

Weber State University  
Annual Assessment of Evidence of Learning

Cover Page

Department/Program: Health Information Management BS degree  
Academic Year of Report: 2016/17 (Summer 2016, Fall 2016, Spring 2017)  
Date Submitted: 11/22/17  
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**A. Brief Introductory Statement:**

Please review the Introductory Statement and contact information for your department or academic program displayed on the assessment site: <http://www.weber.edu/portfolio/departments.html> - if this information is current, please place an 'X' below. No further information is needed. We will indicate "Last Reviewed: [current date]" on the page.

**Information is current; no changes required.**

**Information is not current; updates below.**

Update:

## **B. Mission Statement**

Please review the Mission Statement for your department or academic program displayed on the assessment site:

<http://www.weber.edu/portfolio/departments.html> - if it is current, please indicate as much; we will mark the web page as “Last Reviewed [current date]”. No further information is needed.

If the information is not current, please provide an update:

**Information is current; no changes required.**

**Information is not current; updates below.**

Update:

### **C. Student Learning Outcomes**

Please review the Student Learning Outcomes for your academic program displayed on the assessment site:

<http://www.weber.edu/portfolio/departments.html> - if they are current, please indicate as much; we will mark the web page as “Last Reviewed [current date]”. No further information is needed.

If they are not current, please provide an update:

**Information is current; no changes required.**

**Information is not current; updates below.**

#### Updated Measurable Learning Outcomes

At the end of their study at WSU, students in this program will:

- 1) ...
- 2) ...
- 3) ...
- 4) ...
- 5) ...
- 6) etc.

### D. Curriculum

Please review the Curriculum Grid for your department or academic program displayed on the assessment site:

<http://www.weber.edu/portfolio/departments.html> - if it is current, please indicate as much; we will mark the web page as “Last Reviewed: [current data]”. No further information is needed.

If the curriculum grid is not current, please provide an update:

**Information is current; no changes required.**

**Information is not current; updates below**

| Domain I: Data Content, Structure & Standards (Information Governance) | HIM Competency   | Course Number |
|--|--|---------------|
| <i>Subdomain I.A Classification Systems</i>                            |  |               |
|  | Evaluate, implement and manage electronic applications/systems for clinical classification and coding (5)  | HIM 3000      |
|  | Identify the functions and relationships between healthcare classification systems (3)   | HIM 2500      |
|  | Map terminologies, vocabularies and classification systems (4)   | HIM 2500      |
|  | Evaluate the accuracy of diagnostic and procedural coding (5)  | HIM 2320      |
| <i>Subdomain I.B Health Record Content &amp; Documentation</i>         |  |               |
|  | Verify that documentation in the health record supports the diagnosis and reflects the patient's progress, clinical findings, and discharge status (4) | HIM 2000      |
|  | Compile organization-wide health record documentation guidelines (6)   | HIM 4100      |
|  | Interpret health information standards (5)   | HIM 4100      |
| <i>Subdomain I.C Data Governance</i>                                   |  |               |
|  | Format data to satisfy integration needs (4)   | HIM 3450      |
|  | Construct and maintain the standardization of data dictionaries to meet the needs of the enterprise (6)  | HIM 2500      |

|  |   |               |
|--|---|---------------|
|  | Demonstrate compliance with internal and external data dictionary requirements (3)  | HIM 3450      |
|  | Advocate information operability and information exchange (5)   | HIM 3450      |
| <i>Subdomain I.D Data Management</i>   |   |               |
|  | Analyze information needs of customers across the healthcare continuum (4)  | HIM 2500      |
|  | Evaluate health information systems and data storage design (5)   | HIM 3400      |
|  | Manage clinical indices/databases/ registries (5)   | HIM 3450      |
|  | Apply knowledge of database architecture and design to meet organizational needs (3)  | HIM 3400      |
|  | Evaluate data from varying sources to create meaningful presentations (5)   | HIM 3550      |
| <i>Subdomain I.E Secondary Data Sources</i>  |   |               |
|  | Validate data from secondary sources to include in the patient's record, including personal health records (3)                              | HIM 2500      |
| <b>Domain II: Information Protection: Access, Disclosure, Archival, Privacy &amp; Security</b> | HIM Competency  | Course Number |
| <i>Subdomain II.A Health Law</i>   |   |               |
|  | Identify laws and regulations applicable to health care (3)   | HIM 2250      |
|  | Analyze legal concepts and principles to the practice of HIM (4)  | HIM 2250      |
| <i>Subdomain II.B Data Privacy, Confidentiality &amp; Security</i>                             |   |               |
|  | Analyze privacy, security, and confidentiality policies and procedures for internal and external use and exchange of health information (4) | HIM 2250      |
|  | Recommend elements included in the design of audit trails and data quality monitoring programs (5)  | HIM 3000      |
|  | Collaborate in the design and implementation of risk assessment, contingency planning, and data recovery procedures (4)                     | HIM 4100      |
|  | Analyze the security and privacy implications of mobile health technologies (4)   | HIM 3000      |
|  | Develop educational programs for employees in privacy, security, and confidentiality (6)  | HIM 4100      |

