Greetings,

Please find attached the proposal to create an undergraduate academic certificate in Healthcare Environmental and Hospitality Services in the College of Education and Human Ecology. The proposal was sent to the College of Public Health, Nursing, College of Food, Agricultural, and Environmental Sciences and the department of Microbiology while seeking course concurrence in order to create one of the required courses for the certificate (CSHSPMG 3200).

If any additional information is needed, please let me know.

Danielle Brown  
Curriculum Development Specialist  
College of Education and Human Ecology  
A458 PAES Building, 305 Annie & John Glenn Ave, Columbus, OH 43210  
614-292-3180 Office  
brown.2199@osu.edu ehe.osu.edu

Buckeyes consider the environment before printing
Memo

February 19, 2019

To: Randy Smith, Vice Provost of Academic Programs
Katie Reed, Executive Assistant

CC: Andrew Zircher, Director of Assessment and Curriculum
Danielle Brown, Curriculum Development Specialist

From: Bryan Warnick, Associate Dean of Academic Affairs

RE: NEW PROGRAM PROPOSAL- UNDERGRADUATE ACADEMIC CERTIFICATE IN HEALTHCARE ENVIRONMENTAL AND HOSPITALITY SERVICES, DEPARTMENT OF HUMAN SCIENCES

The faculty and administration of the College of Education and Human Ecology (EHE) have approved a proposal from the Department of Human Sciences to create a new undergraduate academic certificate in Healthcare Environmental and Hospitality Services. The proposed program is a minimum of 12 credit hours and is designed to enable hospitality and healthcare environmental services professionals and students to understand the industry, with special emphasis on identification and solution of different environmental services problems.

The proposal was approved by the EHE Curriculum Committee on January 17, 2019 and received unanimous support. If there are any questions, please contact me at warnick.11@osu.edu or our curriculum coordinator, Danielle Brown, at brown.2199@osu.edu.
December 18, 2018

Bryan Warnick, Ph.D.
Associate Dean of Academic Affairs
College of Education and Human Ecology
165D Ramseyer Hall
Columbus, OH 43210

Dear Bryan,

I am delighted to report to you that on Wednesday, December 05, 2018, the faculty who serve on the Human Sciences Undergraduate Studies committee voted unanimously in favor of a proposed undergraduate certificate created by the Hospitality Management (HM) faculty in the Department of Human Sciences.

The name of the proposed certificate is Healthcare Environmental and Hospitality Services (HEHS-C), and was designed to enable hospitality and healthcare environmental services professionals and students to understand the industry, with special emphasis on identification and solution of different environmental services problems.

It is our belief that there is unmet industry demand for this certificate (see attached letter by Dr. Milos Bujisic).

I, along with Erik Porfeli and Brian Focht, support these proposed certificates.

Please let me know if you need anything further from me.

Sincerely,

H. Eugene Folden, Ph.D.
Director of Curriculum, HS
Chair, College Curriculum Committee
Associate Professor, Clinical
Department of Human Sciences
College of Education and Human Ecology
1787 Neil Avenue
129 Campbell Hall
Columbus, OH 43210
614-292-5676
Folden.1@osu.edu
Dear Dr. Folden,

The Department of Human Sciences in the College of Education and Human Ecology (EHE), at The Ohio State University (OSU), started a partnership with Association for Healthcare Environments (AHE) of the American Hospitality Association (AHA) to develop the first undergraduate Certificate Program in Healthcare Environmental and Hospitality Services in the USA. Specifically, the Hospitality Management (HM) faculty in the Department of Human Sciences are proposing to establish Healthcare Environmental and Hospitality Services Undergraduate Certificate (HEHS-C).

**Name of proposed certificate:** Healthcare Environmental and Hospitality Services Certificate (HEHS-C)

**Academic level:** Undergraduate Academic Certificate 1

**Proposed implementation date:** Autumn 2018

**Academic units responsible for administering the certificate program:** College of Education and Human Ecology, Department of Human Sciences

**Rationale**

- This certificate is designed for post-high-school diploma students who want to earn an Academic Certificate by completing courses with undergraduate academic credit in a
select topic area. These individuals may not have need, time, interest, resources or patience to pursue a full undergraduate degree program. Additionally, this certificate is designed for existing OSU students that want to develop specialization in the field of healthcare environmental services that is not directly covered in any other academic program at the OSU.

- The goal of the HEHS certificate is to train hospitality and healthcare environmental services professionals for positions of leadership within healthcare and hospitality organizations. The certificate is designed to enable hospitality and healthcare environmental services professionals and students to understand the industry, with special emphasis on identification and solution of different environmental services problems.

