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

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

Evaluation Method
1. Annual review of the RHIT certification examination will pass on the first writing.
   Follow-up from 12-13 report:
   Exam score were all at or above the national average in all exam content areas, so not follow-up needed. Program director will continue to monitor exam scores.

Results:
- 14 of 15 first-time students sat for and passed the RHIT certification examination, or 93%.
- Students scored at or above the national average in all exam content.
- Scores by Domain:
  - Domain 1 WSU 21.87; National Average 18.23
  - Domain 2 WSU 15.93; National Average 14.66
  - Domain 3 WSU 16.47; National Average 14.66
  - Domain 4 WSU 12.13; National Average 10.05
  - Domain 5 WSU 12.67; National Average 10.91
  - Domain 6 WSU 10.93; National Average 10.23
  - Domain 7 WSU 8.80; National Average 7.84
  - Overall WSU 98.80; National Average 86.58
- Responsive/Corrective Action:
  None needed at this time. Scores are above average.

B. 80% or more of the HIT areas of practice in exit survey 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:
- 3/12 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 4.0 (on a 4 point scale). The Domain level curriculum satisfaction averages were as follows: Domain 1 4.0; Domain 2 3.67; Domain 3 3.67;
Domain 4 4.0; Domain 5 3.67; Domain 6 3.0; and Domain 7 3.33 (on a 4 point scale) on exit surveys, or 100% above average. The Domain 6 scores are somewhat lower than previous years, so the program will watch these scores to see if this trend continues.

**Responsive/Corrective Action:**
Monitor student satisfaction in the legal content area to see if this lower trend in scores continues and make appropriate changes as deemed necessary.

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.

**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 HIT graduates taking the RHIT 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 HIT 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. These changes have made a difference in the certification examination scores.

**Results:**
- 14 of 15 first-time students sat for and passed the RHIT certification examination, or 93%.
- Students scored at or above the national average in all exam content.
- Scores by Domain:
  - Domain 1 WSU 21.87; National Average 18.23
  - Domain 2 WSU 15.93; National Average 14.66
  - Domain 3 WSU 16.47; National Average 14.66
  - Domain 4 WSU 12.13; National Average 10.05
  - Domain 5 WSU 12.67; National Average 10.91
  - Domain 6 WSU 10.93; National Average 10.23
  - Domain 7 WSU 8.80; National Average 7.84
  - Overall WSU 98.80; National Average 86.58
- The program has added three additional upper division courses this year to provide an avenue for all students to prepare and advance their knowledge base in the areas of clinical documentation improvement, advanced coding, and advanced revenue cycle. These courses will help students prepare for advanced certifications like, CDIP, CCS, and CCS-P.
- The technical PPE course HIM 2861 has been changed so that students are meeting as a group with the program faculty member and PPE site preceptors. Students are exposed to many HIM departments and settings. The settings were chosen based on what they had to best offer students. Students have modules that are completed during the rotations and also benefit from the knowledge and perspective of each preceptor that they encounter while at each facility. These preceptors not only provide necessary information for the practicum, but also impart of their wisdom and give valuable advice and perspective to students. Rotations include clinical documentation improvement at a healthcare facility using a model with heavy involvement in the CDI program by HIM professionals; all HIM departmental functions (analysis, physician deficiencies, MPI, release of information, coding, etc); cancer registry at a cancer specialty hospital managed by an RHIT; scanning and indexing at a regional scanning center for a large
hospital corporation; release of information from a ROI vendor; record storage is experienced at a large retention center unique to one healthcare organization with both the director of the center and the corporate HIM director as preceptors; quality improvement and interdepartmental teams with a facility HIM director; presentations by a hospital unit clerk, billing specialist, and birth certificate clerk. These rotations also include an interview with an HIM Director at a facility level and an organizational level, as well as opportunities for students to ask questions of all directors that they encounter at the different facilities.

**Responsive/Corrective Action:**
Continue to monitor RHIT exam results to see if curriculum changes are needed. Verify that curriculum changes as outlined above have been made to each course respectively.

**Follow-Up:**
Program Director will verify curriculum changes have been made; continue to monitor these results and make adjustments to curriculum if needed.

B. 80% or more of the subject areas of the graduate surveys will show good to excellent preparation for their current position.

**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.

C. 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 completed 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.