behavior Theory</td>
<td>3</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Organizational Management</td>
<td>3</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Management of Human Resources &amp; Health Professionals</td>
<td>1</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>

**Domain: Critical thinking, analysis & problem solving**

<table>
<thead>
<tr>
<th></th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Skills</td>
<td></td>
</tr>
<tr>
<td>Project Management</td>
<td></td>
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</tbody>
</table>

**Domain: Management & leadership**

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance Measurement</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Structural Design of Health</td>
<td>1</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Care Organizations</td>
<td>2</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Operations Assessment &amp;</td>
<td>1</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Improvement</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information Technology</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Management &amp; Assessment</td>
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<td></td>
</tr>
</tbody>
</table>

**Domain: Professionalism & ethics**

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Care Ethics</td>
<td></td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

**Key:** e.g. 1 = Beginning Competency; 2 = Basic Competency; 3 = Professional Competency (as defined by the program); 4 = Advanced Competency (as defined by the program); 5 = Expert Competency (as defined by the program).  

Note: This is an EXAMPLE only. The domains and competencies of the figure should align with the Program’s mission and competency model. The orientation of this figure can be changed to list competencies across the top and courses in the leftmost column. Note: Develop a key to indicate the skill level students are expected to develop within each of the competencies in each course.
III.A.2 The Program curriculum will facilitate development of a depth and breadth of knowledge of the health-sector and healthcare management, aligned with the Program’s mission and competency model.

INTERPRETATION
Programs must ensure that graduates are receiving an appropriate depth and breadth of knowledge of the mission-defined health sector and healthcare management. Programs should articulate major content areas, describe how the Program monitors appropriate content areas for inclusion, identify how the curriculum’s design exposes students to these areas. Areas of focus will differ by Program dependent on each Program’s mission and core requirements. Content knowledge may be provided to students through a single course, a field activity, or provided in an integrated manner across a series of courses or activities. CAHME anticipates that the equivalent of 40 semester hours or 60 quarter hours is the minimum required to develop the set of competencies, exclusive of the residency or internship component of the Program. If a Program is less than 40 semester hours or the equivalent, a detailed description of the implementation of the set of competencies is required. During the site visit, faculty should be prepared to discuss the scope and depth of the course offerings, with particular reference to what they consider to be the key concepts provided by their particular course(s) and expected student competency outcomes.

REQUIRED:

1. Describe how the curriculum defines the healthcare management Program by delineating the knowledge areas in healthcare management and of the health sector.

2. Describe the process by which your Program identifies essential healthcare sector and healthcare management knowledge areas your curriculum is expected to cover and how the Program ensures students are exposed to these areas.

3. Provide a complete list of required courses offered in the curriculum including course numbers, full course titles, credit hours, department (if non-Program), names of faculty teaching in the Self-Study year, and enrollment data on Figure 9. The list should be organized by the typical course of study, by academic period, for each Program offered. Typical elective courses should be listed separately and clearly labeled as such. Note also which courses are delivered online.

4. If required courses are taught outside of the Program, describe the procedures for incorporating healthcare management content, as appropriate, into those courses and ensuring integration across the curriculum.
5. Describe the policy on core course waivers, and the frequency of students receiving waivers. Include in your description how this policy assures attainment of the competencies of the waived course(s).

6. Provide course syllabi for each course listed in Figure 9. On the cover sheet, map the learning objectives to the level of the Program’s selected competencies being built in the course. If required elements are not included in all syllabi, explain how the program communicates these to the students.

7. For Programs less than 40 semester credit hours (or the equivalent quarter or trimester credit hours) not inclusive of the residency or internship component of the Program, describe how Program graduates attain the competencies specified in the Program’s competency model.

**Figure 9: Courses Offered in Self-Study Year**

Describe the typical course of study for full-time and (if different) part-time students in each major degree Program offered.