- More than half (54%) of adults in the labor force say it will be essential for them to get training and develop new skills throughout their work life to keep up with changes in the workplace. And 35% of workers, including about three-in-ten (27%) adults with at least a bachelor’s degree, say they don’t have the education and training they need to get ahead at work. Many are already acting or being required to do so by their employer or by licensing requirements in their jobs: 45% of employed adults say they got extra training to improve their job skills in the past 12 months.

**Goals and Objectives**

1. Effectively recognize, interpret, and assess key healthcare business problems
2. Recognize and assess key infection prevention problems in healthcare and hospitality facilities
3. Understanding different healthcare departments and different non-medical positions in healthcare facilities
4. Implement Customer Experience Management systems and strategies in the healthcare organizations.

**Relationship to Other Programs**

- Currently there is no other academic program in the USA that directly prepares professionals for supervisory positions in healthcare environmental services. This online
certificate program helps to bridge the current gap in educational opportunities available to persons employed within the healthcare environmental services sector.

- School of Health and Rehabilitation Sciences offers program in Health Sciences. The Health Sciences program provides students an introduction to the healthcare field and an in-depth science background to prepare them for a health-related career or a graduate professional health program or other graduate program. As such this program does not directly prepare students for supervisory positions in healthcare environmental services.
- Association for Healthcare Environments of the American Hospitality Association is offering industry certificates that are primarily targeting technical skills. These certificates are complementary with the proposed HEHS certificate.

**Student Enrollment**

- We expect that we should have significant enrollment in HEHS certificate considering that more than 170,000 workers are currently employed in the healthcare environmental services positions. In three years we expect to have 100 certificate students in each course.
- Columbus has a well-developed healthcare industry with over 25 major hospitals in the area including OSU Wexner Medical Center, Ohio Health Riverside Methodist Hospital and Mount Carmel Hospitals.
- Appropriate candidates for this program include:
  - Persons who are currently employed in the hospitality, healthcare or related service industries
  - Persons who are not currently employed in the hospitality, healthcare or related service industries, but are seeking to re-enter the workforce
  - OSU students in majors not related to service and healthcare industry
  - Other applicants with special circumstances will be considered
- Candidates would need to have a minimum High School degree
- Admission will be available to applicants with a high-school degree after the review of high school transcripts. Applicants need to have minimum GPA aligned with OSU undergrad admissions. Minimum GPA to complete the program is 2.0/4.0.

**Curricular Requirements**
• The undergraduate certificate in Healthcare Environmental and Hospitality Services consists of 12 credit hours
• Required courses:
  o CSHSPMG 2200 Introduction to Healthcare Environmental and Hospitality Services – 3hrs
  o CSHSPMG 3200 Infection Prevention in Healthcare and Hospitality – 3hrs
  o CSHSPMG 3191-02 Healthcare Environmental Services Internship – 3hrs
  o CSHSPMG 4200 Consumer Experience in Healthcare and Hospitality Services – 3hrs

The Association for Healthcare Environments and departmental leadership have provided their support for the development of the certificate. The industry professionals and AHE members have indicated that they recognize the value of the certificate program since it could significantly improve skillset of the environmental services supervisors and prepare them for the leadership roles. Currently, there are five faculty members who assume responsibility for the HEHS certificate: Dr. Jay Kandampully, Dr. Carl Maresh, Dr. Stephanie Liu, Dr. Vanja Bogicevic, and Dr. Milos Bujisic.

Sincerely,
Milos Bujisic
Healthcare Environmental and Hospitality Services Certificate (HEHS-C)

The Department of Human Sciences from the College of Education and Human Ecology, at the Ohio State University is proud to offer the undergraduate Certificate Program in Healthcare Environmental and Hospitality Services. This program is designed to prepare hospitality and healthcare professionals for a meaningful future in leadership positions in healthcare environmental services departments. Candidates in this program will receive 12 credit hours of undergraduate classes.

The undergraduate certificate in Healthcare Environmental and Hospitality Services consists of 12 credit hours. The certificate is designed to enable hospitality and healthcare industry professionals and students to understand the environmental and hospitality services in the healthcare industry.

Required courses (12 credits):

- CSHSPMG 2200 Introduction to Healthcare Environmental and Hospitality Services – 3hrs
- CSHSPMG 3200 Infection Prevention in Healthcare and Hospitality – 3hrs
- CSHSPMG 3191-02 Healthcare Environmental Services Internship – 3hrs
- CSHSPMG 4200 Consumer Experience in Healthcare and Hospitality Services – 3hrs

The academic program coordinator in the College of Education and Human Ecology must approve the Certificate Program Form. The student must file the approved form with a college or school counselor. For further information about the certificate program, contact the college.

Learning outcomes:
1. Effectively recognize, interpret, and assess key healthcare business problems
2. Recognize and assess key infection prevention problems in healthcare and hospitality facilities
3. Understanding different healthcare departments and different non-medical positions in healthcare facilities
4. Implement Customer Experience Management systems and strategies in the healthcare organizations.

