ESTABLISHING GRADUATE CERTIFICATES
ARIZONA STATE UNIVERSITY
GRADUATE EDUCATION

This form should be used by programs seeking to establish a new graduate certificate. All sections should be completed.

The graduate certificate is a programmatic or linked series of courses in a single field or in one that crosses disciplinary boundaries. The graduate certificate facilitates professional growth for people who already hold the baccalaureate degree, and it may be freestanding or linked to a degree program. The graduate certificate enables the university to respond to societal needs while promoting university cooperation with corporate, industrial, and professional communities.

Submit the completed and signed (chairs, unit deans) proposal to the **Office of Graduate Academic Programs** in Graduate Education. Mail code: 1003 and electronic copies to eric.wertheimer@asu.edu or amanda.morales-calderon@asu.edu.

Please type.

Contact Name(s): Brenda Morris	**Contact Phone(s):** 602-496-0850
College: College of Nursing and Health Innovation (CONHI)	
Department/School: College of Nursing and Health Innovation	
Name of proposed Certificate: Care Coordination	
Requested Effective Term and Year: Fall 2015 (*e.g. Fall 2014*)	
Do Not Fill in this information: Office Use Only **CIP Code:**	

1. OVERVIEW. Below, please provide a brief overview of the certificate, including the rationale and need for the program, potential size and nature of the target audience, information on comparable programs (at ASU and/or peer institutions), how this program would relate to existing programs at ASU, and any additional appropriate information.

The graduate certificate in Care Coordination provides Registered Nurses (RN's) with advanced preparation in nursing practice and the ability to provide effective patient-centered care through the application of care coordination services that improve health outcomes, enhance health care quality and reduce health care costs.

Need: Between 2010 – 2020, the need for care coordinators is anticipated to increase by 22%, yielding 68,000 new jobs. The salary range for a nurse case manager in Arizona is $64,000 - $85,000. It is anticipated that the demand for care coordinators will continue to increase due to provisions in the Affordable Care Act, that give insurers, govenmental agencies, and healthcare organizations incentives to effectively coordinate a patient's care, while minimizing readmission to the acute care hospitals.

Target Audience: Baccalaureate or higher prepared RNs. There are currently 27,000 baccalaureate or higher prepared RNs in Arizona. Many of these individuals may be interested in specializing within the field of care coordination.

Comparable Programs: There are no other existing programs at ASU in care coordination. This program is unique, in that admission is only open to RNs. Chamberlain College offers a graduate certificate in Nurse Case Management. Northern Arizona University, Grand Canyon University, and the University of Arizona do not offer a graduate certificate in care coordination or nurse case management.

Graduates are specialists able to: synthesize innovation principles and best available evidence to lead interprofessional teams to design, deliver, and evaluate care coordination practices that are patient centered, improve health, safety and cost outcomes, enhance quality and access to care across diverse populations. This program supports preparation for national certification as a case manager through the American Nurses Credentialing Center (ANCC) or through the Case Management Society of America (CMSA).

The proposed certificate shares 15 credits with the proposed concentration in care coordination.

2. ADMINISTRATION AND RESOURCES

A. How will the proposed certificate be administered (including recommendations for admissions, student advisement, retention etc.)? Describe the administering body in detail, especially if the proposed certificate is part of a larger interdisciplinary agenda. How will the graduate support staffing needs for this proposed certificate program be met?

The proposed certificate will be administered under CONHI's Academic Affairs. The Assistant Dean for Nursing Programs will oversee the program and collaborate with graduate program faculty to make recommendations for admission. The Executive Director for Student Recruitment, Retention and Engagement, Academic Success Specialists and graduate nursing program support staff will follow the same processes and procedures that are provided by the University regarding administering the concentration for admission, advisement, and retention.