**Degree Program:**

<table>
<thead>
<tr>
<th>Year in Program</th>
<th>Session</th>
<th>Course Number &amp; Title</th>
<th>Credits</th>
<th>Instructor(s)</th>
<th>Dept</th>
<th>Student Enrollment Program students (non Program)</th>
<th>Offered: Online Only (O), Traditional (T), Blended/Hybrid (B)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CORE/REQUIRED COURSES</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Year One</td>
<td>Fall</td>
<td>HM503 Healthcare Finance</td>
<td>3</td>
<td>L.Garroway</td>
<td>MGMT</td>
<td>15 (4)</td>
<td>O</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>ELECTIVES</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>
III.A.3 The Program curriculum will facilitate development of students’ competencies in communications and interpersonal effectiveness.

INTERPRETATION III.A.3-III.A.6
CAHME recognizes these competencies as ‘core’ to the profession of healthcare management, and so should be represented in any competency model chosen or developed by the Program. It is anticipated that a Program’s competency model will also add other competencies according to its specific mission and the positions students take upon graduation. CAHME does not prescribe a maximum number of competencies.

Communications and interpersonal effectiveness: “Communications” should include competencies associated with giving and receiving of verbal and non-verbal information between an individual and other individuals or groups, including individuals and groups that represent the diverse populations of the Program’s target market. “Interpersonal effectiveness” involves competencies associated with developing and maintaining effective, inclusive working relationships with others. The following are examples of the kinds of competencies that may fall into this domain and be addressed in course content: Collaboration, Oral and/or Written Communications, Listening, Observing, and Relationship Building.

REQUIRED III.A.3:
1. Describe how the competencies identified in III.A.3 are addressed by the Program’s set of competencies.
2. Explain where these competencies are developed in the required curriculum and Program activities.

III.A.4 The Program curriculum will facilitate development of students’ competencies in critical thinking, analysis, and problem solving.

Critical thinking, analysis, and problem solving: This domain should include competencies related to the appropriate use of information, data, and judgment to inform sound management decisions. The following are examples of the kinds of competencies that may fall into this domain: Analytical thinking, Financial Management, Information Seeking, Performance Measurement, and Process Management.

REQUIRED III.A.4
1. Describe how the competencies identified in III.A.4 are addressed by the Program’s set of competencies.
2. Explain where these competencies are developed in the required curriculum and Program activities.

**III.A.5 The Program curriculum will facilitate development of students’ competencies in management and leadership.**

Management and leadership: This domain should include competencies related to a student’s ability to successfully pursue organizational goals that involve getting things done through and in collaboration with others. The following are examples of the kinds of competencies that may fall into this domain: Governance, Change leadership, Human Resource Management, Initiative, IT Management, Organizational Awareness, Project Management, and Strategic Orientation.

**REQUIRED III.A.5:**

1. Describe how the competencies identified in III.A.5 are addressed by the Program’s set of competencies.

2. Explain where these competencies are developed in the required curriculum and Program activities.

**III.A.6 The Program curriculum will facilitate development of students’ competencies in professionalism and ethics.**

Professionalism and ethics: This domain should include competencies that relate to upholding high professional and ethical standards. The following are examples of the kinds of competencies that may fall into this domain: Accountability, Acting with Integrity, Achievement Orientation, Ethical decision-making, Professionalism, Life-long learning, and Self-Confidence.

**REQUIRED III.A.6:**

1. Describe how the competencies identified in III.A.6 are addressed by the Program’s set of competencies.

2. Explain where these competencies are developed in the required curriculum and Program activities.
III.B. Teaching and Learning Methods

III.B.1 The Program will incorporate teaching and learning methods driven by adult learning principles. The teaching and learning methods will be based on higher education taxonomic levels appropriate to graduate education.

INTERPRETATION
Throughout the curriculum, the Program should incorporate teaching and learning methods as appropriate to the course objectives and competencies. The teaching and learning methods should be aligned with the curriculum design and should seek to emphasize methods that involve active student participation (i.e. higher-level methods), which tend to be more effective in developing competencies. Examples of lower and higher-level methods are provided below and benchmark information will be made available by CAHME.

REQUIRED:

1. Using the CAHME syllabus cover sheet as a guide, discuss the overall percentage of time a typical student spends on higher vs. lower level teaching and learning methods, according to the level definitions provided.

2. Evaluate the extent to which the balance between higher vs. lower level teaching and learning methods is appropriate given the mission and goals of your Program, as well as any plans / methods you are pursuing to implement higher level methods.

