



GRADUATE STUDENT HANDBOOK

Master of Integrated Health Care (MIHC)

C.R. Macchi crmacchi@asu.edu	Academic Program Lead
Cathy Hudgins Cathy.Hudgins@asu.edu	Capstone Instructor, MIHC Degree Coordinator
Ron O'Donnell Ronald.ODonnell@asu.edu	Content Expert
Lesley Manson Lesley.Manson@asu.edu	Content Expert
Jessie Helmes CHSGrad@asu.edu	Student Support Services, Coordinator / Admissions Information
Rachel Joles CHSGrad@asu.edu	Academic Success Analyst / Registration Information

Table of Contents

The MIHC Degree	2
Student Responsibility	3
Academic Integrity	3
Sexual Harassment	4
Campus Safety	4
MIHC Faculty	4
Tuition and Fees	4
Financial Support	5
Additional University Resources	5
ASU Graduate Education Policies on Academic Progress	6
MIHC Program Policies on Academic Progress	9
Advising	11
Application for Graduation	12
Required Core Courses	12

MIHC Student Handbook

This handbook is a guide and initial resource for graduate students admitted to the Masters in Integrated Health Care (MIHC) degree. Students are also encouraged to consult with support staff within the program. The primary reference for graduate students on rules and regulations is the Arizona State University Graduate Education [website](#).

Once admitted to the MIHC graduate program, students have access to the MIHC Graduate Student Blackboard organization, where they will be able to find many of the materials in this handbook. Admitted students can access the site through their [MyASU](#).

Graduate Education requirements define the basic policies for obtaining a degree from ASU; these policies can be found on the ASU Graduate Education [Website](#). MIHC has several additional requirements, beyond the standard ASU policies, that are identified in this handbook.

The MIHC Degree

The Master of Integrated Health Care (MIHC) is designed to meet the growing market demand for managers and executives with the ability to design, implement, evaluate, and sustain integrated health care programs. Integrated health care is the coordinated treatment of medical and behavioral conditions such as diabetes and depression, including lifestyle behavior change to address poor nutrition and physical inactivity. Behavioral interventions also include strategies and techniques to enhance patient engagement, motivation, and adherence with treatment.

Integrated health care programs have emerged as a key component of the Affordable Care Act (ACA) and are ideally suited to the emerging Patient-Centered Primary Care Medical Home (PCPCMH) and Accountable Care Organization (ACO) models of primary care. In addition, integrated health care is becoming a critical component of insurance health plan and managed care organization prevention and disease management programs, of employee wellness and employee assistance programs (EAP), and as a component of specialty mental health and substance abuse programs that are piloting “bidirectional integration” of medical health services. Integrated health care programs are new and proliferating with a lack of trained and experienced leaders to develop and manage these services.

The MIHC curriculum is uniquely designed to benefit the careers of managers and executives interested in mastering the skills necessary to meet the “Triple Aim” of the ACA: 1) improved patient experience of care; 2) improved population health management, and, 3) improved cost of care. In addition, the curriculum includes the recently added fourth dimension, or “quadruple aim”, of improving the work life of health care providers. This is an applied, professional degree focused on preparing the graduate to enter the emerging integrated health care market successfully. The curriculum prepares the graduate to design, implement, evaluate and customize integrated health programs for the Patient-Centered Primary Care Medical Home and to many other settings where integrated health care is in demand. In addition, the

curriculum incorporates principles of value-based health care and contracting critical to designing programs critical to developing services that balance quality and cost of care.

Student Responsibility

Students enrolled in the MIHC are expected to observe policies expressed in this handbook as well as academic policies of Arizona State University. Above all, we expect each student to maintain a high level of academic integrity. Each student must act with honesty and integrity, and must respect the rights of others in carrying out all academic assignments. The policies that our program abides by include the student academic integrity policy, the student code of conduct and the misconduct in research policy of ASU. We require students to review and observe these policies described in the [Board of Regents Policy Manual](#).

Other information concerning administrative procedures and University policies can be viewed [here](#).