B.   What are the resource implications for the proposed certificate, including projected budget needs? Will new books, library holdings, equipment, laboratory space and/or personnel be required now or in the future? If multiple units/programs will collaborate in offering this certificate, please discuss the resource contribution of each participating program. Letters of support must be included from all academic units that will commit resources to this certificate program.

Current library, equipment, laboratory spaces are sufficient. The proposed certificate will not increase the demand for laboratory and simulation space.

The proposed certificate program will increase the demand for clinical sites for students to complete their role-focused practicum. The CONHI has clinical affiliation agreements with over 800 health care organizations. The college has discussed the need for clinical placements for these students, with our larger clinical partners, such as Mayo Clinic, Scottsdale Healthcare/John C. Lincoln Healthcare, and the Phoenix Veterans Administration Health Care System. We have received significant interest from these larger healthcare systems in collaborating with the college to provide the role-focused practicum experience for these students and have begun dialogue as to how we can meet this increased demand.

3. ADMISSIONS PROCEDURES AND CRITERIA

A. Admission criteria – Applicants must meet the admissions criteria for Graduate Education. Please also include any other additional admission requirements, e.g. type of undergraduate degree, minimum GPA, tests and/or entry-level skills that are required for this certificate program.
(http://graduate.asu.edu/sites/default/files/GraduatePolicies_1.pdf)

Applicants must submit an online Graduate Education application.

Admission to the certificate is based upon meeting the following requirements:

1. completion of a bachelor of science degree in nursing at a nationally recognized, regionally accredited academic institution
2. an undergraduate junior/senior GPA equal to 3.00, or a cumulative GPA equal to 3.00 (4.00=A) or higher for the baccalaureate or graduate degree attained
3. Students must hold a current unencumbered license to practice as a registered nurse in the state where the nursing clinical practicums will be conducted; and/or a current unencumbered license to practice as a registered nurse in Arizona to enroll in nursing clinical practicum courses.
4. three online recommendations from individuals knowledgeable about the applicant's academic potential
5. Submission of a 1 – 2 page essay describing career/professional goals and how this program will support attainment of career/professional goals
6. Proof of English proficiency per Graduate Education requirement.**

Due to licensure and regulatory requirements, international students must meet the same educational requirements (hold a bachelor of science degree in nursing from a nationally recognized, regionally accredited academic institution) and licensure requirements (hold a current unencumbered license to

practice as a registered nurse in the state where the nursing clinical practicums will be conducted; and/or a current unencumbered license to practice as a registered nurse in Arizona to enroll in nursing clinical practicum courses).

International applicants: **Applicants whose native language is not English (regardless of where they may now reside) must provide proof of English proficiency per Graduate Education requirement and all requirements for the Commission on Graduates of Foreign Nursing Schools, if considered an international student.

Required Admission Examinations: ☐GRE ☐GMAT ☐Millers Analogies ☒ None required

B. Application Review Terms

Indicate all terms for which applications for admissions are accepted and the corresponding application deadline dates, if any:

To select desired box, place cursor on the left side of the box, right click mouse, select *Properties*, under *Default Value* select *Checked*, press *OK* and the desired box will be checked

☒ Fall   Deadline (month/year): June/2015

☒ Spring   Deadline (month/year): October/2015

C. Projected annual admission/enrollment

How many students will be admitted immediately following final approval of the certificate? What are enrollment projections for the next three years?

Fall 2015 = 5 students
Fall 2016 = 15 students
Fall 2017 = 35 students

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4. ACADEMIC REQUIREMENTS

A. Minimum credit hours required for certificate (15 credit hour minimum)

15 credits

B. Please describe the primary course delivery mode, (e.g., online, face-to-face, off-site etc.). Please note: If this proposed initiative will be offered underline online, clearly state that in this section.

The primary course delivery mode is a hybrid format. Students will complete in-person immersion experiences one to two times per semester at the downtown campus. During the immersion experience, students will participate in face-to-face courses delivered over a 3 – 5 day period. The remaining coursework will be delivered online via i-courses. The practicum course is delivered in-person and provides students with required clinical practice experiences.