### Teaching & Learning Methods - Competency Integration in Health Management Education

<table>
<thead>
<tr>
<th>Level</th>
<th>Teaching and Learning Method</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lower</td>
<td>Readings</td>
<td>Students complete assigned readings in textbook, articles, websites, etc.</td>
</tr>
<tr>
<td></td>
<td>Lecture no media</td>
<td>Professor does most of the talking, without any media support.</td>
</tr>
<tr>
<td>Level</td>
<td>Teaching and Learning Method</td>
<td>Definition</td>
</tr>
<tr>
<td>-------</td>
<td>-----------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>Lectures with media</td>
<td>Professor does most of the talking, with some sort of media support (e.g. PowerPoint, overheads, video, whiteboards, etc.). Students participate via discussion that is primarily characterized by students asking clarifying questions, etc.</td>
</tr>
<tr>
<td></td>
<td>Guest Speakers</td>
<td>Individual/panel of experts from the field present to student.</td>
</tr>
<tr>
<td></td>
<td>Online discussions</td>
<td>Students actively engage in an online discussion, either synchronous or asynchronous, with the professor and with each other. Students can stimulate or respond to discussion.</td>
</tr>
<tr>
<td></td>
<td>Class Discussions</td>
<td>Students actively engage in open discussion with the professor and with each other. Students can stimulate or respond to discussion.</td>
</tr>
<tr>
<td></td>
<td>Web-based modules</td>
<td>Interactive learning via CD/DVD/Internet that is more than searching for information or reading websites.</td>
</tr>
<tr>
<td>Higher</td>
<td>In-class Presentations</td>
<td>Students formally deliver information to the rest of the class in a well-prepared format that required analysis and preparation.</td>
</tr>
<tr>
<td></td>
<td>Cases</td>
<td>Students actively engage in analyzing a case study to determine causes, implications, strategies etc. Case analysis is either shared with the class through open and interactive discussion or debate, or students prepare a written case analysis for review and feedback.</td>
</tr>
<tr>
<td></td>
<td>Team activities</td>
<td>Three or more students collaborate as a group to complete one deliverable.</td>
</tr>
<tr>
<td></td>
<td>Simulation exercises</td>
<td>Interactive learning in which students’ actions significantly affect how the learning unfolds and the subsequent outcomes of the learning. Simulations may or may not be computer based (e.g. tabletop simulations).</td>
</tr>
<tr>
<td>Level</td>
<td>Teaching and Learning Method</td>
<td>Definition</td>
</tr>
<tr>
<td>-------</td>
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</tr>
<tr>
<td></td>
<td><strong>External Field Experiences</strong></td>
<td>Students are placed in non-academic applied or real-world work settings and allowed to learn from the work experience, including externships and internships. Learning outcomes are shared in the academic environment and evaluated.</td>
</tr>
<tr>
<td></td>
<td><strong>Strategic/Consulting Projects</strong></td>
<td>Students actively engage in completing an actual consulting project for a health organization. Alternatively, students complete an assignment that simulates a realistic project in a health organization.</td>
</tr>
<tr>
<td></td>
<td><strong>Reflective learning</strong></td>
<td>Students complete structured process (e.g. journaling, one minute response, assessment instruments, weekly reports) to review, understand, analyze, and evaluate their own learning and/or performance. The evaluation should be based on pre-selected criteria. In addition, the assessment could include a comparison of their performance assessment with their peers and/or experts in the field.</td>
</tr>
</tbody>
</table>

Adapted from NCHL (2006): *Competency Integration in Health Management Education: A Resource Series for Program Directors and Faculty.* Used with permission.

### III.B.2 The Program will provide, throughout the curriculum, opportunities for students to participate in team-based activities.

**INTERPRETATION**
CAHME recognizes that the opportunity for practical collaboration and teamwork serve to develop students’ interpersonal skills and prepare them for the workplace. As part of the educational experience students should have opportunities to work in teams, facilitate meetings and practice leadership skills.