|  |  |               |
|--|--|---------------|
| <i>Subdomain II.C Release of Information</i>                     |  |               |
|  | Create policies and procedures to manage access and disclosure of personal health information (6)  | HIM 2250      |
|  | Protect electronic health information through confidentiality and security measures, policies, and procedures (3)                                  | HIM 2250      |
| <b>Domain III: Informatics, Analytics and Data Use</b>           | HIM Competency   | Course Number |
| <i>Subdomain III.A Health Information Technologies</i>           |  |               |
|  | Utilize technology for data collection, storage, analysis, and reporting of information (3)  | HIM 3400      |
|  | Assess systems capabilities to meet regulatory requirements (5)  | HIM 3450      |
|  | Recommend device selection based on workflow, ergonomic and human factors (5)  | HIM 3450      |
|  | Take part in the development of networks, including intranet and Internet applications (4)   | HIM 3400      |
|  | Evaluate system architecture, database design, data warehousing (5)  | HIM 3400      |
|  | Create the electronic structure of health data to meet a variety of end user needs (6)   | HIM 3550      |
| <i>Subdomain III.B Information Management Strategic Planning</i> |  |               |
|  | Take part in the development of information management plans that support the organization's current and future strategy and goals (4)             | HIM 2500      |
|  | Take part in the planning, design, selection, implementation, integration, testing, evaluation, and support of health information technologies (4) | HIM 3450      |
| <i>Subdomain III.C Analytics and Decision Support</i>            |  |               |
|  | Apply analytical results to facilitate decision-making (3)   | HIM 3450      |
|  | Apply data extraction methodologies (3)  | HIM 3550      |
|  | Recommend organizational action based on knowledge obtained from data exploration and mining (5)   | HIM 3550      |

|   |   |          |
|---|---|----------|
|   | Analyze clinical data to identify trends that demonstrate quality, safety, and effectiveness of healthcare (4)          | HIM 3550 |
|   | Apply knowledge of database querying and data exploration and mining techniques to facilitate information retrieval (3) | HIM 3550 |
|   | Evaluate administrative reports using appropriate software (5)  | HIM 3200 |
| <i>Subdomain III.D Health Care Statistics</i>                   |   |          |
|   | Interpret inferential statistics (5)  | HIM 3200 |
|   | Analyze statistical data for decision making (4)  | HIM 3200 |
| <i>Subdomain III.E Research Methods</i>                         |   |          |
|   | Apply principles of research and clinical literature evaluation to improve outcomes (3)                                 | HIM 3500 |
|   | Plan adherence to Institutional Review Board (IRB) processes and policies (3)   | HIM 3500 |
| <i>Subdomain III.F Consumer Informatics</i>                     |   |          |
|   | Educate consumers on patient-centered health information technologies (3)   | HIM 2500 |
| <i>Subdomain III.G Health Information Exchange</i>              |   |          |
|   | Collaborate in the development of operational policies and procedures for health information exchange (4)               | HIM 3450 |
|   | Conduct system testing to ensure data integrity and quality of health information exchange (6)                          | HIM 3450 |
|   | Differentiate between various models for health information exchange (5)  | HIM 3450 |
| <i>Subdomain III.H Information Integrity &amp; Data Quality</i> |   |          |
|   | Discover threats to data integrity and validity (3)   | HIM 3000 |
|   | Implement policies and procedures to ensure data integrity internal and external to the enterprise (3)                  | HIM 3450 |
|   | Apply quality management tools (3)  | HIM 3300 |

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|   | Perform quality assessment including quality management, data quality, and identification of best practices for health information systems (4) | HIM 3300      |
|   | Model policy initiatives that influence data integrity (3)   | HIM 2500      |
| <b>Domain IV: Revenue Management</b>                    | HIM Competency   | Course Number |
| <i>Subdomain IV.A Revenue Cycle and Reimbursement</i>   |  |               |
|   | Manage the use of clinical data required by various payment and reimbursement systems (5)  | HIM 2330      |
|   | Take part in selection and development of applications and processes for chargemaster and claims management (4)                                | HIM 2330      |
|   | Apply principles of health finance for revenue management (3)  | HIM 2330      |
|   | Implement processes for revenue cycle management and reporting (3)   | HIM 4100      |
| <b>Domain V: Compliance</b>                             | HIM Competency   | Course Number |
| <i>Subdomain V.A Regulatory</i>                         |  |               |
|   | Determine processes for compliance with current laws and standards related to health information initiatives and revenue cycle (5)             | HIM 4100      |
|   | Appraise current laws and standards related to health information initiatives (5)  | HIM 3300      |
| <i>Subdomain V.B Coding</i>                             |  |               |
|   | Construct and maintain processes, policies, and procedures to ensure the accuracy of coded data based on established guidelines (6)            | HIM 2500      |
|   | Manage coding audits (5)   | HIM 2500      |
|   | Identify severity of illness and its impact on healthcare payment systems (3)  | HIM 2330      |
| <i>Subdomain V.C Fraud Surveillance</i>                 |  |               |
|   | Determine policies and procedures to monitor abuse or fraudulent trends (5)  | HIM 2330      |
| <i>Subdomain V.D Clinical Documentation Improvement</i> |  |               |

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|---|---|----------------------|
|   | Implement provider querying techniques to resolve coding discrepancies (3)  | HIM 2300             |
|   | Create methods to manage present on admission, hospital acquired conditions, or other CDI components (6)            | HIM 2300             |
| <b>Domain VI: Leadership</b>                                | HIM Competency  | Course Number        |
| <i>Subdomain VI.A Leadership Roles</i>                      |   |                      |
|   | Discover personal leadership style using contemporary leadership theory and principles (3)                          | HAS 3260             |
|   | Build effective teams (6)   | HIM 3300             |
|   | Take part in enterprise-wide committees (4)   | HAS 4860             |
|   | Take part in effective negotiating and use influencing skills (4)   | HAS 3750             |
|   | Take part in effective communication through project reports, business reports, and professional communications (4) | HAS 3750             |
|   | Apply personnel management skills (3)   | HAS 3230             |
| <i>Subdomain VI.B Change Management</i>                     |   |                      |
|   | Interpret concepts of change management theories, techniques, and leadership (5)                                    | HAS 3260             |
| <i>Subdomain VI.C Work Design &amp; Process Improvement</i> |   |                      |
|   | Analyze workflow processes and responsibilities to meet organizational needs (4)                                    | HIM 3450             |
|   | Construct performance management measures (6)   | HIM 2500             |
|   | Demonstrate workflow concepts (3)   | HIM 2500             |
| <i>Subdomain VI.D Human Resource Management</i>             |   |                      |
|   | Evaluate staffing levels and productivity, and provide feedback to staff regarding performance (5)                  | HAS 3750<br>HAS 3240 |
|   | Ensure compliance with employment laws (5)  | HIM 2250             |
|   | Create and implement staff orientation and training programs (6)  | HAS 3240             |
|   | Benchmark staff performance data incorporating labor analytics (4)  | HAS 3750             |
|   |   | HAS 3230             |

