



2020-2021

Health-System Pharmacy Administration

Student Handbook



NEOMED

COLLEGE *of*
**GRADUATE
STUDIES**



HEALTH-SYSTEM PHARMACY ADMINISTRATION

PROGRAM HANDBOOK

College of Graduate Studies

Northeast Ohio Medical University

2020-21 HSPA Program Handbook

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PART I

Preface

The Health-System Pharmacy Administration (HSPA) Program handbook contains procedures of the College of Graduate Studies, as established by the Graduate Faculty Council, and specific information for the HSPA program. Every student accepted into the HSPA Program are expected to be familiar with this handbook. It is the student's responsibility to understand and comply with all University policies and procedures, and the procedures of the HSPA Program upon acceptance.

Part I gives an overview of the graduate education resources available to all students enrolled in the College of Graduate Studies, including the academic calendar. General student conduct consistent with University policies and guidelines is described. **Part II** provides a background of the HSPA Program and the essential processes and procedures for applying to the program, general academic requirements, and the advisement needed to successfully complete the program. **Part III** details student onboarding, orientation, policies and procedures, requirements for graduation and advises students who need a Leave of Absence (LOA) or plan to withdraw from the HSPA Program, or who plan to withdraw from another college and wish to continue the Program.

Mission Statement

The mission of the College of Graduate Studies is to instill critical thinking, inspire curiosity, and promote innovation in order to graduate future generations of scientists, researchers, teachers and community leaders who will use the power of education, research and scholarship for positive impact.

The College of Graduate Studies at Northeast Ohio Medical University (NEOMED) was established in 2009 and offers additional degree programs, including a Certificate and M.A. in Medical Ethics and Humanities, Master of Public Health (MPH), Integrated Pharmaceutical Medicine (M.S. and Ph.D.), Masters of Modern Anatomical Sciences and MS, Biomedical Sciences Program (M.S. and Ph.D.); partnered with Kent State University.

Contact Information

Dean of the College of Graduate Studies

Steven P. Schmidt, Ph.D.

Vice President for Research

Professor, Pharmaceutical Sciences

Phone: 330-325-6290

Office: G-235

Email: sschmidt@neomed.edu

College of Graduate Studies Staff

Kelly Shrock

Program Coordinator, HSPA, and IPM

College of Graduate Studies

Phone: 330-325-6784

Office: F-240

Email: kshrock@neomed.edu

Director of HSPA Program

S. Scott Wisneski, Pharm.D., M.B.A

Associate Professor, Pharmacy Practice

Master Teacher Guild

College of Pharmacy

Phone: 330-325-6220

Office: E-27

Email: swisneski@neomed.edu

Faculty

	James L. Besier, Ph.D.		Scott Naples, Pharm.D., MBA
	James Blackmer, Pharm.D., MS, MPA		Rebecca A. Taylor, Pharm.D., MBA
	Jaclyn Boyle, Pharm.D., MBA, BCACP, BCPS		S. Scott Wisneski, Pharm.D., MBA, R.Ph
	Patrick Gallegos, Pharm.D., BCPS		Kent State Mary Hogue, Ph.D.
	Matthew Kostoff, Pharm.D., BCPS, BCACP, BCACP		Kent State Christine Hudak, Ph.D., RN-BC, CPHIMS, FHIMSS
	Jonathan Meli, Pharm.D., M.S.		Kent State Wei Li, Ph.D., CPA

Compass

The NEOMED Compass*, University Catalog and College of Graduate Studies Student Handbook

Comprehensive listing of services, departments, policies and procedures for ALL NEOMED students and can be accessed through this link:

- <https://www.neomed.edu/wp-content/uploads/2020-21-Compass.pdf>

*Not all sections of the Compass directly apply to graduate students, unless they are also students enrolled in the College of Medicine or the College of Pharmacy.

Academic Calendars

Start and end dates for standardized coursework in all programs for the academic year:

- <http://www.neomed.edu/registrar/academic-calendar/>

Bursar

The Bursar is responsible for issuing tuition and fee charges, for collection of payments, and collection of all campus-based student loan forms.