C. **As applicable, please describe culminating experience required (e.g., internship, project, research paper, capstone course, etc.)**

N/A

D. What knowledge, competencies, and skills (learning outcomes) should graduates have when they complete this proposed certificate program? Examples of program learning outcomes can be found at (https://uoeee.asu.edu/program-outcomes).

1.	Design care coordination services for diverse populations of individuals, families and communities that are culturally sensitive, ethical and holistic.
2.	Coordinate resources to promote population health using patient-centered, cost-effective, safe, high quality health care services.
3.	Design care coordination systems in collaboration with interprofessional teams that improve health and safety outcomes, enhance quality and access to care, promote population health and are cost-effective.
4.	Support public policy and health advocacy efforts that improve health and safety outcomes, enhance quality and access to care, promote population health and are cost-effective.

E. How will students be assessed and evaluated in achieving the knowledge, competencies, and skills outlined in 4.D. above? Examples of assessment methods can be found at (http://www.asu.edu/oue/assessment.html).

Program Completion Outcome	Course	Measure	Performance Criterion
1. Design care coordination services for diverse populations of individuals, families and communities that are culturally sensitive, ethical and holistic.	NUR 510	Paper – Care Coordination and the Healthcare System	90% of students will earn a B or better on the assignment.
		Discussion Board – Comprehensive Care Coordination	90% of students will earn a B or better on the assignment.
		Discussion Board – Methods, Programs and models that impact healthcare outcomes	90% of students will earn a B or better on the assignment.
2. Coordinate resources to promote population health using patient-centered, cost-effective, safe, high quality health care services.	NUR 519	Care Coordination Project	90% of students will earn a B or better on the assignment.
		Preceptor evaluation of student clinical performance	100% of students receive a satisfactory rating.
		Case Study – Care Coordination	90% of students will earn a B or better on the assignment.
3. Design care coordination systems in collaboration with interprofessional teams that improve health and safety outcomes, enhance quality and access to care, promote population health and are cost-effective.	NUR 512	Paper - Comprehensive Care Coordination programs	90% of students will earn a B or better on the assignment.
		Discussion Board – Quality and Safety Outcomes for Patients and Families	90% of students will earn a B or better on the assignment.
		Discussion Board – Care Coordination and Health Information Technology	90% of students will earn a B or better on the assignment.
4. Support public policy and health advocacy efforts that improve health and safety outcomes, enhance quality and access to care, promote population health and are cost-effective.	NUR 513	Paper – Public Policy for Care Coordination	90% of students will earn a B or better on the assignment.
		Discussion Board – Communication and Conflict Resolution	90% of students will earn a B or better on the assignment.
		Discussion Board – Influencing Public Policy	90% of students will earn a B or better on the assignment.

F. Please state the satisfactory student academic progress standards and guidelines (including any time limits for completion).

This proposed certificate program will follow university standards and guidelines for satisfactory academic progress. Students will fulfill Graduate Education satisfactory academic progress standard of completing the certificate program courses with a GPA of 3.0 and all coursework completed within 6 years. If students do not meet the GPA or time limit policy requirements, they will be recommended for dismissal of the certificate program.

G. Will this proposed certificate program allow sharing of credit hours from another ASU degree program to be used as part of this certificate program?

Yes, students may share coursework with the MS in Nursing or the Doctor of Nursing practice. The proposed certificate shares up to 15 credits with the MS in Nursing concentration in Care Coordination.

H. Below, please list all required and elective courses in the appropriate boxes (you may attach additional pages if necessary).

Please ensure that all _new core_ course proposals have been submitted to the Provost's office through the Curriculum ChangeMaker online course proposal submission system before this initiative is put on the University Graduate Council and CAPC agendas. Please note: a minimum of 2/3 of the courses required for a graduate certificate must be at the 500-level or above.

