Health Information Management – BS Degree
Department of Health Administrative Services

Program Evaluation Report
2013-2014 Academic Year

Program Goal #1
Program graduates will demonstrate the HIM entry-level competencies.

Standard/Outcome
A. 80% of all HIM graduates taking the RHIA certification examination will pass on the first writing.

Evaluation Method
1. Annual review of the RHIA certification examination results to analyze student performance in each knowledge area in comparison to overall performance.

Results:
- The Certificate commission has been delayed in reporting to the program our full year certification examination results from the 13-14 academic year. This report includes results from the first three quarters of the year. Because we do not have a full year of data making curriculum changes based on these results is difficult to determine what might need to be done and where.
- 11 of 13 first-time students passed the RHIA examination during the first three quarters of the reporting year or 85%.
- Students’ scores are reflected below for each quarterly report:

<table>
<thead>
<tr>
<th>Domain</th>
<th>1st Qtr</th>
<th>2nd Qtr</th>
<th>3rd Qtr</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>24.00/22.56</td>
<td>26.50/25.67</td>
<td>22.00/21.89</td>
</tr>
<tr>
<td>2</td>
<td>10.00/9.50</td>
<td>15.00/13.33</td>
<td>11.60/12.04</td>
</tr>
<tr>
<td>3</td>
<td>24.00/23.50</td>
<td>26.00/23.07</td>
<td>22.60/23.17</td>
</tr>
<tr>
<td>4</td>
<td>35.00/29.50</td>
<td>39.00/33.97</td>
<td>33.00/34.06</td>
</tr>
<tr>
<td>5</td>
<td>18.00/17.00</td>
<td>18.00/16.23</td>
<td>16.10/16.36</td>
</tr>
<tr>
<td>6</td>
<td>7.00/5.00</td>
<td>7.50/6.34</td>
<td>6.20/6.35</td>
</tr>
<tr>
<td>Total</td>
<td>118.00/107.50</td>
<td>132.00/113.66</td>
<td>111.50/113.86</td>
</tr>
</tbody>
</table>

- Responsive/Corrective Action:
The third quarter test results show that our program graduates are testing slightly below the national average in most domain areas and the total scores which is a concerning trend, and we had two students in this quarter that were unsuccessful on the RHIA certification examination. One student completed our post-baccalaureate program and the other student transferred to our BS program with their associate degree in HIM completed elsewhere – these student forget that they need to study all of the curriculum requirements and not just the management portion. The program just completed a curriculum evaluation to reflect the new model curriculum and will be implementing this changes during the 2014-2015 and 2015-2016 academic years. These changes may help improve these scores but until we have the full year of aggregated data we are hesitant to make any major changes.

Follow-Up:
Program Director will continue to monitor these results and reassess the results when the full year report is received from the certification commission and then make adjustments to curriculum if needed.

B. 80% or more of the HIM areas of practice in exit surveys will show that the program was average to high quality.

Evaluation Method
1. Detailed exit surveys are conducted annually and the results are analyzed and shared with the Program Advisory Committee.

Results:
- 11/20 responses were received; surveys were sent to students using Survey Monkey by the program administrative assistant. These surveys were emailed to the student, then reminder emails were sent about every 2 weeks asking for participation for a 2 month period. Students ranked their overall satisfaction with the curriculum 3.91 (on a 4 point scale). The Domain level curriculum satisfaction averages were as follows: Domain 1 3.82; Domain 2 3.55; Domain 3 3.64; Domain 4 3.82; Domain 5 3.91; and Domain 6 3.82 (on a 4 point scale) on exit surveys, or 100% above average.

Responsive/Corrective Action:
None needed at this time.

C. 80% or more of the subject areas of the graduate surveys will show adequate instruction.

Evaluation Method
1. Detailed graduate surveys are conducted annually and the results are analyzed and shared with the Program Advisory Committee.

Results:
- 1/12 responses were received; surveys were students using Survey Monkey by the program administrative assistant. These surveys were emailed to the student, then reminder emails were sent about every 2 weeks asking for participation for a 2 month period. Students ranked their overall satisfaction with the curriculum 4.0 (on a 4 point scale) and overall satisfaction with the program 3.0 (on a 4 point scale) on graduate surveys, or above average.