- <https://www.neomed.edu/bursar/fee-register/>

PART II

Overview and Program History

The Master of Science in Health-System Pharmacy Administration Program is designed for postgraduate pharmacy residents in pharmacy administration as well as experienced pharmacist practitioners who wish to develop additional administrative, financial and leadership skills related to health-system pharmacy administration. The program enables graduates to manage complex health-system pharmacy departments at the institutional and department levels. All students (residency track and mid-career track) take coursework together. NEOMED professors, in conjunction with adjunct faculty, teach the majority of classes, drawing on the expertise of faculty from several health systems.

The Health-Systems Pharmacy Administration program was approved in 2012, and the first class began in the Fall of 2012. See the chart below for program enrollment information. Students are accepted through two pathways, either as practicing pharmacist or residents from partnering hospitals (Cleveland Clinic, or Cleveland Clinic Akron General Medical Center). The residency track opportunity provides pharmacy residents an opportunity to earn their M.S. Health-System Pharmacy Administration degree while completing their residency. Having both practicing

pharmacists and residents' perspectives is a great attribute in the program and enhances the learning experience.

Student New Student Enrollment History 2013-2021

Enrollment Year	In Residency	In Career	Total	Male	Female
2013		6	6	3	3
2014		6	6	4	2
2015		5	5	3	2
2016		4	4	4	
2017	3	2	5	1	4
2018	3	2	5	5	
2019	3		3	2	1
2020	3	2	5	4	1
2021	3	1	4	3	1

Residency Enrollment History 2017-2021

Enrollment Year	CC Main		Akron General		Total Residents
	Male	Female	Male	Female	
2017	1	1		1	3
2018		2		1	3
2019	1	1	1		3
2020	2		1		3
2021	1	1	1		3

HSPA Program Mission, Vision, & Goals

Program Mission

The purpose of the M.S. Program in Health-System Pharmacy Administration is the advancement of graduates' competence to develop administrative, financial, and leadership skills related to health-system administration which will enable them to manage complex health-system pharmacy departments at the institutional and department levels.

Program Vision

The aim of the M.S. Program in Health-System Pharmacy Administration is to prepare pharmacists to assume management and leadership positions in hospital and health-system pharmacy practice.

Program Goals

Graduates of the program will be able to:

1. Convey a shared, inspired vision for pharmacy services in health systems to meet organizational and patient needs.
2. Demonstrate the ability to develop strategies, objectives and plans of action to support high quality, contemporary, comprehensive pharmacy services.
3. Design, develop, implement, and evaluate safe and effective medication use systems across the continuum of care.
4. Incorporate evidence-based management and best practices/innovation from other industries.
5. Manage the entire spectrum of the human resource function.
6. Utilize financial management skills to develop and monitor budgets, write program proposals and perform pharmacoeconomic analysis to optimize managerial decisions.
7. Provide innovative, quality services while maximizing the organization's financial position across the continuum of care.
8. Utilize effective interdisciplinary communication (written and verbal) throughout the health care system.
9. Integrate regular self-assessment to optimize management styles and techniques for continuous improvement.

Program Requirements

Prerequisites for acceptance into the master's program include the following:

- Must have a Doctor of Pharmacy (Pharm.D.) degree or a bachelor's pharmacy
- Must be licensed pharmacist or eligible for licensure
- Minimum of one year of practice experience, three years is preferred.
- Must have achieved an overall grade point average of 3.0 in a college/school of pharmacy. Candidates with a GPA below 3.0 must successfully take the Graduate Management Admission Test (GMAT) for admission to the program.

Candidates must:

- Complete the NEOMED online admissions application
- Submit one letter of recommendation
- Submit transcripts and test scores
- Submit current curriculum vitae
- Submit personal statement (i.e., why you want to take this program)

NOTE:

Students admitted to the M.S./Residency track must first be accepted into the pharmacy administration residency program at the Cleveland Clinic Main Campus or Cleveland Clinic Akron General Medical Center.