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|   | Manage human resources to facilitate staff recruitment, retention, and supervision (5)   | HAS 3240 |
| <i>Subdomain VI.E Training &amp; Development</i>                |  |          |
|   | Evaluate initial and on-going training programs (5)  | HIM 2862 |
| <i>Subdomain VI.F Strategic &amp; Organizational Management</i> |  |          |
|   | Identify departmental and organizational survey readiness for accreditation, licensing, and/or certification processes (3)                     | HIM 4100 |
|   | Implement a departmental strategic plan (3)  | HIM 4100 |
|   | Apply general principles of management in the administration of health information services (3)  | HAS 3000 |
|   | Evaluate how healthcare policy-making both directly and indirectly impacts the national and global healthcare delivery system (5)              | HIM 3550 |
|   | Identify the different types of organizations, services, and personnel and their interrelationships across the health care delivery system (3) | HAS 3000 |
|   | Collaborate in the development and implementation of information governance initiatives (4)  | HIM 2500 |
|   | Facilitate the use of enterprise-wide information assets to support organizational strategies and objectives (4)                               | HIM 2500 |
| <i>Subdomain VI.G Financial Management</i>                      |  |          |
|   | Evaluate capital, operating, and/or project budgets using basic accounting principles (5)  | HAS 3750 |
|   | Perform cost-benefit analysis for resource planning and allocation(4)  | HAS 3750 |
|   | Evaluate the stages of the procurement process (5)   | HIM 3000 |
|   |  | HAS 3750 |
| <i>Subdomain VI. H. Ethics</i>                                  |  |          |
|   | Comply with ethical standards of practice (5)  | HIM 2250 |
|   | Evaluate the culture of a department (5)   | HIM 2250 |
|   | Assess how cultural issues affect health, healthcare quality, cost, and HIM (5)  | HIM 3260 |
|   | Create programs and policies that support a culture of diversity (6)   | HIM 2862 |

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| <i>Subdomain VI.I Project Management</i>                |   |          |
|   | Take part in system selection process (4)   | HIM 3450 |
|   | Recommend clinical, administrative, and specialty service applications (5)                    | HIM 3450 |
|   | Apply project management techniques to ensure efficient workflow and appropriate outcomes (3) | HIM 3450 |
|   | Facilitate project management by integrating work efforts (4)                                 | HIM 3450 |
| <i>Subdomain VI.J Vendor/Contract Management</i>        |   |          |
|   | Evaluate vendor contracts (5)   | HIM 4100 |
|   | Develop negotiation skills in the process of system selection (6)                             | HIM 3450 |
| <i>Subdomain VI.K Enterprise Information Management</i> |   |          |
|   | Manage information as a key strategic resource and mission tool (5)                           | HIM 2500 |

Bloom's Taxonomy

- 1 - Remember
- 2 - Understand
- 3 - Apply
- 4 - Analyze
- 5 - Evaluate
- 6 - Create

The HIM curriculum competencies are assessed using the Bloom's taxonomy listed above. In the HIM Competency (middle column) column in the above table the number in parentheses after the competency statement reflects the Bloom's level that the competency should be taught at in the HIM program.

## E. Assessment Plan

Please review the Assessment Plan for your department displayed on the assessment site: <http://www.weber.edu/portfolio/departments.html> - if the plan is current, please indicate as much; we will mark the web page as “Last Reviewed [current date]”. No further information is needed.

The site should contain an up-to-date assessment plan with planning going out a *minimum of three years* beyond the current year. Please review the plan displayed for your department at the above site. The plan should include a list of courses from which data will be gathered and the schedule, as well as an overview of the assessment strategy the department is using (for example, portfolios, or a combination of Chi assessment data and student survey information, or industry certification exams, etc.).

*Please be sure to include your planned assessment of any general education courses taught within your department.* This information will be used to update the General Education Improvement and Assessment Committee’s planning documentation.

Assessment plan:

### Health Information Management – BS Degree

Department of Health Administrative Services

#### Program Evaluation Plan

| <b>Goals</b>  | <b>Standards/Outcomes</b>   | <b>Evaluation Methods</b>   |
|---|---|---|
| 1. Program graduates will demonstrate the HIM entry-level competencies. | A. 80% of all HIM graduates taking the RHIA certification examination will pass on the first writing.   | <ul style="list-style-type: none"><li>• Annual review of the RHIA certification examination results to analyze student performance in each knowledge area in comparison with overall performance.</li></ul> |
|   | B. 80% or more of program graduates will rate the program as providing adequate preparation for the HIM profession.   | <ul style="list-style-type: none"><li>• Graduate surveys are administered by the Office of Institutional Effectiveness and results shared with the program of our graduates.</li></ul>                      |
|   | C. Employers will express adequate to excellent competence regarding technical skills expected of entry-level health information technicians by domain level. | <ul style="list-style-type: none"><li>• Employer surveys are completed by the HIM Program Director annually and the results are shared with the Program Advisory Committee.</li></ul>                       |

|  |  |  |
|--|--|--|
| <p>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.</p> | <p>Detailed assessment will occur at the subdomain level using the AHIMA Baccalaureate Degree Entry Level curricular competencies. See assessment by course as noted above. Data will be collected and reported on Domains 1, 3, and 5 in odd academic years (i.e., 2016-2017) and Domains 2, 4, and 6 in even academic years (i.e., 2017-2018). All competencies will be evaluated every two years.</p> | <ul style="list-style-type: none"> <li>• AHIMA Domains, subdomains, and knowledge cluster content assessment are reviewed annually by the HIM faculty and Program Advisory Committee.</li> </ul> |
|--|--|--|