We expect students to be accountable for the policies defined above. Violations of a Graduate Education, MIHC or Arizona State University policy will result in academic review and may result in disciplinary procedures.

Academic Integrity

Graduate students are expected to be ethical in their multiple roles as students, researchers, teachers or supervisors of undergraduate students, and representatives of the college and university. When in doubt about appropriate conduct, students should consult a faculty mentor to seek clarification. Breaches of academic integrity include, but are not limited to, the following:

- Engaging in any form of academic deceit by referring to materials, sources, or devices (e.g., camera phones, text messages, crib sheets, solution manuals, materials from previous classes, or commercial research services) not authorized by the instructor for use during an evaluation or assignment;
- Providing inappropriate aid to another student in connection with any evaluation or assignment;
- Engaging in plagiarism by using the ideas, words, or data of another person or persons without full and appropriate attribution;
- Engaging in plagiarism by claiming credit for the ideas, words, or data of another person or persons, or submitting work done by another as one's own;
- Failing to follow ethical procedures for research involving human subjects, such as violating participants' confidentiality, or failing to maintain confidential or sensitive research data in a secure location;

-
- Knowingly using data that do not meet appropriate standards for reliability and validity;
 - Failing to meet responsibilities to undergraduate students, such as failing to provide assistance during designated office hours;
 - Engaging in a romantic relationship with an undergraduate student whom you supervise or evaluate in a classroom or research setting;
 - Falsifying or misrepresenting hours or activities in relationship to a Capstone or other program-related learning experience;
 - Repeatedly failing to meet commitments and responsibilities, such as chronically missing deadlines, or failing to provide work promised to colleagues; and
 - Behaving in a way that reflects poorly on the college or university while conducting research or participating in community activities as a representative of the college.

The Masters in Integrated Health Care has a zero-tolerance policy for any form of academic malfeasance. Penalties for unethical behavior range from receiving a failing grade to being placed on academic probation to being dismissed from the program. Additional information about academic integrity policies of the University is available on the Student Rights and Responsibilities [web site](#). Graduate Education information regarding academic integrity is available on the Academic Integrity [website](#).

Sexual Harassment

The university prohibits sexual harassment by employees and students and will not tolerate sexual harassment that interferes with an individual's work or educational performance or creates an intimidating, hostile, or offensive working, learning, or residential environment. Additional information can be found [here](#).

Campus Safety

To report an emergency on campus, students can simply dial 911 or use one of the emergency call boxes found on campus. Non-emergency ASU Police or campus- safety matters should be directed to (480) 965-3456. ASU has an opt-in, text-message alert system by which students can choose to receive a text message from ASU in times of an emergency. For safety resources and contacts, such as Counseling Services, Police, and Safety Escort Services, click [here](#).

MIHC Faculty

MIHC faculty can be found [here](#).

Tuition and Fees

Students can find up to date information on tuition and fees [here](#).

Financial Support

Students should visit the Graduate Education site and other links for funding resources:

- [The ASU Financial Aid Office](#)
- Finance Your Education: [ASU Resources](#)
- [National Science Foundation Graduate Research Fellowship Program](#)
- [National Institutes of Health Grants](#)
- [National Research Service Award \(NRSA\) Research Training Grants and Fellowships](#)
- [Federal Student Aid](#) (Student Loans)
- [Working at ASU](#)

Additional University Resources

[MyASU](#)

[Bookstore](#)

[Campus Health Services](#)

[Career Services](#)

[Counseling and Consultation](#)

[Disability Resource Center \(DRC\)](#)

[Graduate Office](#) (Admissions)

Graduate Education – [Current Student Academic Resources](#)

[Graduate and Professional Student Association](#)

[Graduation Office](#) (Registrar)

[International Student Office](#)

[Academic Calendar](#)

[Peer Coaching](#)

[Student Success Center](#)

[Writing Center](#)

[Veterans Center](#)

[Parking and Transit Service](#)

[Records \(Academic\)](#)

[Residency](#)

[Scholarship Office](#)

[Student Accounts](#)

[Student Employment](#)

[Student Financial Assistance](#)

[Student Recreation Complex](#)

[Sun Card Office](#)

[Sun Devil Ticket Office](#)

[Testing Services, University](#)

[University Technology Office](#)

ASU Graduate Education Policies on Academic Progress

Graduate Degree Requirements

Students graduate under the degree requirements and policies in effect at the semester and year of admission to a graduate degree program. Students that fail to maintain continuous enrollment and are re-admitted to the degree program, graduate under the degree requirements and policies in effect at the time of the new admission date.