Application

The online application is available at

- <https://neomed.liasoncas.com/applicant-ux/#/login>

Curriculum

Coursework is provided completely online through the NEOMED College of Graduate Studies and Kent State University. Mid-career practitioners enrolled in the M.S. degree, may finish the program in two to six years. Students enrolled in a concurrent post-graduate residency in pharmacy administration are expected to complete the program in two years. The American Society of Health-System Pharmacists (ASHP) accredited postgraduate residencies, completed concurrently with the two-year M.S. program, allow students to immediately apply hands-on experience gained through clinical and administrative rotations and knowledge gained in the classroom to real-life professional, clinical and management situations. The concurrent two-year specialized residencies in pharmacy administration are conducted currently at the Cleveland Clinic Main Campus or Cleveland Clinic Akron General Medical Center.

HSPA Total Credit Hours: 37

Recommend sequence for completing program in 2 years.

Year One	
Fall Semester	Medication Use Systems and Operations Management (3)
	Research Methods in Pharmacy Practice (3)
	Pharmacy Seminar, Contemporary Issues (1)
	Financial Accounting for Decision Making (2)*
Spring Semester	Financial Management in Health-System Pharmacy (3)
	The Health Care System (3)
	Pharmacy Seminar, Contemporary Issues (1)
	Health Informatics Management (3)*

Year Two	
Fall Semester	Innovation Project I (3)
	Personnel Management (3)
	Pharmacy Seminar, Contemporary Issues (1)
	Leadership & Managerial Assessment (2)*
Spring Semester	Effective Communications (2)
	Innovation Project II (3)
	Integrated Business Strategy (3)
	Pharmacy Seminar, Contemporary Issues (1)

*KSU – online

Course Descriptions

The following are the course descriptions for the HSPA program. Upon successful completion of each course, students are required to evaluate their course instructor(s) and the course so that the program can continue to strive towards excellence in graduate education.

Offered every Semester:

HSMG 60100 - Pharmacy Seminar, Contemporary Issues (1 credit, 4 credits are required)

This course is taken in four experiences, one per semester in the two-year curriculum. This course analyzes, discusses, and debates contemporary issues in health-system pharmacy practice and administration, as well as the healthcare delivery system at a higher level. Each student will present one seminar topic during the semester to develop skills in making presentations and leading small group discussions.

Offered in Fall /Year 1:

COGS 65101 - Research Methods (3 credits)

This course is designed to develop knowledge and skill in health-related research methods. Course content will primarily be discussion of design, strengths, weaknesses, and application of various types of research trials. Additional content will include an overview of key bio-statistical concepts relevant to related research, ethical considerations in research, and strategies for disseminating the results of research. Learning strategies will include online lectures, provided by course instructors to facilitate discussion. The application of concepts learned will also be applied through completion of a longitudinal project beginning with an observation and culminating in the development and presentation of a study protocol.

COGX 6095X ST: KSU Financial Accounting (2 credits)

Course offers an in-depth study of financial accounting concepts and basic financial statements. It includes an examination of the significant accounting issues affecting financial reporting and their impact on analysis and interpretation of financial information for decision making. Two online webinars through [MBAmath](#), one on Accounting and another on Spreadsheets, must be passed at the 75% rate or higher before the start of this course. Offered online through KSU, College of Business Administration, ACCT 63037.

HSMG 60103 – Pharmacy Leadership and Operations Management (3 credits)

This course explores, analyzes, and presents all key areas that comprise the medication use processes in contemporary health-system pharmacy practice and administration, as well as the healthcare delivery system at a higher level. Each student will participate in an individual project justifying a new service, product, position or request of similar nature, by developing a formal proposal for the justification and implementation of the requested service, position or product. The proposal will be presented to the rest of the class, course directors and/or guest evaluators. By the conclusion of the course, students will have obtained a deeper and broader understanding of the entire medication use process in a healthcare system. They will also understand the advantages and disadvantages of various methods to provide key services.