10/24/2017

## F. Report of assessment results for the most previous academic year:

There are a variety of ways in which departments can choose to show evidence of learning. This is one example. The critical pieces to include are 1) what learning outcome is being assessed, 2) what method of measurement was used, 3) what the threshold for 'acceptable performance' is for that measurement, 4) what the actual results of the assessment were, 5) how those findings are interpreted, and 6) what is the course of action to be taken based upon the interpretation.

Evidence of Learning: Courses within the Major

### 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 will pass on the first writing.

**Follow-up from 15-16 report:**

**Exam score were all at or above the national average in all exam content areas, so no follow-up needed. Program director will continue to monitor exam scores.**

**Results:**

- 22 of 35 (63%) first-time students sat for and passed the RHIA certification examination. Nine of these students are in our BS degree in HIM, 3 of these students did not pass the RHIA on their first attempt, or 66%. Twenty-six of these students completed the Post-Baccalaureate HIM Certificate program, 10 of these students did not pass the RHIA on their first attempt, or 61.5%.
- All students' scores are trending below the national average in all exam content areas.

- **Responsive/Corrective Action:**

This is a new test blueprint and so not all students have benefited from the revisions made in the curriculum to reflect the new blueprint. The program has extensively reviewed the entire curriculum for both the BS degree program and the Post-Baccalaureate HIM Certificate program. All curriculum competencies have been mapped to the new curriculum to ensure coverage at the appropriate Bloom's level. A mock exam has been added for all students. Finally, the program has made a decision to not allow our Post-Baccalaureate HIM Certificate students to participate in the AHIMA early testing option as many students are trying to take the exam too quickly and are not being successful.

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

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

**Follow-up from 15-16 report:**

**We are still having problems getting graduate surveys returned, the data captured by the Office of Institutional Effectiveness graduate surveys is providing the program with some good data, but still feels inadequate.**

**Results:** 13/40 responses were received; surveys were sent to students using graduate survey process by the Office of Institutional Effectiveness. These surveys are sent to graduates immediately after their degree posts. One-hundred percent of students rated the quality of the HIM program, as related to their preparation, as an HIM professional as good to excellent.

**Responsive/Corrective Action:**

The response rate has improved significantly by using the Office of Institutional Effectiveness graduate survey, however we may add an exit survey into our program to try to capture additional data for 2017-2018.

C. Employers will express adequate to excellent competence or unimportant regarding HIM 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:**

6/18 employer surveys were received; the results received show that the 100% employer respondents rate our graduate's level of competency as adequate to excellent in regard to the entry-level student performance on the HIM competencies.

**Responsive/Corrective Action:**

No response needed at this time, as employers are satisfied with program graduates.

b. Evidence of Learning: High Impact Practices (HIPs)

List the activities you have within your academic program that you consider to be high impact. For key elements of high impact practices, see: [Key Elements of High-Impact Practices](#).

If you cannot identify any HIPs occurring within your academic program, please indicate that. Are you planning to incorporate HIPs in the near future?

Our HIM program students all participate in an instructor guided professional practice experience in their sophomore year and then in an individual management internship in their senior year. This experience allows the student to interact with HIM professionals in a variety of work settings.

c. Evidence of Learning: General Education Courses

| Domain I: Data Content, Structure & Standards (Information Governance) | HIM   | Course Number | Measure/Assignment                            | Threshold  | 2016-2017 Data                           | Evaluation   |
|--|---|---------------|---|--|--|--|
| <i>Subdomain I.A Classification Systems</i>                            |   |               |   |  |  |  |
|  | Evaluate, implement and manage electronic applications/systems for clinical classification and coding (5) | HIM 3000      | Electronic Health Record Selection - HIM 3000 | At least 90% of students will earn a score of 73% or higher. | 97.1 % of students scored 73% or higher. | Students are performing above our threshold at this time, no action needed.  |
|  | Identify the functions and relationships between healthcare classification systems (3)                    | HIM 2500      | NEEHR Perfect Assignment #3 - HIM 2500        | At least 90% of students will earn a score of 73% or higher. | 95.7% of students scored 73% or higher.  | Students are performing above our threshold at this time, no action needed.  |
|  | Map terminologies, vocabularies and classification systems (4)  | HIM 2500      | NEEHR Perfect Assignment #3 - HIM 2500        | At least 90% of students will earn a score of 73% or higher. | 95.7% of students scored 73% or higher.  | Students are performing above our threshold at this time, no action needed.  |
|  | Evaluate the accuracy of diagnostic and procedural coding (5)   | HIM 2320      | Surgical Cases Audit - HIM 2320               | At least 90% of students will earn a score of 73% or higher. | 50% of students scored 73% or higher     | An example of the audit process will be created and incorporated into the course to clarify instructions to students.        |
| <i>Subdomain I.B Health Record Content &amp; Documentation</i>         |   |               |   |  |  |  |
|  | Verify that documentation in the health record supports the diagnosis and reflects the patient's          | HIM 2000      | Quantitative Analysis Quiz - HIM 2000         | At least 90% of students will earn a score of 73% or higher. | 73.9% of students scored 73% or higher.  | The faculty for this course has made a slight change in points (modified 2 questions and deleted one) in this assignment. We |