Required Courses			**Credit Hours**
(Prefix & Number)	*(Course Title)*	*(New Course?)* Yes or No?	**(Insert Section Sub-total)** **15**
NUR 510	Foundations of Care Coordination Practice	Yes	3
NUR 511	Concepts of Care Coordination and the Nurse's Role	Yes	3
NUR 512	Improving Quality and Safety Outcomes through Effective Care Coordination	Yes	3
NUR 513	Interprofessional Collaborative Practice and Transforming Health Care Policy	Yes	3
NUR 519	Role-Focused Practicum: Care Coordination	Yes	3
Electives			**Credit Hours**
(Prefix & Number)	*(Course Title)*	*(New Course?)* Yes or No?	**(Insert Section Sub-total)**
	N/A		
Culminating Experience (if applicable)			**Credit Hours** **(Insert Section Sub-total)**
	N/A		
Total required credit hours			**15**

5. PRIMARY FACULTY PARTICIPANTS - Please list all primary faculty participants for the proposed certificate, including home unit and title. You may attach additional pages if necessary.

Name	Home Unit	Title
Ann Lyles, PhD, RN	CONHI	Assistant Professor
Brenda Morris, EdD, RN, CNE	CONHI	Clinical Associate Professor/Associate Dean
Gerri Lamb, PhD, RN	CONHI	Associate Professor
Margaret Morris, PhD, RN	CONHI	Instructor
Jennifer Mensik, PhD, RN	CONHI	Instructor
Cathy Lalley, PhD, MHI, RN	CONHI	Clinical Assistant Professor

- The faculty members identified above have content area and clinical practice expertise to teach the 15-credit hour graduate certificate.
- The CONHI will leverage existing faculty resources to teach the Master in Nursing concentration in Care Coordination and the graduate certificate in Care Coordination.
- The CONHI has included a request to hire an additional faculty member to support the concentration in Care Coordination and the graduate certificate in Care Coordination as part of the 2014/15 hiring plan.
- In addition, the CONHI will hire part-time Instructors or Faculty Associates to provide supervision for NUR 519: Role Focused Practicum to maintain the 1 faculty : 6 - 8 students ratio for clinical practice supervision.
- As enrollment in the program grows, the CONHI will use enrollment funding to add faculty and staff resources to ensure a successful program.

6. REQUIRED SUPPORTING DOCUMENTS
(Please label accordingly, i.e., Appendix or Attachment A, B, etc.)

Please include the following with your proposal:

A. Sample plans of study for students in the proposed program – See Appendix II

B. Statements of support from all deans and heads of impacted academic units – See Appendix III

Statement of Impact:

Admission to this proposed certificate is limited to RN's only; therefore there are no other ASU programs directly impacted by this proposed certificate.

7. APPROVALS - If the proposal submission involves multiple units, please include letters of support from those units.

DEPARTMENT CHAIR or SCHOOL DIRECTOR (PRINT/TYPE)		
Brenda Morris		
SIGNATURE		**DATE**
		9/10/2014
DEAN (PRINT/TYPE)		
Teri Pipe		
SIGNATURE		**DATE**
		9/10/2014

The following section will be completed by Graduate Education following the recommendations of faculty governance bodies.

VICE PROVOST FOR GRADUATE EDUCATION	
SIGNATURE	**DATE**

Please note: Proposals for new certificates also require the review and recommendation of approval from the University Graduate Council, Curriculum and Academic Programs Committee (CAPC), the Academic Senate, and the Office of the Provost before they can be put into operation.

The final approval notification will come from the Office of the Provost.

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APPENDIX I

OPERATIONAL INFORMATION FOR GRADUATE CERTIFICATES

(This information is used to populate the Graduate Programs Search website.)