**REQUIRED:**

1. Describe major team based activities in the curriculum, distinguishing which activities take place in optional elective courses and which activities students are exposed to as a required element of the curriculum. Identify any Programmatic or curricular based approach to teaming your Program has adopted.
2. When students work in class groups and receive a team grade, discuss how the Program demonstrates use of assessment tools to determine each student’s contribution?

III.B.3 The Program will provide experiences for students to gain an understanding of, and to interact with, a variety of healthcare professionals and organizations.

INTERPRETATION
CAHME recognizes the importance of interdisciplinary exposure to health care professionals in graduate education. Students need the opportunity for exposure to other professions. It is this cross-discipline collaboration and professional understanding that will lead to the success of graduates as they enter the field. Opportunities should be provided for students to work with others inside or outside the Program and across other disciplines such as nursing, medicine, allied health professions, public health, information technology, policy, insurance, suppliers, and/or engineering. Programs are expected to offer students these opportunities in a number of ways as appropriate to the mission of the Program. The Program will develop relationships with a variety of healthcare management employers to integrate the field of practice into both teaching and career guidance. The Program will design formal and informal avenues for such exposure into the total student experience. These include, but are not limited to: site visits; business case competitions; career panels; informational interviews; professional conference attendance; mentoring Programs; guest speakers; adjunct and clinical faculty.

REQUIRED:

1. List the experiences students have for exposure to a range of health professionals, during the typical course of study. Describe how the experiences are appropriate to the mission of the Program and selected career fields.

2. Describe the opportunities students have to participate in inter-professional activities.

3. Describe how inter-professional interaction experiences are used in student development and learning.

3. Provide a listing of health organizations engaged by the Program during the Self-Study year as shown in Figure 10. Engagements can include, but are not limited to, preceptors, adjunct and clinical faculty, guest speakers, career advisors and/or mentors.
III.B.4 The Program curriculum will include integrative experiences, including field-based applications that require students to draw upon, apply and synthesize knowledge and skills covered throughout the Program of study.

INTERPRETATION
Students should participate in integrative experiences, including field based applications, which foster continuous learning through information access, synthesis, and use in critical thinking. Students should draw upon learning and content provided throughout the Program of study in an integrative manner. Examples of integrative experiences include a well-supervised field experience with a didactic component, internship, a thesis or major paper, oral or written comprehensive exams, a well-managed integrative planning or management simulation, a structured group activity, or any other appropriate activities. Field based settings should be consistent with the Program’s mission and educational goals and objectives and be appropriate to the needs of the student. Programs should be able describe the opportunities to assess that students can apply these skills if there are no field based assignments or other field based applications.

REQUIRED:
1. Describe how the Program’s integrative experiences connect to the mission, goals, objectives and competency model and how they are sequenced and integrated into the curriculum.

2. Explain how students are prepared for the integrative experience, and how they are evaluated.
3. Describe activities that are primarily integrative in nature and how each provides students with opportunities to draw upon and apply material covered throughout the Program of study.

4. For field based applications, describe how students' needs for field based applications are determined and decisions made for these applications. Also describe the processes whereby field based applications are monitored and evaluated. Include an example of completed forms used in completing these processes. Describe the method(s) for informing preceptors or faculty about their responsibilities and the objectives of the field experience, faculty and preceptor meetings, preceptor conferences, how faculty/preceptors are evaluated and the means by which preceptors are added to or removed from the Program's approved list of preceptors.

5. If a major paper, thesis or research project is required, describe the nature of the requirement and provide sample projects for review by the Site Visit Team for work completed in the past two years.

III.C. Assessment of Student Learning & Competency Assessment

III.C.1 The Program will incorporate a range of assessment methods driven by adult learning principles. The methods will be based on higher education taxonomic levels appropriate to graduate education and aligned with defined competencies.

INTERPRETATION
Throughout the curriculum, the Program should incorporate a range of assessment methods as appropriate to the Program's objectives and competencies. These methods should reflect the rigor expected of graduate education and should therefore emphasize methods beyond those associated with knowledge evaluation. Examples of lower and higher-level methods will be provided. Examples of lower and higher-level methods are provided below and benchmark information will be made available by CAHME.