|                                      |   |          |   |  |   |   |
|--------------------------------------|---|----------|---|--|---|---|
|                                      | progress, clinical findings, and discharge status (4)   |          |   |  |   | will continue to monitor this measure.  |
|                                      | Compile organization-wide health record documentation guidelines (6)                                    | HIM 4100 | Survey Result Action Plan - HIM 4100        | At least 90% of students will earn a score of 73% or higher. | 90.9% of students scored 73% or higher. | Students are performing above our threshold at this time, no action needed.   |
|                                      | Interpret health information standards (5)  | HIM 4100 | Survey Result Action Plan - HIM 4100        | At least 90% of students will earn a score of 73% or higher. | 90.9% of students scored 73% or higher. | Students are performing above our threshold at this time, no action needed.   |
| <i>Subdomain I.C Data Governance</i> |   |          |   |  |   |   |
|                                      | Format data to satisfy integration needs (4)  | HIM 3450 | Systems Conversion Assignment - HIM 3450    | At least 90% of students will earn a score of 73% or higher. | All students scored 73% or higher.      | Students are performing above our threshold at this time, no action needed.   |
|                                      | Construct and maintain the standardization of data dictionaries to meet the needs of the enterprise (6) | HIM 2500 | Data Dictionary Assignment - HIM 2500       | At least 90% of students will earn a score of 73% or higher. | 91.6% of students scored 73% or higher. | Students are performing above our threshold at this time, no action needed.   |
|                                      | Demonstrate compliance with internal and external data dictionary requirements (3)                      | HIM 3450 | ** HIM 3450                                 | At least 90% of students will earn a score of 73% or higher. | new measure 2017-2018                   |   |
|                                      | Advocate information operability and information exchange (5)   | HIM 3450 | Systems Conversion Assignment - HIM 3450    | At least 90% of students will earn a score of 73% or higher. | All students scored 73% or higher.      | Students are performing above our threshold at this time, no action needed.   |
| <i>Subdomain I.D Data Management</i> |   |          |   |  |   |   |
|                                      | Analyze information needs of customers across the healthcare continuum (4)                              | HIM 2500 | Data Governance Group Assignment - HIM 2500 | At least 90% of students will earn a score of 73% or higher. | 80.0% of students scored 73% or higher. | A grading rubric has been created for this assignment and the instructions updated to see if this will impact student performance on this assignment. |

|  |  |          |                             |  |                                      |   |
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|  |  |          |                             |  |                                      | Recorded lectures will be added to enhance student instruction in this topic.   |
|  | Evaluate health information systems and data storage design (5)                      | HIM 3400 | MS Access Part 1 - HIM 3400 | At least 90% of students will earn a score of 73% or higher. | 50% of students scored 73% or higher | This course is currently being taught by an adjunct instructor. This was the first time she has taught this course. She is aware of the issues and has worked to improve assignment instructions and was planning to record lectures for the students. If these results do not improve next year, a change in faculty may be necessary. |
|  | Manage clinical indices/databases/registries (5)                                     | HIM 3450 | ** HIM 3450                 | At least 90% of students will earn a score of 73% or higher. | new measure 2017-2018                |   |
|  | Apply knowledge of database architecture and design to meet organizational needs (3) | HIM 3400 | MS Access Part 2 - HIM 3400 | At least 90% of students will earn a score of 73% or higher. | 73% of students scored 73% or higher | This course is currently being taught by an adjunct instructor. This was the first time she has taught this course. She is aware of the issues and has worked to improve assignment instructions and was planning to record lectures for the students. If these results do not improve next year, a change in faculty may be necessary. |

|  |  |               |  |  |   |   |
|--|--|---------------|--|--|---|---|
|  | Evaluate data from varying sources to create meaningful presentations (5)                                      | HIM 3550      | Final Project - HIM 3550   | At least 90% of students will earn a score of 73% or higher. | 88.9% of students scored 73% or higher  | This result is slightly below the threshold and this is a new course in the curriculum. We will not make any changes at this time until we have more students complete this course to see if we have an issue.  |
| <i>Subdomain I.E<br/>Secondary Data Sources</i>                    |  |               |  |  |   |   |
|  | Validate data from secondary sources to include in the patient's record, including personal health records (3) | HIM 2500      | Patient Generated Data Discussion - HIM 2500                       | At least 90% of students will earn a score of 73% or higher. | 95.8% of students scored 73% or higher. | Students are performing above our threshold at this time, no action needed.   |
| <b>Domain III:<br/>Informatics,<br/>Analytics and Data<br/>Use</b> | HIM  | Course Number | Measure/Assignment   | Threshold  | 2016-2017 Data                          | Evaluation  |
| <i>Subdomain III.A<br/>Health Information Technologies</i>         |  |               |  |  |   |   |
|  | Utilize technology for data collection, storage, analysis, and reporting of information (3)                    | HIM 3400      | Discussion Chapter 6 & 7, Architecture & Infrastructure - HIM 3400 | At least 90% of students will earn a score of 73% or higher. | 87.5% of students scored 73% or higher. | This course is currently being taught by an adjunct instructor. This was the first time she has taught this course. She is aware of the issues and has worked to improve assignment instructions and was planning to record lectures for the students. If these results do not improve next year, a change in faculty may be necessary. |