A minimum of 30 credit hours of graduate-level coursework, including a culminating experience, is required for a master's degree, although individual programs may have higher requirements. The culminating experience may be a comprehensive examination, a capstone course, an applied project, a portfolio, a thesis or equivalent.

Students that have a capstone course requirement must receive a grade of “B” or better. If a student fails to achieve a capstone final grade of “B” or better, they must retake the course.

The Plan of Study

The Interactive Plan of Study (iPOS) functions as a contract between the student, the academic unit, and the Graduate College. The iPOS contains certain degree requirements such as coursework, a committee, and a culminating experience which must be included before it can be approved. The academic unit’s graduate support staff should be the primary contact regarding iPOS and degree requirements. The iPOS must be approved by a student’s committee, the head of the academic unit, and the Dean of the Graduate College.

To facilitate degree completion and shorten time to degree, graduate students with regular status must submit their iPOS by the time they have enrolled for 50 percent of the minimum credit hours required for their degree program.

Graduate Education Policies on Academic Progress

Students in the MIHC degree program are subject to ASU Graduate Education Policies and the ASU College of Health Solutions (CHS) policies. ASU defines the basic requirements for obtaining a graduate degree in the [ASU Graduate Policies and Procedures](#) document and on the this web [page](#).

GPA (Grade Point Average)

Graduate students must maintain a minimum 3.00 grade point average (GPA) to maintain satisfactory academic progress and to graduate. The minimum 3.00 GPA must be maintained on all GPA’s (Plan of Study (iPOS) GPA, Overall Graduate GPA and Cumulative GPA)

1. The iPOS GPA is calculated on all courses that appear on the student’s approved iPOS (with the exception of LAW and Transfer credits)
2. Cumulative ASU GPA represents all courses completed at ASU during the graduate career.
3. The Overall Graduate GPA is based on all courses numbered 500 or higher that appear on the transcript after admission to a graduate program or graduate non-degree. This includes shared coursework if in an approved accelerated bachelor’s/master’s program.

Courses with grades of “D” (1.00) and “E” (0.00) cannot appear on the iPOS but will be included when calculating the Graduate GPA. Courses with an “I” grade cannot appear on the iPOS.

Grade Grievance Procedures

Student academic grievance procedures in the College of Health Solutions normally address matters involving a student's current or recent coursework where, in a claim of unfair

treatment, the relief that is sought is a change of grade. The grievance procedures do not deal with matters such as perceptions of inappropriate conduct or discrimination, which properly belong in personnel proceedings, or with issues related to charges of academic dishonesty. Academic grievances must be initiated within the regular semester immediately following the course at issue, whether the student is enrolled in the university or not.

The grievance procedures of the College of Health Solutions (CHS) are as follows:

1. The student should first discuss the problem with the instructor of the course.
2. If the matter cannot be resolved at the course instruction level, the student may appeal to the Academic Program Lead, or the designated representative of the program or college responsible for the course. The student is responsible for providing evidence, if any, and reasons in support of the grade grievance. The Academic Program Lead may require college-specific paperwork and/or an additional referral to a committee in the college.
3. If the above measures fail to resolve the dispute, the student may file a written grievance via email with the CHS Senior Director for Academic Initiatives. The grievance will be forwarded by the Senior Director to the instructor with a request for a reasonably prompt response (within 10 working days).
4. The student will be contacted to review the response when it arrives back in the Senior Director's office and decides whether to request a hearing. The request for a hearing must be in written form within 10 business days of contact. Upon receiving a request, a formal hearing will be arranged before the CHS Standards and Grievances Committee. The committee is a regular faculty committee of the college.
5. The hearing shall be conducted by the committee chair and shall be closed. Arrangements for the order of appearance, for submission of materials, testimony and related matters should be made through and by the CHS Senior Director for Academic Initiatives.
6. The committee shall make a confidential report through the committee chair to the CHS Associate Dean.