Healthcare Environmental and Hospitality Services certificate program guidelines

Eligible candidates

Appropriate candidates for this program include:

- Persons who are currently employed in the hospitality, healthcare or related service industries
- Persons who are not currently employed in the hospitality, healthcare or related service industries, but are seeking to re-enter the workforce
- OSU students in majors not related to service and healthcare industry
- Other applicants with special circumstances will be considered

Requirements:

- High School Degree
- 2.0 GPA
- U.S. citizen or permanent resident
- C- or better grades in all courses

Cost

The total cost of the program is based on 12 credit hours and a current OSU distance education undergraduate tuition and fees per credit hour.

How to Apply

Potential candidates should complete the application, provide a resume or CV, a letter of recommendation and a letter of intent discussing the ability to complete the program.

- Step 1: Contact HM admission specialist – HEHS@osu.edu
- Step 2: https://odee.osu.edu/apply-now

Course Delivery

Courses are delivered in online mode. For further information about the course delivery in the specific semester, contact the college.

Credit hours required

A minimum of 12 credit hrs.

Transfer credit hours allowed

Not permitted. 100% of applied courses must be taken at Ohio State.

College of Education and Human Ecology
Department of Human Sciences
Undergraduate Student Services
A100 PAES Building, 305 W. 17th Ave Columbus, OH 43210
614-292-9261
http://ehe.osu.edu/
2/15/19
From: Barringer, Sheryl <barringer.11@osu.edu>
Sent: Thursday, January 3, 2019 5:23 PM
To: Folden, H <folden.1@osu.edu>
Subject: RE: Course Concurrence Request

The completed form is attached.

From: Folden, H <folden.1@osu.edu>
Sent: Thursday, January 3, 2019 12:12 PM
To: Barringer, Sheryl <barringer.11@osu.edu>
Subject: Course Concurrence Request

Good Afternoon Dr. Barringer,

The faculty in the Hospitality Management Program Area in the Department of Human Science is proposing a certificate in Healthcare Environmental Services. This certificate is designed to prepare hospitality and healthcare professionals for a meaningful future in leadership positions in healthcare environmental services departments. Candidates in this program will receive 12 credit hours (4 courses) of undergraduate classes. See attachments for additional information.

One of the required courses in this certificate is CSHSPMG 3200: Infection Prevention in Healthcare and Hospitality. This course has been created by a faculty member in the Human Nutrition Program Area, also in the Department of Human Sciences.

We would appreciate your concurrence of this course. Please let us know your decision by 01.18.2019.

Thank you and best wishes.

Gene

H. Eugene Folden, Ph.D.
Associate Professor, Clinical
Director of Curriculum
Chair, Graduate and Undergraduate Studies
Department of Human Sciences
College of Education and Human Ecology
1787 Neil Avenue
201 Campbell Hall
Columbus, OH 43210
614-292-5676
Folden.1@osu.edu
Gene,
I am happy to support your request. Please see attached. Good luck with this exciting new venture!

Cindy

Cindy Anderson, PhD, RN, APRN-CNP, ANEF, FAHA, FNAP, FAAN
Associate Professor
Associate Dean for Academic Affairs and Educational Innovation
Martha S. Pitzer Center for Women, Children and Youth
The Ohio State University College of Nursing
346 Newton Hall
1585 Neil Avenue
Columbus, Ohio 43210
Phone: 614-292-4179; Fax 614-292-4948
Email: Anderson.2765@osu.edu

Good Afternoon Dean Anderson (Cindy),
The faculty in the Hospitality Management Program Area in the Department of Human Science is proposing a certificate in Healthcare Environmental Services. This certificate is designed to prepare hospitality and healthcare professionals for a meaningful future in leadership positions in healthcare environmental services departments. Candidates in this program will receive 12 credit hours (4 courses) of undergraduate classes. See attachments
for additional information.

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We would appreciate your concurrence of this course. Please let us know your decision by 01.18.2019.

Thank you and best wishes.

Gene

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1787 Neil Avenue
201 Campbell Hall
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614-292-5676
Folden.1@osu.edu
From: Folden, H
Sent: Thursday, January 3, 2019 12:11 PM
To: Bisesi, Michael <bisesi.12@osu.edu>
Subject: Course Concurrence Request

Good Afternoon Dean Bisesi (Michael),

The faculty in the Hospitality Management Program Area in the Department of Human Science is proposing a certificate in Healthcare Environmental Services. This certificate is designed to prepare hospitality and healthcare professionals for a meaningful future in leadership positions in healthcare environmental services departments. Candidates in this program will receive 12 credit hours (4 courses) of undergraduate classes. See attachments for additional information.

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Thank you and best wishes.

Gene

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