|  |  |          |  |  |                                       |   |
|--|--|----------|--|--|---------------------------------------|---|
|  | Assess systems capabilities to meet regulatory requirements (5)                            | HIM 3450 | System Section Assignment - HIM 3450               | At least 90% of students will earn a score of 73% or higher. | All students scored 73% or higher.    | Students are performing above our threshold at this time, no action needed.   |
|  | Recommend device selection based on workflow, ergonomic and human factors (5)              | HIM 3450 | Mapping Assignment - HIM 3450                      | At least 90% of students will earn a score of 73% or higher. | 91% of students scored 73% or higher. | Students are performing above our threshold at this time, no action needed.   |
|  | Take part in the development of networks, including intranet and Internet applications (4) | HIM 3400 | Chapter 11 Quiz, Information Technology - HIM 3400 | At least 90% of students will earn a score of 73% or higher. | All students scored 73% or higher.    | Students are performing above our threshold at this time, no action needed.   |
|  | Evaluate system architecture, database design, data warehousing (5)                        | HIM 3400 | MS Access Part 1 - HIM 3400                        | At least 90% of students will earn a score of 73% or higher. | 50% of students scored 73% or higher  | This course is currently being taught by an adjunct instructor. This was the first time she has taught this course. She is aware of the issues and has worked to improve assignment instructions and was planning to record lectures for the students. If these results do not improve next year, a change in faculty may be necessary. |
|  | Create the electronic structure of health data to meet a variety of end user needs (6)     | HIM 3550 | ** HIM 3550  | At least 90% of students will earn a score of 73% or higher. | new measure 2017-2018                 |   |
| <i>Subdomain III.B<br/>Information<br/>Management<br/>Strategic Planning</i> |  |          |  |  |                                       |   |

|   |  |          |   |  |   |   |
|---|--|----------|---|--|---|---|
|   | Take part in the development of information management plans that support the organization's current and future strategy and goals (4)             | HIM 2500 | Data Governance Group Assignment - HIM 2500 | At least 90% of students will earn a score of 73% or higher. | 80.0% of students scored 73% or higher. | A grading rubric has been created for this assignment and the instructions updated to see if this will impact student performance on this assignment. Recorded lectures will be added to enhance student instruction in this topic. |
|   | Take part in the planning, design, selection, implementation, integration, testing, evaluation, and support of health information technologies (4) | HIM 3450 | Systems Life Cycle Discussion - HIM 3450    | At least 90% of students will earn a score of 73% or higher. | 91.7% of students scored 73% or higher  | Students are performing above our threshold at this time, no action needed.   |
| <i>Subdomain III.C Analytics and Decision Support</i> |  |          |   |  |   |   |
|   | Apply analytical results to facilitate decision-making (3)   | HIM 3450 | CDS Discussion - HIM 3450                   | At least 90% of students will earn a score of 73% or higher. | 91% of students scored 73% or higher.   | Students are performing above our threshold at this time, no action needed.   |
|   | Apply data extraction methodologies (3)  | HIM 3550 | Final Project - HIM 3550                    | At least 90% of students will earn a score of 73% or higher. | 88.9% of students scored 73% or higher  | This result is slightly below the threshold and this is a new course in the curriculum. We will not make any changes at this time until we have more students complete this course to see if we have an issue.                      |
|   | Recommend organizational action based on knowledge obtained from data exploration and mining (5)   | HIM 3550 | Data Mining & Final Discussion - HIM 3550   | At least 90% of students will earn a score of 73% or higher. | 88.9% of students scored 73% or higher  | This result is slightly below the threshold and this is a new course in the curriculum. We will not make any changes at this time until we  |

|   |   |          |   |  |   |   |
|---|---|----------|---|--|---|---|
|   |   |          |   |  |   | have more students complete this course to see if we have an issue.   |
|   | Analyze clinical data to identify trends that demonstrate quality, safety, and effectiveness of healthcare (4)          | HIM 3550 | Quality Improvement Discussion - HIM 3550 | At least 90% of students will earn a score of 73% or higher. | All students scored 73% or higher.      | Students are performing above our threshold at this time, no action needed.   |
|   | Apply knowledge of database querying and data exploration and mining techniques to facilitate information retrieval (3) | HIM 3550 | Data Visualization Assignment - HIM 3550  | At least 90% of students will earn a score of 73% or higher. | 66.7% of students scored 73% or higher  | The faculty member will add a recorded lecture and review the assignment instruction to clarify issues for students.  |
|   | Evaluate administrative reports using appropriate software (5)  | HIM 3200 | SPS Assignment 2 - HIM 3200               | At least 90% of students will earn a score of 73% or higher. | 83.0% of students scored 73% or higher. | The instructor has added a recorded lecture that corresponds to this assignment and clarified instruction. We will monitor this measure to see if this improves this measure. |
| <i>Subdomain III.D Health Care Statistics</i> |   |          |   |  |   |   |
|   | Interpret inferential statistics (5)  | HIM 3200 | SPS Assignment 2 - HIM 3200               | At least 90% of students will earn a score of 73% or higher. | 83.0% of students scored 73% or higher. | The instructor has added a recorded lecture that corresponds to this assignment and clarified instruction. We will monitor this measure to see if this improves this measure. |