REQUIRED:

1. Using the syllabi cover sheet as a guide, estimate the overall percentage of student evaluations that are focused on higher vs. lower level assessment methods, according to the level definitions provided.
2. Evaluate the extent to which the balance between higher vs. lower level assessment methods is appropriate given the mission and goals of your Program, as well as any plans / methods you are pursuing to implement higher level methods.

**Teaching & Learning Methods - Competency Integration in Health Management Education**

<table>
<thead>
<tr>
<th>Level</th>
<th>Assessment Method</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lower</td>
<td>Pre/Post knowledge or skill testing</td>
<td>Any formal comparative assessment of the student’s knowledge or skills both before and after a learning intervention.</td>
</tr>
<tr>
<td></td>
<td>Knowledge Based Exams</td>
<td>Any formal exam that evaluates student knowledge attainment.</td>
</tr>
<tr>
<td></td>
<td>Papers/reports</td>
<td>Student generated written work that is part of the learning process or is the final documentation of learning, including research reports, mid-term and or final papers.</td>
</tr>
<tr>
<td>Higher</td>
<td>Observation Checklists</td>
<td>Faculty or student-generated observational assessment of skills or behaviors; could be completed by self, peers, faculty, or other experts etc.</td>
</tr>
<tr>
<td></td>
<td>Synthesis &amp; Analysis Based Exams</td>
<td>Any formal exam that evaluates student synthesis, analysis and/or evaluation ability.</td>
</tr>
<tr>
<td></td>
<td>Case review and feedback</td>
<td>Utilization of a predetermined set of variables/criteria to evaluate case analysis work, and to provide effective suggestions/recommendations for improvement.</td>
</tr>
<tr>
<td></td>
<td>Project review and feedback</td>
<td>Utilization of a predetermined set of variables/criteria to evaluate case analysis work, and to provide effective suggestions/recommendations for improvement.</td>
</tr>
<tr>
<td>Level</td>
<td>Assessment Method</td>
<td>Definition</td>
</tr>
<tr>
<td>-------</td>
<td>-------------------</td>
<td>------------</td>
</tr>
<tr>
<td></td>
<td>Team effectiveness assessment</td>
<td>Criterion-based observational feedback of student behavior (and possibly work products) in team projects.</td>
</tr>
<tr>
<td></td>
<td>Journals</td>
<td>Collection of reflective writings, either structured or free form, about a topic.</td>
</tr>
<tr>
<td></td>
<td>Experiential Report/Portfolios</td>
<td>Collection of evidence, prepared by the student and evaluated by the faculty member, to demonstrate mastery, comprehension, application, and synthesis against a standardized assessment rubric.</td>
</tr>
<tr>
<td></td>
<td>Reflective Modeling</td>
<td>Standardized techniques to facilitate awareness and evaluation of one’s behavior and to generate plans for improvement, including self, peer, faculty, preceptor or other expert assessment.</td>
</tr>
<tr>
<td></td>
<td>Class participation</td>
<td>Active monitoring, assessment, and feedback focused on the frequency, consistency, and quality of the student’s participation during face to face and online discussions.</td>
</tr>
<tr>
<td></td>
<td>Strategic or Consulting Projects</td>
<td>Students actively engage in completing an actual consulting project for a health organization. Alternatively, students complete an assignment that simulates a realistic project in a health organization.</td>
</tr>
</tbody>
</table>

Adapted from NCHL (2006): *Competency Integration in Health Management Education: A Resource Series for Program Directors and Faculty*. Used with permission.

**III.C.2** The Program will regularly evaluate the extent to which each student attains the competencies at the level targeted by the Program, and will have a process in place for communicating that information to students.

**INTERPRETATION**

Programs will have a process which regularly evaluates the extent to which students attain the competencies defined in III.A.1. The program will measure individual student’s progress towards the targeted attainment of the competencies at the program level. Competencies should
be the primary measure against which student achievement is measured and there should be
efforts for both direct and indirect assessment.

**Direct assessment** methods are based on actual student performance and outcomes in the
learning environment – either classroom or Program-sponsored experiential learning
opportunities.

**Indirect assessment** methods are based on opinions and perceptions of student learning,
such as those gained in exit interviews, focus groups, surveys, self-reflection assignments,
etc.