1. **Provide a brief** (catalog type - no more than 150 words) **program description.**

   The graduate certificate in Care Coordination provides Registered Nurses (RN's) with advanced preparation in nursing practice and the ability to provide effective patient-centered care through the application of care coordination services that improve health outcomes, enhance health care quality and reduce health care costs. Graduates are specialists able to: synthesize innovation principles and best available evidence to lead interprofessional teams to design, deliver, and evaluate care coordination practices that are patient centered, improve health, safety and cost outcomes, enhance quality and access to care across diverse populations. This program supports preparation for national certification as a case manager through the American Nurses Credentialing Center (ANCC) or through the Case Management Society of America (CMSA).

2. Campus(es) where program will be offered: *   ⊠ Downtown   ☐ Tempe
   ☐ Online (only)   ☐ West
   ☐ Polytechnic

   * To select desired box, place cursor on the left side of the box, right click mouse, select **Properties**, under **Default Value** select **Checked**, press **OK** and the desired box will be checked

3. **Keywords:** (List all keywords that could be used to search for this program. Keywords should be specific to the proposed program.)

   Care Coordination, Case Management

4. **Area(s) of Interest:**

   * To select desired box, place cursor on the left side of the box, right click mouse, select **Properties**, under **Default Value** select **Checked**, press **OK** and the desired box will be checked

   A. Select one (1) primary area of interest from the list below that applies to this program.

   ☐ **Architecture & Construction**
   ☐ **Arts**
   ☐ **Business**
   ☐ **Communications & Media**
   ☐ **Education & Teaching**
   ☐ **Engineering & Technology**
   ☐ **Entrepreneurship**
   ⊠ **Health & Wellness**
   ☐ **Humanities**
   ☐ **Interdisciplinary Studies**
   ☐ **Law & Justice**
   ☐ **Mathematics**
   ☐ **Psychology**
   ☐ **STEM**
   ☐ **Science**
   ☐ **Social and Behavioral Sciences**
   ☐ **Sustainability**

B. Select one (1) secondary area of interest from the list below that applies to this program.

- ☐ **Architecture & Construction**
- ☐ **Arts**
- ☐ **Business**
- ☐ **Communications & Media**
- ☒ **Education & Teaching**
- ☐ **Engineering & Technology**
- ☐ **Entrepreneurship**
- ☐ **Health & Wellness**
- ☐ **Humanities**
- ☐ **Interdisciplinary Studies**
- ☐ **Law & Justice**
- ☐ **Mathematics**
- ☐ **Psychology**
- ☐ **STEM**
- ☐ **Science**
- ☐ **Social and Behavioral Sciences**
- ☐ **Sustainability**

(NEW GRADUATE INITIATIVES)

PROPOSAL PROCEDURES CHECKLIST

Academic units should adhere to the following procedures when requesting new curricular initiatives (degrees, concentrations or certificates).

☐ **Obtain the required approval from the Office of the Provost to move the initiative forward for internal ASU governance reviews/approvals.**

- Establishment of new curricular initiative requests; degrees, concentrations, or certificates
- Rename requests; existing degrees, concentrations or certificates
- Disestablishment requests; existing degrees, concentrations or certificates

☐ **Submit any new courses that will be required for the new curricular program to the Curriculum ChangeMaker online course approval system for review and approval.**

- Additional information can be found at the Provost's Office Curriculum Development website: Courses link
- For questions regarding proposing new courses, send an email to: courses@asu.edu

☐ **Prepare the applicable proposal template and operational appendix for the proposed initiative.**

- New degree, concentration and certificate templates (contain proposal template and operational appendix) can be found at the Provost's Office Curriculum Development website: Academic Programs link

☐ **Obtain letters or memos of support or collaboration. (if applicable)**

- When resources (faculty or courses) from another academic unit will be utilized
- When other academic units may be impacted by the proposed program request

☐ **Obtain the internal reviews/approvals of the academic unit.**

- Internal faculty governance review committee(s)
- Academic unit head (e.g. Department Chair or School Director)
- Academic unit Dean (will submit approved proposal to the curriculumplanning@asu.edu email account for further ASU internal governance reviews (as applicable, University Graduate Council, CAPC and Senate)

Additional Recommendations - All new graduate programs require specific processes and procedures to maintain a successful degree program. Below are items that Graduate Education strongly recommends that academic units establish after the program is approved for implementation.