|  |   |          |  |  |   |   |
|--|---|----------|--|--|---|---|
|  | Analyze statistical data for decision making (4)  | HIM 3200 | SPS Assignment 2 - HIM 3200                                  | At least 90% of students will earn a score of 73% or higher. | 83.0% of students scored 73% or higher. | The instructor has added a recorded lecture that corresponds to this assignment and clarified instruction. We will monitor this measure to see if this improves this measure. |
| <i>Subdomain III.E<br/>Research Methods</i>            |   |          |  |  |   |   |
|  | Apply principles of research and clinical literature evaluation to improve outcomes (3)                   | HIM 3500 | Research Problem, Literature Review, & Discussion - HIM 3500 | At least 90% of students will earn a score of 73% or higher. | All students scored 73% or higher.      | Students are performing above our threshold at this time, no action needed.   |
|  | Plan adherence to Institutional Review Board (IRB) processes and policies (3)                             | HIM 3500 | IRB Training Certificate - HIM 3500                          | At least 90% of students will earn a score of 73% or higher. | All students scored 73% or higher.      | Students are performing above our threshold at this time, no action needed.   |
| <i>Subdomain III.F<br/>Consumer Informatics</i>        |   |          |  |  |   |   |
|  | Educate consumers on patient-centered health information technologies (3)                                 | HIM 2500 | Patient Generated Data Discussion - HIM 2500                 | At least 90% of students will earn a score of 73% or higher. | 96.0% of students scored 73% or higher. | Students are performing above our threshold at this time, no action needed.   |
| <i>Subdomain III.G<br/>Health Information Exchange</i> |   |          |  |  |   |   |
|  | Collaborate in the development of operational policies and procedures for health information exchange (4) | HIM 3450 | Module 10 Data Sharing Template - HIM 3450                   | At least 90% of students will earn a score of 73% or higher. | new measure 2017-2018                   |   |
|  | Conduct system testing to ensure data integrity and quality of health information exchange (6)            | HIM 3450 | System Conversion Assignment - HIM 3450                      | At least 90% of students will earn a score of 73% or higher. | All students scored 73% or higher.      | Students are performing above our threshold at this time, no action needed.   |

|   |  |               |  |  |   |   |
|---|--|---------------|--|--|---|---|
|   | Differentiate between various models for health information exchange (5)   | HIM 3450      | Module 10 Data Sharing Template - HIM 3450   | At least 90% of students will earn a score of 73% or higher. | new measure 2017-2018                   |   |
| <i>Subdomain III.H Information Integrity &amp; Data Quality</i> |  |               |  |  |   |   |
|   | Discover threats to data integrity and validity (3)  | HIM 3000      | Audit Trail Assignment - HIM 3000            | At least 90% of students will earn a score of 73% or higher. | new measure 2017-2018                   |   |
|   | Implement policies and procedures to ensure data integrity internal and external to the enterprise (3)   | HIM 3450      | Chapter 12 - HIM 3450                        | At least 90% of students will earn a score of 73% or higher. | new measure 2017-2018                   |   |
|   | Apply quality management tools (3)   | HIM 3300      | Chapter 11 Case Study - HIM 3300             | At least 90% of students will earn a score of 73% or higher. | 92.0% of students scored 73% or higher. | Students are performing above our threshold at this time, no action needed.   |
|   | Perform quality assessment including quality management, data quality, and identification of best practices for health information systems (4) | HIM 3300      | Clinical Data Analysis Assignment - HIM 3300 | At least 90% of students will earn a score of 73% or higher. | new measure 2017-2018                   |   |
|   | Model policy initiatives that influence data integrity (3)   | HIM 2500      | Data Quality Assignment - HIM 2500           | At least 90% of students will earn a score of 73% or higher. | 95.8% of students scored 73% or higher. | Students are performing above our threshold at this time, no action needed.   |
| <b>Domain V: Compliance</b>                                     | HIM  | Course Number | Measure/Assignment                           | Threshold  | 2016-2017 Data                          | Evaluation  |
| <i>Subdomain V.A Regulatory</i>                                 |  |               |  |  |   |   |
|   | Appraise current laws and standards related to health information initiatives (5)  | HIM 3300      | Chapter 14 Case Study - HIM 3300             | At least 90% of students will earn a score of 73% or higher. | 82.9% of students scored 73% or higher. | This was a new assignment this academic year for students. The instructions have been improved and recorded lectures created for HIM 3300 that explain this |

|   |   |          |   |  |   |   |
|---|---|----------|---|--|---|---|
|   |   |          |   |  |   | assignment in greater detail for our online students. Both of these actions should improve scores in future sections. |
|   | Determine processes for compliance with current laws and standards related to health information initiatives and revenue cycle (5)  | HIM 4100 | Survey Result Action Plan - HIM 4100        | At least 90% of students will earn a score of 73% or higher. | 90.9% of students scored 73% or higher. | Students are performing above our threshold at this time, no action needed.   |
| <i>Subdomain V.B Coding</i>                             |   |          |   |  |   |   |
|   | Construct and maintain processes, policies, and procedures to ensure the accuracy of coded data based on established guidelines (6) | HIM 2500 | Final Group Project/Presentation - HIM 2500 | At least 90% of students will earn a score of 73% or higher. | 95.7% of students scored 73% or higher. | Students are performing above our threshold at this time, no action needed.   |
|   | Manage coding audits (5)  | HIM 2500 | Final Group Project/Presentation - HIM 2500 | At least 90% of students will earn a score of 73% or higher. | 95.7% of students scored 73% or higher. | Students are performing above our threshold at this time, no action needed.   |
|   | Identify severity of illness and its impact on healthcare payment systems (3)   | HIM 2330 | HIM Reimbursement Assignment - HIM 2330     | At least 90% of students will earn a score of 73% or higher. | 83.5% of students scored 73% or higher. | This assignment will be improved and instructions clarified to try to improve these results.                          |
| <i>Subdomain V.C Fraud Surveillance</i>                 |   |          |   |  |   |   |
|   | Determine policies and procedures to monitor abuse or fraudulent trends (5)   | HIM 2330 | Miscoding Case Study - HIM 2330             | At least 90% of students will earn a score of 73% or higher. | 91.8% of students scored 73% or higher. | Students are performing above our threshold at this time, no action needed.   |
| <i>Subdomain V.D Clinical Documentation Improvement</i> |   |          |   |  |   |   |

|  |  |          |                               |  |  |   |
|--|--|----------|-------------------------------|--|--|---|
|  | Implement provider querying techniques to resolve coding discrepancies (3)                               | HIM 2300 | Query Process Quiz - HIM 2300 | At least 90% of students will earn a score of 73% or higher. | 92.8% of students scored 73% or higher | Students are performing above our threshold at this time, no action needed. |
|  | Create methods to manage present on admission, hospital acquired conditions, or other CDI components (6) | HIM 2300 | Query Process Quiz - HIM 2300 | At least 90% of students will earn a score of 73% or higher. | 92.8% of students scored 73% or higher | Students are performing above our threshold at this time, no action needed. |