Students will be given a clear understanding of the extent to which they attained the
competencies specified by the Program at the target levels.

**REQUIRED:**

1. Describe how the Program measures student progress towards mastery of Program
   competencies. Include a description of the types of evaluation tools (preceptor assessments,
   student evaluations, course deliverables, etc.) used in these processes. Clearly specify
   assessments at the course and at the Program level.

2. Describe how the results of these measurements are communicated to students.

**III.D. Program Evaluation**

**III.D.1 The Program will evaluate its curriculum, teaching and learning
methods, assessment methods, and Program Faculty effectiveness and use the
results for continuous quality improvement of the teaching and learning
environment.**

**INTERPRETATION**

Evaluating a Program’s curriculum, teaching, learning and assessment methods, and instructor
effectiveness are essential to a process of continual improvement. Programs should demonstrate
a plan which outlines specific methods of curricular review taken; evaluation of courses, student
experiences and environments; and how this information is used for improvement.
REQUIRED:

1. Describe the body or person(s) primarily responsible for ongoing evaluation of the curriculum and course instruction.

2. List the methods of evaluation for course instruction and the Program’s curriculum and demonstrate how these results are used for quality improvement. (Programs may use bulleted lists or tables as appropriate).

III.D.2 The Program will collect, analyze, and use the assessments of student competency attainment for continuous improvement.

INTERPRETATION
Evaluating student attainment of competencies across the curriculum and extra-curricular activities is essential to a process of continual improvement. Programs should demonstrate that they collect and analyze data related to competency attainment to ensure that the curriculum design, sequencing and extra-curricular activities are systematically developing the student competencies at the target level. The Program must outline how the student competency attainment data are collected, analyzed, and used for Programmatic improvement. As required in criterion III.C.1, Programs are expected to demonstrate links between health-sector expectations and alumni feedback in the development and modification of student competencies.

REQUIRED:

1. Describe how the Program collects and analyzes course and Program level measures of competency attainment. Include a discussion of the frequency of collection and a description of the types of reports or analytic tools that are used to assess how well the Program is facilitating competency development.

2. Describe how the results of the analysis are presented to stakeholders such as faculty, advisory or alumni boards or Institutional stakeholders and how these results are used for Programmatic improvement.
CRITERION IV. FACULTY TEACHING, SCHOLARSHIP AND SERVICE

IV. A Qualifications and Responsibilities

IV.A.1 Program and University leadership will ensure that the complement, involvement and qualifications of Program Faculty are sufficient to accomplish the mission of the Program.

INTERPRETATION
The Program must describe and illustrate how all Program Faculty, i.e. instructors of record, including those who are full time, holding dual appointments, etc., have opportunities for involvement in the design and delivery of the Program, the development of the curriculum and assessment of competency attainment. The Program should describe and illustrate how adjunct and other faculty who are not fully engaged are kept informed of changes in the competency model, curriculum, and assessment processes.

REQUIRED:

1. Write a brief assessment of the Program's ability to meet its identified goals and objectives in light of the current size and composition of its faculty. Describe the most significant faculty characteristics and any identified deficits. Identify steps being taken or planned to make changes to the complement of faculty. If a Program has less than three core Program faculty, demonstrate how this complement meets the stated objectives.

2. Prepare Figure 11 describing all current faculty in the academic unit within which the Program is located who have responsibility for teaching, advising and/or Program administration. Organize row entries by academic rank, and indicate if the faculty member has responsibility outside the Program.

3. Insure complete and current curriculum vitae for each faculty member listed in Figure 11 are available on the University website or submitted electronically.

4. Discuss faculty teaching responsibilities, including: (a) normal and minimal teaching loads (class hours/week); (b) how teaching assignments are allocated to the various faculty
members; (c) procedures whereby a faculty member might be released from teaching obligations for research, community service or administration; and (d) policy regarding consulting and other activities outside the University.

