



## **MASTER'S OF HEALTHCARE ADMINISTRATION CAPSTONE OVERVIEW**

### **What is a Capstone?**

The number one question I get from students - what really are the requirements for the final capstone project? It is really difficult to give you one example of a project because they are all different. Essentially, you will be responsible to lead a major project at an organization under the direction of an organizational mentor. This project should be something that you would not normally do in your daily activities, for example, developing your yearly budget would not be an appropriate project. You will create a project timeline with defined goals/objectives, a weekly progress report, weekly student reflection journal, abstract, capstone project summary paper, annotated bibliography, project presentation, and answer program oral questions. You will put the entire project together via an Executive Portfolio.

Brainstorming and paper work starts in Capstone I (see Table 1). Once you start the capstone project - you will be developing your own workplace/schedule with your mentor to complete the project. In this timeline you will draft goals and objectives to complete in your project. Essentially your project should run over the course of the semester that you take Capstone II.

At the start of the semester, the faculty will meet virtually with the student and mentor to discuss the project and expectations. From there, the student and mentor should develop the project timeline. That timeline is submitted to faculty for feedback/thoughts. You will be checking in with faculty at least monthly via the threads in Capstone II. You can check in more frequently, but this project should progress according to the project timeline that you and your mentor determined to complete the project.

The final project will consist of: MSUM approved title page, table of contents, abstract, capstone project summary, project timeline, weekly progress reports, weekly student reflection journals, PowerPoint presentation, annotated bibliography, and competency reflection assessment. All of these should be contained and formatted within the professional executive portfolio per the expectations laid out in the classroom.

The Capstone experience is your final graduate scholarly project. Your work will focus on performing a literature review, working on the project, and interacting with your mentor/organization to progress through your project. The other activities will be completing and putting the portfolio together. The last step/activity should be presenting the presentation to your graduate committee (consisting of two graduate MSUM faculty).

You can do your capstone requirements in your organization or find an organization that is agreeable to host a student. In Capstone I, you identify the project, mentor, and complete an agency contract with the organization. You will also utilize software called CastleBranch to complete these activities: federal background check, Minnesota background check (if capstone will occur in Minnesota), enter and verify immunizations, and complete HIPAA privacy training. You will also complete online Collaborative Institutional Training Initiative (CITI) – Institutional Review Board (IRB) training in Capstone I. You will start your literature review and project goals in Capstone I, allowing feedback to help you move into Capstone II.

Students may also participate in an applied research project with faculty, if there is a topic/project available. Students should reach out to the MHA Program Coordinator for more details.

Finally, students may participate in study abroad trip and substitute two credits into MHA 692B. Students would complete the remaining one credit of MHA 692B by completing a smaller project. Students should reach out to the MHA Program Coordinator for more details.

Some topics of past student capstone projects:

- Redesigning patient education materials with electronic referral creation within the EHR
- Business plan for a new service and/or service line
- Proposal regarding staffing matrix/guidelines
- Any type of process improvement project that involves key stakeholders – identify gaps in current practice and propose a solution.
- Designing and implementing employee engagement programs
- Cost analysis of current product utilization – propose alternate products
- Cost analysis of service lines – identify and propose solutions to improve ROI and/or increase operating margins
- Strategic proposals related to improving a service line
- Implementing community education programs
- Ipad Initiative for Skilled Nursing Facility
- Implement Eating Disorder Clinic
- Improve Outcome Data Collection for Adult Weight Loss Program
- Emergency Department Workflow Redesign

- Developing a Recruitment and Retention Program
- Reduce Hospital Associated Infections through Analysis of Environmental Cleaning, Hand Hygiene and Product Analysis
- Administrator Engagement: An Action Plan for Success
- Going from Good to Great- Increasing Patient Satisfaction Scores
- Workload Reduction through Automation

See Table 1 for Capstone Overview:

**Table 1**

*Capstone Overview and Responsibilities*

<b>Student Responsibilities</b>	<b>Mentor Responsibilities</b>	<b>Faculty Responsibilities</b>	<b>When Occurs</b>
Identifies project plan/idea and mentor/organizational site.	Agrees to mentor student	Verifies- sends organizational contracts	MHA 692A
Completes Capstone Information Sheet; Ensures organizational contract is signed/completed prior to project start.	Facilitates signing of contract/organizational approval.	Verifies	Contracts should be signed/verified in MHA 692A. <b>Cannot start MHA 692B without verified contract!</b>
CastleBranch Completion – verify/enter immunizations, background checks (Federal - all and MN – if capstone organization is in MN), HIPAA privacy Training	NA	Verifies	<b>MHA 692A -Cannot start MHA 692B without completed Castlebranch activities!</b>
Completes Collaborative Institutional Training Initiative (CITI) – Institutional Review Board (IRB) training	NA	Verifies	MHA 692A
Starts Literature Review/Annotated Bibliography	NA	NA	MHA 692A
Enters committee selection via Graduate Dashboard.	NA	Committee Chair –MHA 692B Faculty Committee Member – chair makes suggestion to student.	MHA 692B

<b>Student Responsibilities</b>	<b>Mentor Responsibilities</b>	<b>Faculty Responsibilities</b>	<b>When Occurs</b>
		MHA Coordinator Approves	
Enters Final Discourse (Topic Approval) via Graduate Dashboard.	NA	MHA Coordinator Approves	MHA 692B
Participates in student/mentor/faculty call	Participates in student/mentor/faculty call	Participates in student/mentor/faculty call	First weeks of MHA 692B
Creates a plan for the project including a detailed timeline with identified tasks and desired operational and/or strategic goals. Plan developed with mentor. Submitted to faculty in first weeks of semester for feedback.	Helps develop timeline with student.	Reviews timeline at start of semester; provides feedback/suggestion to student. Reviews project timeline in Executive Portfolio.	First Weeks of MHA 692B
Weekly progress report completion – aligns with project timeline. Discusses progress report with mentor. Submits progress report to faculty mid-semester for review/feedback.	Review progress report, provides feedback/direction on project to student.	Review mid-semester submission of progress report – feedback provided. Reviews final progress report in Executive Portfolio.	MHA 692B
Regular contact (at least weekly) with mentor regarding the project including any concerns or issues. Checks into classroom (completes discussion posts) and faculty with any issues/concerns throughout MHA 692B.	Regular contact with student (at least weekly)/faculty (as needed) regarding the project including any concerns or issues.	Act on any concerns or issues.	MHA 692B
Weekly entry into reflective journal.	NA	Final evaluation of journal in Executive Portfolio submission.	MHA 692B

<b>Student Responsibilities</b>	<b>Mentor Responsibilities</b>	<b>Faculty Responsibilities</b>	<b>When Occurs</b>
Development of final presentation, (see executive portfolio requirements). Select a date/time to present via Google Docs link that faculty lists (verify with mentor – he/she must be present). Delivery presentation on agreed upon date/time.	Review final presentation and attend final presentation.	Sends Google Docs with dates/times. Send invite for presentation with virtual meeting link. Chair and committee member attend presentation.	MHA 692B
Peregrine Competency Outbound Exam – completes 250 question comprehensive exam to provide data on competency level under program domains and competencies.	NA	Reviews results with student at final presentation.	MHA 692B
Submits Executive Portfolio at the completion of the project after presentation. See requirements of Executive Portfolio in MHA 692B.	NA	Grades portfolio for final grade.	MHA 692B
Completes Student Capstone Survey.	NA	Verifies	MHA 692B
NA	Completes Mentor Survey sent by MHA Coordinator	Verifies	MHA 692B
Enters Written Comprehensive Examination in Graduate Dashboard. This is your portfolio and comprehensive exam.	NA	MHA Coordinator Approves	MHA 692B - end
Enters Oral Defense in Graduate Dashboard.	NA	MHA Coordinator Approves	MHA 692B - end
Enters Commencement information in Graduate Dashboard.	NA	MHA Coordinator Approves	MHA 692B - end
Enters Degree Completion Graduate Dashboard.	NA	MHA Coordinator Approves	MHA 692B - end