Offered in Spring /Year 1:

HSMG 60104 - The Healthcare System (3 credits)

This class provides an overview of the current forces and trends impacting the organization, financing, delivery, and evaluation of healthcare services in the United States. Specific topics include the historical development of healthcare delivery in the US and the impact of societal and disease patterns on the organization of services; the general structure of facility and community based care providers and systems; the intersection between public and private health sectors, the development of health policy; the assessment of healthcare delivery systems; and the roles of information technology in the transformation of healthcare..

HSMG 60102 - Financial Management in Health-System Pharmacy (3 credits)

This course provides the practical application of principles of financial and managerial accounting to the financial management of hospital and health-system pharmacies. The processes of making managerial decisions based on financial analyses are demonstrated. Financial management skills are developed to optimize managerial decisions. The development of departmental budgets is demonstrated, including analysis of past performance, trends and forecasting for the future. This course explores financial concepts and tools to analyze and evaluate financial performance, including variance analysis.

Pharmaceutical contracts and supply chain management are studied along with revenue budgets and other forms of pharmaceutical reimbursement. Throughout the course, the student learns about planning, from strategic financial planning, building a financial plan for a new service to planning for education and research programs. Each student will participate in a pharmacy and therapeutics committee financial analysis simulation. Each student will also be responsible for the completion of an individual project preparing an evaluation of a new program or service with an emphasis on the financial analysis of the evaluation process.

COGX 6095X ST: KSU Health Informatics Management (3 credits)

Course covers the areas encompassing health informatics management including the planning, selection, deployment, and management of electronic medical records (EMR), management decision-support and tracking systems (DDS), and other health information technologies (HIT). Offered online through KSU, College of Communications, HI 64158.

Offered in Fall /Year 2:

HSMG 60105 - Innovation Project I (3 credits)

An innovation project is required in lieu of a thesis. The project must follow a research methodology and be of publishable quality in a peer-reviewed professional journal. The topic should be of current interest and importance to the student and his/her employer or the advancement of the practice of pharmacy and have application for direct improvement of patient care, systems improvement and/or direct cost savings/revenue generation to the employer. If the topic is appropriate, it must follow a research methodology.

COGX 6095X ST: KSU Leadership and Managerial Assessment (2 credits)

Students develop an understanding of the leadership process. Through critical thinking, class discussions and class activities, they build skills in leading others, leading themselves, and teamwork. Offered online through KSU, College of Business Administration, ACCT 64158

HSMG 60106 - Personnel Management (3 credits)

This course provides instruction, discussion, and debate to develop the knowledge and skills required of pharmacy managers to supervise and lead others. Students will focus on managing oneself for greater effectiveness, writing position descriptions, recruiting and interviewing candidates, avoiding discriminatory hiring practices, delegating responsibility, developing others to enhance performance, conducting performance appraisals, handling disruptive employees, managing conflict, managing change, building teams and managing stress. Students will also participate in a number of simulations to immediately apply the information and skills gained in class in order to enhance their ability to supervise and lead others.

Offered in Spring/Year 2:

HSMG 60107 - Innovation Project II (3 credits)

An innovation project is required in lieu of a thesis. The project must follow a research methodology and be of publishable quality in a peer-reviewed professional journal. The topic should be of current interest and importance to the student and his/her employer or the advancement of the practice of pharmacy and have application for direct improvement of patient care, systems improvement and/or direct cost savings/revenue generation to the employer. If the topic is appropriate, it must follow a research methodology.

HSMG 60108 - Effective Communications (2 credits)

This course discusses communication at the individual, department, and organizational level. Review of communication frameworks (e.g. SBAR) and tools to facilitate optimal employee engagement will be utilized. Students will examine the impact of content, delivery, technology, and generational differences on communication efficacy. Class interactivity and situational examples will be implemented to assist students in the essential skills of communication and active listening with particular focus on crucial conversations. Students will also have the opportunity to refine their writing skills with formal and informal documents including but not limited to email, text, performance evaluations and policies and procedures.

HSMG 60109 – Integrated Business Strategy (3 credits)

Explores the integrative and cross-functional nature of strategy and decision making in a healthcare setting. Applies principles, concepts, and theories from business and marketing strategy, finance, human resources management, managerial accounting, and operations management to management decisions and the formulation of strategic plans.