Responsive/Corrective Action:
We need to improve the response rate for this survey. It is impossible to make any sound decisions based on the feedback of one student.

D. Employers will express adequate to excellent competence or unimportant regarding HIT skills expected of entry-level health information technicians.

Evaluation Method
1. Employee surveys are administered to area employers by HIM Program Director annually and the results are shared with the Program Advisory Committee.

Results:
- 1/1 responses were received – these included responses from employers identified by the graduates only. Surveys were students using Survey Monkey by
the program administrative assistant. These surveys were emailed to the
student, then reminder emails were sent about every 2 weeks asking for
participation for a 2 month period. Employers ranking of our students
competency at the domain level was as follows:

- Domain 1 3.0
- Domain 2 2.0
- Domain 3 3.0
- Domain 4 4.0
- Domain 5 3.0
- Domain 6 4.0
- Domain 7 4.0
- Overall assessment of competency 3.0

**Responsive/Corrective Action:**
We need to improve the response rate for this survey. It is impossible to make
any sound decisions based on the feedback of one employer.
Competency of graduates by employers is still being rated as above average
using a 4-point scale.

**Responsive/Corrective Action:**
None needed at this time. Scores are above average.

C. 80% or more of the subject areas of the graduate surveys will show that
instruction was satisfactory.

**Evaluation Method**
1. Detailed graduate surveys are conducted annually and the results are analyzed and shared
with the Program Advisory Committee.

**Results:**
- 6/12 responses were received; surveys were sent to students using Survey
  Monkey by the program administrative assistant. These surveys were emailed to
  the student, then reminder emails were sent about every 2 weeks asking for
  participation for a 2 month period. Students ranked their overall satisfaction with
  the curriculum 3.83 (on a 4 point scale) and overall satisfaction with the program
  3.83 (on a 4 point scale) on graduate surveys, or 100% slightly above average.

**Responsive/Corrective Action:**
Graduate satisfaction with the curriculum and program has improved from last
year's report so no corrective action in needed. Continue to work on survey
response rates.

D. Employers will express adequate to excellent competence or unimportant
regarding HIM skills expected of entry-level health information administrators.

**Evaluation Method**
1. Employee surveys are administered to area employers by the HIM Program Director annually
and the results are shared with the Program Advisory Committee.

**Results:**
- 5/12 responses were received – these included responses from employers
  identified by the graduates only. Surveys were students using Survey Monkey by
  the program administrative assistant. These surveys were emailed to the
  student, then reminder emails were sent about every 2 weeks asking for
participation for a 2 month period. Employers ranking of our students competency at the domain level was as follows:

- Domain 1 3.4
- Domain 2 3.0
- Domain 3 3.4
- Domain 4 3.25
- Domain 5 3.8
- Domain 6 3.2
- Overall assessment of competency 3.4

Competency of graduates by employers is still being rated as above average using a 4-point scale and this has improved in the individual domain areas from last year’s assessment.

**Responsive/Corrective Action:**
Ratings have improved from the previous year and are above average. Continue to work on survey response rates.

**Program Goal #2**
The HIM curriculum will include, at minimum, the required knowledge clusters with content and experiences to enable students to meet current entry-level competencies.

**Standard/Outcome**
A. 80% of all HIM graduates taking the RHIA certification examination will pass on the first writing.

**Evaluation Method**
1. AHIMA Domains, subdomains and tasks and knowledge cluster content assessments are reviewed annually by the HIM faculty and Program Advisory Committee.

**Follow-up from 12-13 report:**
An additional assignment that requires analysis of an organizations revenue cycle data has been added to HIM 2330. In HIM 2000 student are working with the licensure rules and accreditation standards in a more applied manner. HIM 3400 has been updated to require more data analysis by the students and HIM 3500 is requiring more analysis of published literature has suggested in last year’s report. All other changes as indicated in last year’s report have been made to the curriculum.

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Follow-Up:
Program Director will continue to monitor these results and reassess the results when the full year report is received from the certification commission and then make adjustments to curriculum if needed.

B. 80% or more of the responses on the HIM graduate survey will show good to excellent preparation for their current position.

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