The CHS Associate Dean will review the report for confirmation of a final course of action, in keeping with university [policy](#), and shall inform the student and the faculty member of the conclusion of the process.

Satisfactory Academic Progress

All graduate students are expected to make systematic progress toward completion of their degree. This progress includes satisfying the conditions listed below, and achieving the benchmarks and requirements set by the individual degree programs as well as Graduate

Education. If a student fails to satisfy the requirements of their degree program and/or the benchmarks outlined below, the student may be dismissed from their program based on the academic unit's recommendation to Graduate Education at which time the Vice Provost for Graduate Education makes the final determination.

Graduate students must maintain a minimum 3.00 grade point average (GPA) to maintain satisfactory academic progress and to graduate. The minimum 3.00 GPA must be maintained on all GPA's (Plan of Study (iPOS) GPA, Overall Graduate GPA and Cumulative GPA). If either GPA falls below 3.00, the student must develop, with their advisor, an academic performance improvement plan that includes the conditions and timeframes for making satisfactory academic progress in their degree program..

1. The iPOS GPA is calculated from all courses that appear on the student's approved iPOS.
2. Cumulative ASU GPA represents all courses completed at ASU during the graduate career.
3. The Overall Graduate GPA is calculated from all courses numbered 500 or higher that appear on the transcript, with the exception of courses counted toward an undergraduate degree at ASU (unless shared with a master's degree in an approved bachelor's/master's degree program); and courses identified as deficiencies in the original letter of admission. The student is considered to be on academic probation until the conditions specified in the academic performance improvement plan are met and both GPAs are above 3.00.
4. Satisfy all requirements of the graduate degree program.
5. The MIHC is expected to be completed as a full-time cohort program in two consecutive semesters, fall and spring. Students who are unable to meet this requirement due to unforeseen circumstances and otherwise maintain satisfactory academic progress are expected to complete the MIHC degree requirements in the next year cohort.
6. Successfully pass foreign language exams, if applicable.
7. Successfully complete the capstone project,

Graduate students must stay continuously enrolled in their degree program. Failing to do so without a Graduate College approved *Request to Maintain Continuous Enrollment* is considered to be lack of academic progress and may lead to automatic dismissal of the student from the degree program. Persistent "W" and "I" grades during multiple semesters on a plan of study or transcript may reflect lack of academic progress.

MIHC Program Policies on Academic Progress

Standards Committee

The Standards Committee consists of core faculty members in the MIHC degree program. Duties of the core faculty include:

-
- Review the performance of all graduate students in the Masters in Integrated Health Care that fail to make satisfactory academic progress or violate academic integrity expectations.
 - Make recommendations to address students' unsatisfactory academic progress or breach of academic integrity. Recommendations may include but are not limited to:
 - Developing a remediation plan (including a timeline for completion)
 - Placing a student on academic probation
 - Dismissing a student from the program
 - Providing the Academic Program Lead written notice of any recommendation to dismiss a student from the program.

Consequences of Unsatisfactory Academic Progress (Academic Probation and Recommendation for Dismissal)

The Standards Committee will review the academic record of any student who fails to make satisfactory academic progress and make appropriate recommendations. Note that students in the MIHC program are subject to ASU Graduate Education policies as well as the ASU College of Health Solutions (CHS) policies. Specific recommendations made by the CHS Standards Committee and the consequences listed below are above and beyond the consequences set forth by ASU Graduate Education and the College of Health Solutions.

1. A student whose GPA falls below 3.0 will be on academic probation. During academic probation, the student will be permitted to continue coursework. However, if a student's GPA falls below 3.0 for a total of three 7.5-week sessions (whether or not they are consecutive) or the student is unable to earn a cumulative GPA of 3.0 or higher by the time he/she completes the next two sessions in which he/she is enrolled, the student's academic progress will be deemed unsatisfactory, and he/she will be recommended for dismissal from the program.