Figure 11: Summary of Current Program Faculty

<table>
<thead>
<tr>
<th>Faculty Name[6] (last, first)</th>
<th>Highest degree earned &amp; year</th>
<th>Date appointed to Program</th>
<th>Qualified[5] (a)/ (pr)</th>
<th>Faculty[6] (Core)/(Adj)</th>
<th>Program responsibility[7]</th>
<th>Percent of enumeration carried in budget</th>
<th>Courses Taught in Self-Study Year (# of credits)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thomassen, Robert</td>
<td>PHD 1986</td>
<td>12/1994</td>
<td>A</td>
<td>C</td>
<td>T=40%</td>
<td>100%</td>
<td>HM 502 Management of Healthcare Organizations (3) HM 509 Governance and Ethics in Healthcare (3)</td>
</tr>
</tbody>
</table>

IV.A.2 The Program will foster faculty diversity and a culture of inclusiveness in the learning environment.

INTERPRETATION
The expectation is that the Program will prepare students within an environment that enables them to understand the diversity of cultures, values, and behaviors in contemporary healthcare organizations and the need for inclusiveness. "Inclusiveness" refers to a cultural characteristic that values the roles and contributions of all in a diverse environment. The Program may expose students to diversity through a variety of methods, e.g. guest speakers, mentors, etc.

REQUIRED:

1. Describe the Program’s efforts towards achieving diversity and a culture of inclusiveness. This should include a discussion of faculty composition and the extent to which guest lecturers, preceptors, speakers and mentors help to achieve diversity in the learning environment.

2. Prepare a faculty profile in Figure 12.
## Figure 12: Faculty Profile

<table>
<thead>
<tr>
<th>Faculty</th>
<th>Gender</th>
<th>Race</th>
<th>Ethnicity</th>
<th>Total Faculty</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Male</td>
<td>Female</td>
<td>Other</td>
<td>White</td>
</tr>
<tr>
<td>Core Faculty</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adjunct / PT Faculty</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Column Total</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percent of Total Faculty</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
IV.A.3 The Core Program faculty will have responsibility for making recommendations regarding admission of students, specifying healthcare management competencies, evaluating student performance and awarding degrees.

INTERPRETATION
CAHME recognizes the responsibility of other organizational units within the University regarding decisions to admit students and award degrees. This criterion will assess the role of Core Program faculty in Program administration and improvement.

REQUIRED:

1. Describe procedures for admission decisions including the role of Core Program faculty.

2. Describe procedures for conferring degrees, including the role of Core Program faculty.

3. Describe the role of Core Program faculty in designing the curriculum and specifying healthcare management content.

4. Describe the process by which course content and curriculum structure is assessed by the faculty as a unit.

IV.A.4 Core Program faculty will participate in defining faculty needs and in recruiting faculty to teach in the Program in accordance with University policy.

INTERPRETATION
CAHME will seek evidence of faculty membership on appropriate search committees.

REQUIRED: Describe the mechanism by which faculty appointments are made in the Program. Include the origin of recommendations to add faculty, recruitment processes, search procedures, membership on search committees and the system of processing and approving appointments. Indicate any differences in procedures for different types of appointment (e.g., tenure-track vs. non-tenure track).
IV.B. Research and Scholarship

IV.B.1 Core faculty will demonstrate a record of research, scholarship and/or professional achievement appropriate to their career stage, role and responsibilities associated with the Program, and the Program’s mission and goals.

INTERPRETATION
CAHME encourages individual, collaborative and multi-disciplinary research and scholarship and/or other relevant professional achievements, including involvement of practitioners and students where appropriate. This should be consistent with university policy on faculty research and scholarship. Research and scholarship may be demonstrated through publications in refereed journals, books, and book chapters, case studies, funded and sponsored projects, presentations at professional meetings and other forms of dissemination. Professional achievements may be demonstrated through accomplishments in the professional practice realm, such as leadership positions held in healthcare organizations or other parts of the health industry. The nature and volume of such achievements should be individually consistent with the stage of the faculty member’s career and collectively adequate to support a Program of graduate healthcare management education, consistent with the Program’s mission and goals.

REQUIRED:

1. Complete Figure 13 to describe Program research and scholarship activity.

2. Discuss the content and quantity of current scholarship and/or professional achievement activities of each faculty member, and its relationship to their current stage of career, and their role and responsibilities in the Program, and their appointment type.