PART III

The final section of this handbook includes details regarding student onboarding, course registration, orientation, and additional policies and procedures.

Student Onboarding

Student Onboarding is a series of pre-matriculation tasks that students must complete each semester before beginning classes. It is organized within the Learning Management System (LMS). All students will be added after admissions and will be required to complete the assigned tasks as assigned each semester.

Course Registration

Students are responsible for registering themselves for all relevant coursework within established deadlines (with the exception of all KSU courses; students must complete and submit a cross-registration form to the program coordinator, students will be administratively registered for the applicable course(s)).

Academic Calendars

Important dates including, semesters, holidays, drop/add, graduation are found on the academic calendar.

- [2020-21 Academic Calendar](#)

Course Listing

For a full list of course offerings, see the current NEOMED Compass.

- [NEOMED Compass 2020-21](#)

Cross-Registration Form

Each student must sign and submit a cross-registration form for all KSU courses numbered COGX 6095X to the program coordinator.

- [Cross Registration Form](#)

Course Registration

- [Course Registration Information](#)

Using the Online Registration System

1. Go to “Banner Self-Service” (typically on the “My Services” tab). Select the “Student Information Menu”, then “Registration Menu”
2. Click “Add/Drop Classes”. If prompted, choose the term (Summer, Fall, Spring)
3. If you have the CRN for the classes, you may enter those into the boxes at the bottom. (The CRN [Course Reference Numbers] are available in the semester course offering catalog). Otherwise, use the “Class Search” to locate courses in which you are interested.

4. When you are finished, click “Submit”
5. You can make any changes you wish during the registration period. You must be registered for classes by the end of the registration period.

Registration Assistance

- If you are uncertain which course(s) you should register for, please discuss with your program director or advisor.
- If you have difficulty logging in to Banner Self-Service, please contact the NEOMED Helpdesk at 330-325-6911 or via email: help@neomed.edu
- If you have questions regarding the online registration process via Banner Self-Service, please contact Carli Toth at ctoth@neomed.edu

Billing

First round of student bills are generated approximately 10 days before the first day of class; students are strongly encouraged to complete registration in advance of this to ensure an accurate and complete bill.

Course Add/Drop

Courses may be added or dropped only during the official add/drop period, which ends approximately 10 days after the start of semester classes.

Course Withdrawal (After Add/Drop Period)

Students who withdraw from a course after the add/drop period may do so up until the last day of instruction or before the final exam, whichever is earlier. A student who chooses to withdraw from a course must complete and submit a signed course withdrawal form to the Office of the Registrar for processing. Forms are available in the Office of the Registrar and may be accessed electronically from the [Registrar website](#). Students who officially withdraw from courses will receive a withdrawal notation (W grade) on their transcript. Non-attendance does not constitute an official withdrawal from a course. A grade of “F” may be assigned when a student fails to complete a course or withdraw. Tuition refunds, if applicable, will be awarded in accordance with University policy as outlined in the Finance section of this publication.

Dropping or withdrawing from courses may affect student financial aid. Students are strongly encouraged to consult the [Office of Financial Aid](#) and their program director prior to withdrawing from classes.

Policies and Procedures

Student Honor Code

As students at an institution of higher learning, all graduate students are encouraged to shape the course of their own professional training through extensive contact with the faculty both inside and outside of formal class work, through individual choice of elective study and participation on policymaking committees.

Students are expected to develop and maintain the ethical and moral values consistent with all social behavior, but especially those values that must be an integral part of the working attitude of professionals in health care and research fields. Further, it is implicit in the very purpose of the University that honesty and integrity be part of a student's behavior throughout his or her education, as well as after formal education is completed.

Lack of professional behavior, including unethical behavior of any sort, is contrary to the fundamental principles of the profession and represents a deficiency on the part of the student in the curriculum. Such a deficiency may result in adverse action regarding the student's education, including dismissal.