Dismissal from the MIHC Program

The Standards Committee may recommend that a student be dismissed from the program for any of the reasons listed in the *Consequences of Unsatisfactory Academic Progress* section of this handbook (above). Additional reasons for dismissal from the program include:

1. Two (or more) separate instances of unsatisfactory academic progress, regardless of the session(s) in which the poor performance occurred.
2. A single violation of academic integrity which includes, but is not limited to: cheating, fabrication, tampering, plagiarism, or aiding and/or facilitating such activities.

At the graduate level, it is expected that students are familiar with these issues and each student must take personal responsibility for his/her work. In addition, graduate students are expected to follow university guidelines related to the Student Code of Conduct.

University policies related to academic integrity and code of conduct are available in the [Office of Student Life](#). Conduct prohibited by the Arizona Board of Regents Student Code of Conduct can be found [online](#).

3. Seriously compromising the relations of the college with the public.
4. Breaches of ethical judgment or professional responsibility.
5. Serious instances of personality or character traits inappropriate for the professional roles for which the student is attempting to prepare.
6. Periods of absence during a semester without the endorsement of the program.

The student, core faculty members, and Vice Provost for Graduate Education will be notified in writing of any recommendation for a student to be dismissed from the program.

Students may appeal a decision for dismissal from the program by the core faculty by submitting a letter to the Academic Program Lead. The letter must be received within 10 business days of the date of the letter of dismissal.

In order to appeal a decision for dismissal from the program based on unsatisfactory academic progress, students must submit a written request to the Academic Program Lead.

The written request must:

- Be received within 10 business days of the date of the letter of dismissal;
- Include a rationale for the student's appeal (i.e. the reasons the student believes a reversal of the original decision is justified);
- Provide substantive evidence in support of the appeal request;
- Not exceed 10 double-spaced pages, excluding attachments.

The Academic Program Lead may solicit documentation from the Standards Committee. The Academic Program Lead will notify the student, and the Vice Provost for Graduate Education of his or her recommendation within 10 days of receipt of the request. Letters received after 10 business days will not be reviewed and the dismissal will be final.

If the Academic Program Lead grants the appeal, the student will:

- Continue to be subject to the program policies and procedures described in this handbook as well as any conditions of the appeal.
- Earn no further unsatisfactory grades or incompletes for the remainder of the program of study. This includes all academic coursework and the capstone courses.

Advising

To ensure that academic programs run as smoothly as possible, students should consult with the MIHC Academic Success Analyst for questions about the degree requirements and plan of study. Students will consult with the capstone course instructor for advising related to the

capstone course requirements or their career plans. Other MIHC faculty are available to consult with students based on shared interests and expertise. Coursework is ultimately reviewed and approved by the MIHC student advisor when the iPOS is submitted and approved.

Application for Graduation

Students should apply for graduation during the semester of planned graduation and must apply no later than the date specified at the Graduate Education [website](#). Students can apply for graduation online through MyASU or in-person through the ASU Graduation Office, located in the Student Services Building.

Courses

The core courses provide students from diverse backgrounds with a solid grounding in the transdisciplinary field of health care delivery. MIHC courses are not typically offered every semester. Thus, failure to complete a required graduate course during the appropriate semester of enrollment may delay graduation.

The degree is comprised of required core, capstone, and elective courses for a total of 30 credit hours.

Required core courses (24 credits)

IBC 520 Integrated Health: The Patient Centered Medical Home (3)

IBC 530 Evidence-based Integrated Health Care (3)

IBC 540 Integrated Care Process Improvement (3)

IBC 550 Integrated Care Business Operations (3)

IBC 560 Strategic Business Planning and Big Data (3)

IBC 570 Integrated Care Financial Management (3)

IBC 585 Inter-professional Consultation, Leadership and Teamwork in Integrated Health Care

IBC 593 Capstone Applied Project (Fall and Spring Semester) (6)

Elective courses (6 credits)