**G. Summary of Artifact Collection Procedure**

| Artifact  | When/How Collected?   | Where Stored?   |
|---|---|---|
| School Report for RHIA Certification Exam Results | Received around November/December for the previous year (Oct 1 through Sept 30) | Received around November/December for the previous year (Oct 1 through Sept 30) |
| Employer Surveys                                  | Administered in the fall each academic year                                     | Program Director's office files   |
| Course Evaluations                                | Each semester for all courses   | ChiTester   |
| Annual Faculty Evaluation                         | Annually  | Program Director's office files   |
| Annual program assessment report                  | Annually  | Program Director's file or Office of Institutional Effectiveness                |

Appendix A

Most departments or programs receive a number of recommendations from their Five-Year Program Review processes. This page provides a means of updating progress towards the recommendations the department/program is acting upon.

| Date of Program Review: 2/27-28/2017 | Recommendation   | Progress Description   |
|--------------------------------------|--|--|
| Recommendation 1                     | While faculty diversity is reflective of the overall HIM Community in Utah, it does lack diversity. Efforts, however, clearly demonstrate that the program strives to attract diverse candidates. It is recommended this be considered when filling positions, new or vacated, in the future.  | 11/15/2017<br>As faculty openings arise, the program will continue to attract and fill these positions with individuals from diverse backgrounds and cultures.   |
|                                      |  |  |
|                                      |  |  |
|                                      |  |  |
| Recommendation 2                     | The program review team made one other recommendation to the HIM programs with regard to our professional practice experience (PPE). They liked our innovative changes to our PPE experience for our technical students – but recommend that we include simulation in our PPE and other courses to provide students with more hands on experience with HIM technical functions. The team also recommended that we document our PPE experience in a more detailed manner. | 11/15/2017<br>The program has revised both HIM 2861 and HIM 2862 for the fall semester 2017. In HIM 2861, 6 new assignments were added that enhance the onsite components that students learn from their rotations at clinical sites. These 6 assignment utilize the NEEHR perfect electronic health record for students to model the “real-world” environment. HIM 2862 was entirely revised for fall 2017 semester. These revisions were in response to the curriculum review to ensure that all competencies are covered in the HIT curriculum. |
|                                      |  |  |
|                                      |  |  |
|                                      |  |  |

|                         |   |   |
|-------------------------|---|---|
| <p>Recommendation 3</p> | <p>One final comment made by the team was in regard to the new model curriculum map required by the Commission on Accreditation of Health Informatics and Information Management Education (CAHIIM). This curriculum map must be incorporated into the programs by August, 2017. The review team reviewed our curriculum with the map in mind and determined that the program was fulfilling the intent of the curriculum map. The programs have developed measures that correspond to all subdomains in these new curriculum maps but not necessarily for all tasks within the subdomain. The program needs to work toward developing assignments, activities, projects, or other assessment methods to demonstrate that the program is meeting the curriculum standards for all tasks within all subdomains at the appropriate Bloom's level, and that this is being measured on a regular bases.</p> | <p>11/15/2017<br/>The faculty have reviewed the entire curriculum map and are confident that we have covered all competencies and incorporated all necessary changes into courses at the appropriate Bloom's level for the 2017-2018 academic year.</p> |
|                         |   |   |
|                         |   |   |
|                         |   |   |
|                         |   |   |

## Appendix B

Please provide the following information about the full-time and adjunct faculty contracted by your department during the last academic year (summer through spring). Gathering this information each year will help with the headcount reporting that must be done for the final Five Year Program Review document that is shared with the State Board of Regents.

| Faculty 2016-17   |   |
|---|---|
| Headcount   |   |
| With Doctoral Degrees (Including MFA and other terminal degrees, as specified by the institution) |   |
| Full-time Tenured   | 1 |
| Full-time Non-Tenured (includes tenure-track)   | 2 |
| Part-time and adjunct   | 0 |
|   |   |
| With Master's Degrees   |   |
| Full-time Tenured   | 0 |
| Full-time Non-Tenured   | 4 |
| Part-time and adjunct   | 1 |
|   |   |
| With Bachelor's Degrees   |   |
| Full-time Tenured   | 0 |
| Full-time Non-tenured   | 0 |
| Part-time and adjunct   | 0 |
|   |   |
| Other   |   |
| Full-time Tenured   | 0 |
| Full-time Non-tenured   | 0 |
| Part-time   | 5 |
| <b>Total Headcount Faculty</b>  |   |
| Full-time Tenured   | 1 |
| Full-time Non-tenured   | 6 |
| Part-time   | 6 |

**Please respond to the following questions.**

- 1) Based on your program's assessment findings, what subsequent action will your program take?

Ongoing changes are being made to course curriculum. The annual assessment process has led to meaningful discussions among faculty regarding innovative methods of instruction and consistencies across the program.

- 2) We are interested in better understanding how departments/programs assess their graduating seniors or graduate students. Please provide a short narrative describing the practices/curriculum in place for your department/program. Please include both direct and indirect measures employed. Finally, what were your findings from this past year's graduates?

Please see section F above.