3. Assess the relationship between scholarly and professional achievement activities and the stated Program mission, goals and objectives. Based on this assessment, describe any recommendations for change in the foci and/or composition of faculty, and any steps being taken or planned to implement them, if appropriate.
Figure 13: Listing and Description of Program Research and Scholarship Activity

(Aggregate Summary for Self-Study Year and Prior Two Years)

<table>
<thead>
<tr>
<th>Core Program Faculty</th>
<th>Competitive Grants &amp; Consulting</th>
<th>Publications</th>
<th>Presentations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Grants Awarded As PI</td>
<td>Grants awarded with other PI</td>
<td>Contracts awarded</td>
</tr>
<tr>
<td>John Smith</td>
<td>#</td>
<td>$</td>
<td>#</td>
</tr>
</tbody>
</table>

IV.B.2 The Program will ensure that there is a systematic plan for, and investment in, individual faculty research and scholarship.

INTERPRETATION

The purpose of this criterion is to determine how goals to improve research and scholarly activities are identified, and a plan for meeting those goals, including resource requirements, is developed and implemented. CAHME will seek evidence of continuous development of faculty research and scholarship to support the Program’s mission and research goals. It is expected that Programs will develop individual plans that includes all core Program faculty.

REQUIRED:

1. Describe the ongoing faculty development activities within your Program. Include a description of Program-level resources available for faculty development.

2. Describe your Program’s approach to providing and monitoring individual faculty development in research and scholarship. Include a description of resources available to individuals for their development.
IV.C. Teaching

IV.C.1 The Program will ensure that there is a systematic plan for, and investment in, individual faculty pedagogical improvement.

INTERPRETATION
The purpose of this criterion is to determine how goals to improve teaching are identified, and a plan for meeting those goals, including resource requirements, is developed and implemented. CAHME will seek evidence of continuous development of faculty teaching and assessment methods to support Program competency development as well as discipline-based and applied knowledge of healthcare management. It is expected that Programs will develop a systematic plan that includes all core Program faculty.

REQUIRED:
1. Describe your Program’s process for faculty pedagogical improvement. In your description demonstrate how the process is aligned with the Program competency development and assessment plan.

2. Describe how teaching improvement goals are developed and monitored for individual faculty including the frequency of progress evaluation.

3. Describe the regular faculty development activities within your Program. Examples include seminars, workshops, peer review and/or other means of updating and feedback to improve teaching skills.

IV.C. 2 The Program Faculty will demonstrate that they draw on current and relevant research and scholarship in their teaching activities.

INTERPRETATION
The purpose of this criterion is to enhance faculty teaching by using research and scholarship to influence the field to provide current and relevant material for the classroom.

REQUIRED: Describe how faculty stay current and use Evidenced-Based Management and Research in their courses and identify where reflected in their syllabus.
IV.D Community and Professional Service

IV.D.1 Core Faculty will participate in health-related community and professional activities and will draw upon their experience, as appropriate, in their teaching.

INTERPRETATION
The Program should articulate its role and involvement in service to governmental agencies, voluntary and community organizations and health care institutions. Community service can include service to the profession, or the community at large. The purpose of this criterion is to enhance faculty teaching and research activities; serve as a model to students of the role of service in professionalism; and provide faculty with the opportunity to influence the field. While CAHME recognizes that some of these activities may be compensated, e.g., participation in NIH study sections, this criterion will not be fully satisfied by activities that are a part of a faculty member’s established consulting business.

REQUIRED:

1. Describe the policies and procedures of the Program and the University regarding faculty participation in community service activities. Describe the relationship between faculty community service activities and Program goals.

2. Using Figure 14, describe current community service projects (funded/unfunded, sponsored) currently being carried out or completed in the Self-Study year by faculty members, or in which the Program is substantially involved. Organize projects alphabetically by name of responsible faculty.

Figure 14: Description of Faculty Health Related Community Service and Continuing Education Activities
(For Self-Study year only)

<table>
<thead>
<tr>
<th>Faculty</th>
<th>Health Related Community Service Activities</th>
<th>Professional Affiliations / Continuing Education</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>