Each student who is admitted is expected not only to already possess a well-developed concept of honor and personal integrity but also to maintain it throughout his or her tenure at the university and afterward. This responsibility encompasses all public, academic and professional activities of the student, particularly in regard to the handling of privileged information derived from patients and hospital records.

Each student shall demonstrate behavior that, by its nature and interpretation, is considered to be appropriate for a professional. Such appropriate behavior includes, but is not limited to, the demonstration of good judgment, personal insight, and personal accountability, responsibility to patients, ability to recognize personal limitations and ability to function under pressure. Students also must be aware of the social impact of their behavior as a professional student and later as physicians, pharmacists, healthcare professionals, scholars, teachers, scientists, and community leaders.

Participation in the honor system under the Student Honor Code is expected by all students enrolled in the University. This honor code can be found using the link:

- [Student Honor Code](#)

HSPA Student Conduct Policy

The purpose of this policy is to establish a standardized procedure for student conduct concerns for the Health-System Pharmacy Administration (HSPA) program.

- [Student Conduct Policy](#)

Course Credit Transfers

If graduate credit earned at another accredited institution constitutes a logical part of the student's program, transfer of credit may be allowed when recommended by the student's program director, and when approved by the dean of the College of Graduate Studies. Such transfer of credit cannot exceed six semester hours for programs requiring fewer than 40 semester credits. A maximum of 9 semester credits may be accepted in transfer for programs requiring 40 or more semester credits, pending approval. No grade below B may be transferred. Credit awarded by NEOMED for course work earned at another accredited university is recorded on the transcript with a "T" grade, which has no impact on the student's grade point average. All requests for transfer credit, with accompanying official transcripts, must be submitted to the program director no later than a full semester prior to the student's expected graduation date. Additionally, transfer credit may not be utilized toward fulfillment of certificate program requirements.

Pharmacy Leadership Academy®



The [Pharmacy Leadership Academy® \(PLA\)](#) is an online integrated program provided by the American Society of Health Pharmacists (ASHP). The seven-course program includes challenging readings and activities that can be used to affect change in the participant's organization. Graduates are eligible to use the designation of **Diplomate, Pharmacy Leadership Academy (DPLA)**. NEOMED is partnered with the ASHP PLA program and allows PLA graduates to waive 5 credit hours towards the M.S. in Health-System Pharmacy Administration degree.

- [PLA Program Information](#)
- [PLA/HSPA Plan of Study](#)
- [NEOMED Credit Transfer Policy](#)

COGS-CAPP: Standards for Unsatisfactory Performance and Academic Action

Students may be referred to COGS-CAPP for review because of unsatisfactory performance including:

1. Course failure
 - a. Single year performance
 - b. Aggregate performance
 - i. Course requirements
 - ii. Graduation requirements
 - iii. Progression requirements
2. Two course grades of C or below
3. Failure to maintain a 3.0 cumulative GPA
4. Failed progression or graduation requirements including but not limited to:
 - a. Exceeding the maximum length of study (Master's degree: six years; Ph.D.: five years; Combined professional degree plus Ph.D. program: eight years from their initial date of enrollment including leaves of absences) including an identified inability to complete the degree within the maximum length of study before that period has elapsed.
5. Behavioral misconduct (see NEOMED's [Student Honor Code](#))
6. Failure to comply with COGS-CAPP academic actions and requirements

Rubrics identifying referrals to CAPP and possible action

College of Graduate Studies	<i>Referral to Course Director or the Associate Dean of Curriculum for remediation action</i>	<i>Referral to Committee on Academic and Professional Progress (CAPP) for action</i>
COGS	<ul style="list-style-type: none"> • One course grade of "C" • Note: Professional/behavioral misconduct or aggregate performance concerns may result in CAPP referral rather than remediation 	<ul style="list-style-type: none"> • Failure to maintain a cumulative 3.0 GPA • Professionalism and/or aggregate performance concerns • One course grade of "F" Two course grades of "C" or below

Academic Action

COGS-CAPP Action – potential outcomes

1. Dismissal
2. Probation – Academic progress monitoring
3. CAPP-Mandated Leave of Absence
4. Repeat course/courses
5. Monitor professionalism and/or performance concerns
6. Other

When a “repeat” opportunity is recommended, the student is expected to complete the course(s) in its entirety, including completing all assignments with all the expectations of the current coursework for that course, block, or academic year. This includes any new coursework, modules, testing, and/or evaluations.