☐ **Set-up a Graduate Faculty Roster for new PhD Programs** – This roster will include the faculty eligible to mentor, co-chair or chair dissertations. For more information, please go to http://graduate.asu.edu/graduate_faculty_initiative.

☐ **Establish Satisfactory Academic Progress Policies, Processes and Guidelines** – Check within the proposing academic unit and/or college to see if there are existing academic progress policies and processes in place. If none have been established, please go to http://graduate.asu.edu/faculty_staff/policies and scroll down to the **academic progress review and remediation processes** (for faculty and staff) section to locate the reference tool and samples for establishing these procedures.

☐ **Establish a Graduate Student Handbook for the New Degree Program** – Students need to know the specific requirements and milestones they must meet throughout their degree program. A Graduate Student Handbook provided to students when they are admitted to the degree program and published on the website for the new degree gives students this information. Include in the handbook the unit/college satisfactory academic progress policies, current degree program requirements (outlined in the approved proposal) and provide a link to the Graduate Policies and Procedures website. Please go to http://graduate.asu.edu/faculty_staff/policies to access Graduate Policies and Procedures.

APPENDIX II

Sample plan of study

Proposed Graduate Certificate - Care Coordination

Academic Year 1, Fall – 6 credits

- NUR 510 Foundations of Care Coordination Practice
- NUR 512 Improving Quality and Safety Outcomes through Effective Care Coordination

Academic Year 1, Spring – 6 credits

- NUR 511 Concepts of Care Coordination and the Nurse's Role
- NUR 513 Interprofessional Collaborative Practice and Transforming Health Care Policy

Academic Year 1, Summer – 3 credits
- NUR 519 Role Focused Practicum: Care Coordination

Appendix III
Support Memos

College of Nursing and Health Innovation Support

Official Submission

From: Brenda Morris [mailto:BRENDA.MORRIS@asu.edu]
Sent: Thursday, September 18, 2014 1:41 PM
To: curriculumplanning@asu.edu
Cc: Brenda Morris
Subject: Submission of Proposals to establish new Graduate Certificates - word version - per request

Hi,

I have attached the following proposals to establish new Graduate Certificates in word format per request of Graduate Education.

Please note the word version does not contain Dean Pipe's signature. However, the pdf and hard copies that were submitted do have her signature.

Take care, Brenda

Brenda Morris, EdD, RN, CNE

Associate Dean, Academic Affairs

ASU College of Nursing & Health Innovation

Brenda.morris@asu.edu

602-496-0850

ASU College of Health Solutions

ARIZONA STATE UNIVERSITY

October 18, 2014

Dear Dr. Morris,

This letter is to confirm support for the offering of MS in Nursing Concentration in Care Coordination; and Graduate Certificate in Care Coordination. I have reviewed the syllabi and related materials and this concentration and this certificate do not duplicate, compete, or conflict with offerings in CHS.

Best wishes,

Julie Liss, Ph.D.
Associate Dean

500 North 3rd Street, Phoenix, AZ 85004
Phone: 602.496.2644 | Fax: 602.496.0886
chs@asu.edu | https://chs.asu.edu

October 22, 2014

Brenda Morris, EdD, RN, CNE
Associate Dean, Academic Affairs
ASU College of Nursing and Health Innovation

Dear Brenda,

This letter is to confirm support for the proposed MS in Nursing Concentration in Care
Coordination and the Graduate Certificate in Care Coordination offered by the College of
Nursing and Health Innovation. Both the College of Public Programs and the School of Social
Work offer their support for these programs.

Sincerely,

Kathleen Andereck, Ph.D.
Director of Curricular Initiatives, College of Public Programs
Director and Professor, School of Community Resources & Development