Aggregate student performance and comprehensive review of the student’s file will be taken into consideration in the formation of CAPP decisions for individual students. CAPP decisions are based upon each student’s individual and unique circumstances.

If a student does not complete the required coursework in the time frame specified by the course, an Incomplete (I) may be assigned. Incompletes are at the discretion of the course director in terms of how the student is expected to make-up the required coursework. The time frame for making up assignments depends on the circumstance but should be done by the end of the next semester when appropriate. Students who fail to make up the required coursework will receive a grade of F.

Below is a chart indicating the letter grade and the point equivalents, as well as a breakdown of the standards and rules for grading and maintaining graduate status in the IPM Program.

Letter Grade	Grade Points Equivalent	Standards and Rules
A	4.0	Achieving Excellence
B	3.0	Students must maintain a 3.0 average. Course grades below a 3.0 will not transfer to other graduate programs in most cases.
C	2.0	2 C’s, student will be referred to COGS-CAPP
F	0.0	Course <i>should</i> be repeated. No more than 1 F in order to remain in the program.
I	Incomplete	An incomplete grade indicates that coursework has not been completed. Coursework that is not made up within the time frame indicated by the instructor, a student will receive an “F” for the course.

Appeals

If a student does not agree with the assessment and grade the course instructor or director assigns, the student should address his or her concerns with the instructor. The student is responsible for showing that one or more of the following elements contributed to an inaccurate or inappropriate grade: arithmetic error; clerical error; personality/personal conflict; discrimination; harassment; mistreatment. If the student feels uncomfortable addressing the issue with the instructor, or if a resolution cannot be reached with the instructor, the student may file a written appeal to the Program Director or Dean of the College of Graduate Studies (in the event that the Program Director is the instructor).

This appeal should contain the instructor’s name and the reason for the appeal, along with evidence and arguments supporting the student’s position. The appeal must be signed by the student and cannot be done anonymously. The Program Director may directly address the appeal when appropriate and discuss the situation directly with the instructor, or, if resolution

cannot be reached or there is a conflict of interest (Program Director is also the instructor), the Policy and Procedures on Student Complaints in COGS will be initiated. This policy and procedures (see below) also addresses general complaints and are not limited to grade appeals alone.

- [Grade Dispute Policy \(3349-AC-320\)](#)
- [Grade Dispute Form pg#6](#)

If the grade is based on discrimination or harassment, there are additional University policies and procedures that must be followed:

- [Sexual Misconduct & Harassment Policy \(3349-10-75\)](#)
- [Harassment and Unlawful Discrimination Form](#)

Leave of Absence and Withdraw

Students may request a leave of absence for academic, medical, enrichment, or personal hardship reasons. Students requesting a leave of absence should meet with the Program Director and the Chief Student Affairs Officer to discuss the reasons, objectives, activities, and conditions of the leave and return to the program. A *Leave of Absence Request* form is required:

- [Leave of Absence Request Form](#)
- [Leave of Absence Policy](#)

Students who do not file a leave of absence form or formally withdraw, must reapply to the Program if courses are not taken over the course of 4 semesters (approximately 2 years).

For students who plan to withdraw from the program, the Program Director and Chief Student Affairs Officer must be notified. Security badges, email accounts, and all other access to NEOMED will be closed for future use. Administrative offices will be notified (Academic Services, Student Services, Accounting/Billing) that the student will no longer be enrolled at NEOMED. For medical or pharmacy students who withdraw from their medical or pharmacy programs, such students may remain in Graduate program. It is important for students to discuss their intentions to the Program Director prior to a physical leave or withdraw.

Student Complaint Policy

Policy

The Northeast Ohio Medical University is committed to respecting all members of our university community and providing a quality educational experience for all students. The objective of the Student Complaint Policy and Procedure is to ensure that the concerns and complaints of graduate students are addressed fairly and are resolved promptly.

Complaints related to this policy are usually the result of behavior that the student feels is unjust, inequitable, or creates an unnecessary hardship. Students may file complaints if they believe a problem is not governed by other NEOMED complaint or appeal procedures.

This policy covers all students enrolled in graduate programs where NEOMED directly grants the degree.

Procedure

Whenever possible, students are encouraged to seek an informal resolution of the matter directly with the faculty or individual(s) involved. Often a complaint can be resolved in this way. However, if an informal approach is neither successful nor advisable, the student should use the following procedure:

1. The student should submit in writing the nature of the complaint to the Office of Student Affairs. The written statement should include (at a minimum) the date and time of the alleged conflict or action, the reason(s) for the complaint, a summary of the complaint, a list of other persons who may provide information, any attempts that have been made to resolve the conflict, and any appropriate documentation. The student must also include the resolution or outcome he or she is seeking. The complaint must be submitted within ten (10) business days of the alleged conflict or action.
2. Upon receipt of a completed form, a conference will take place with the student and a staff member from the Office of Student Affairs.
3. The staff member will notify appropriate persons and request any information or documentation needed to resolve the complaint.
4. The staff member may attempt to resolve the complaint by encouraging discussion between the student(s) and the faculty member/administrator or by taking the appropriate action to resolve complaint.
5. A review of the complaint with the supervisor(s) or others in the line of supervision, including but not limited to the Dean of the College of Graduate Studies, may be used when deemed appropriate and beneficial to the process.
6. All relative documentation and possible outcomes must be submitted by the student or other appropriate persons within ten (10) business days of the date the complaint is filed.
7. When possible, the final resolution (or a finding of “unresolved”) will be filed in the Office of Student Affairs within fifteen (15) business days of the date the complaint is filed. If there are circumstances requiring an extension of this deadline, the staff member assigned to the complaint will notify the parties involved.

8. If the student is not satisfied with the outcome of the complaint, a committee will be appointed to review the information and render a final decision. The committee will consist of representatives appointed by the Chief Student Affairs Officer, the Dean of the College of Graduate Studies, Student Council, and Graduate Faculty Council. Their decision will be final.

- [Student Complaint Form](#)

Tuition & Other Charges

The cost of the program is \$563 for each credit hour, plus \$39 for a General University fee. An additional \$11 fee per credit hour is required from non-residents of Ohio.

- [2020-21 Tuition& Fee Schedule](#)
- [Student Cost of Attendance](#)

Billing

First round of student bills are generated approximately 10 days before the first day of class; students are strongly encouraged to complete registration in advance of this to ensure an accurate and complete bill.

Add/Drop

Courses may be added or dropped only during the official add/drop period, which ends approximately 10 days after the start of semester classes.

Financial Aid

For questions related to student loans, please contact Michael Kempe, Associate Director of Financial Aid, Enrollment Services and Registration, mkempe@neomed.edu or 330-325-6481.

Please note that student bills are generated approximately 10 days before the first day of class; students are strongly encouraged to complete registration in advance of this to ensure an accurate and complete bill.

Teaching & Learning Curriculum

The Teaching and Learning Curriculum (TLC) program is open to HSPA second year students*. This additional certificate program's purpose is to provide PGY 1 and PGY 2 pharmacy residents with opportunities to develop a philosophy of teaching, learn and exercise teaching skills in didactic, small group and experiential teaching settings, prepare an academic portfolio, and increase knowledge about careers in academia, faculty roles/responsibilities, and pharmacy education trends. The program length is one year. It must be completed prior to the end of residency training. Each participant who completes all required program activities (as outlined in the TLC Program Overview) will be awarded a certificate of completion from the Department of Pharmacy Practice from the NEOMED College of Pharmacy.

- [TLC Program Webpage](#)
- [TLC Program Details](#)

*The TLC program is a separate certificate program from the HSPA program and requires additional time commitment and fees. Anyone interested in participating will need to work out schedule availability with site. The fee will be the responsibility of the participant if not covered by site.