



## **Annual Program Assessment Report**

**Program:** Ozarks Technical Community College

**Reporting Period:** 8/1/2016 - 7/31/2017

**Submitted On:** 10/15/2018

**Approved On:** 12/12/2018

## Profile

### GENERAL

**Program Name:** Ozarks Technical Community College  
**EPC:** 576  
**Program Level:** Associate  
**Institution Name:** Ozarks Technical Community College  
**Mailing Address:** 1001 East Chestnut Expressway, Springfield, MO 65802  
**Phone:** (417) 447-8821  
**Website:** academics.otc.edu/alliedhealth/health-information-technology/

### INSTITUTION

**Type:** Public  
**Department:** Allied Health  
**Academic Calendar:** Semester  
**Highest Degree:** Associate  
**Content Delivery:** Online

### PROGRAM DIRECTOR

**Name:** Denise Baer, BS, RHIA  
**Title:** Hit Program Director  
**Mailing Address:** 1001 East Chestnut Expressway, Springfield, MO 65802  
**Phone:** (417) 422-6984  
**Email:** baerd@otc.edu

### PROGRAM DEAN

**Name:** Sherry Taylor, EdD, MSN, RN, CNE  
**Title:** Dean Of Allied Health  
**Mailing Address:** 1001 East Chestnut Expressway 1001 East Chestnut Expressway, Springfield, MO 65802  
**Phone:** (417) 422-6984  
**Email:** taylorst@otc.edu

### INSTITUTION CEO/PRESIDENT

**Name:** Hal Higdon, RhD  
**Title:** Chancellor  
**Mailing Address:** 1001 East Chestnut Expressway, Springfield, MO 65802  
**Phone:** (417) 379-3733  
**Email:** higdonh@otc.edu

## DIRECTOR OF INSTITUTIONAL EFFECTIVENESS

Name: N/A  
 Title: N/A  
 Mailing Address: N/A  
 Phone: N/A  
 Email: N/A

## SUBSTANTIVE CHANGES

None

# Curriculum

## COURSES

Course	Credit Hrs	PPE Hrs
CIS 101: Technology & Digital Literacy	3	0
ENG 101 : Composition	3	0
PLS 101: American Government & Politics	3	0
MTH 128 or Higher: Contemporary Mathematics	3	0
HIT 110: Introduction To Health Information Technology	3	0
BCS 115 : Anatomy & Physiology	3	0
HIT 120: Medical Coding I	4	0
HIT 130: Health Information Technology Applications I	3	0
ENG 150: Technical Writing	3	0
HIT 191: Medical Terminology For HIT	3	0
HIT 200: Comparative Health Records & Reimbursement Systems	3	0
HIT 201: Healthcare Quality Management	3	0
CIS 201: Computer Applications For Business	3	0
BCS 210: Pathophysiology	3	0
HIT 215: Health Information Systems	3	0
HIT 220: Medical Coding li	4	0
HIT 230: Medical Coding III	4	0
HIT 260: Legal Aspects Of Healthcare	3	0
HIT 265: Health Information Technology Applications li	3	0
HIT 270: Healthcare Statistics	3	0
HIT 280: Organization And Supervision In Healthcare	3	0
HIT 290: Professional Practice Experience	3	98

## Faculty

### GENERAL

Do any faculty members teach in other programs?:	Yes
How many?:	4
Description of programs:	Faculty teach Medical Terminology courses in an adjunct position in the OTC Health Sciences program.
	Faculty include: Donna Pritchard, Heather Brown, Brian Gray, Denise Baer
Does the program director get release time?:	N/A
Do the faculty members get release time?:	N/A

### FACULTY MEMBERS

Name	Status	Rank	Highest Degree	Courses
Jamie Addler, RHIT, CPC-H	Adjunct	Instructor	Associate	
Denise Baer, RHIA	Full Time	Other	Baccalaureate	
Heather Brown, RHIT	Full Time	Instructor	Associate	
Brian Gray, RHIT	Full Time	Instructor	Associate	
Robert Haralson, RHIT, CCS	Full Time	Instructor	Associate	
Donna Pritchard, RHIT	Full Time	Instructor	Associate	

## Admission Enrollment

### ADMISSION ENROLLMENT

Enrollments received:	52
Enrollments accepted:	52
Acceptance rate:	100.00%
Enrollments accepted and enrolled:	N/A
Enrollments accepted and enrolled rate:	0.00%
Do the program require entrance exam scores?:	No
Does the program have rolling admissions?:	No

### ENROLLMENT DETAILS

	Seated	Online
Average class size	0	15
Max enrollment allowed per course	0	25

## ENROLLMENT DISTRIBUTION

	Full Time	Part Time	Total	% of Total
Students	54	120	174	100.00%
Graduates	7	18	25	14.37%
Attrition	28	62	90	51.72%
Progression	19	40	59	33.91%

## ATTRITION DISTRIBUTION

	Full Time	Part Time
Academic reasons	14	27
Non-academic reasons	14	35
Unknown reasons	0	0

### Comments

Looking at the student records, those that have not been retained either are employed or show financial need that is the top factor for attrition.

## PROGRESSION DISTRIBUTION

	Full Time	Part Time
Average number of months to complete the program	29	89
International students in the program	0	0

## GRADUATE DISTRIBUTION

Employed within one year: 3  
 Employed in health care: 5  
 Employed in non-health care: 2  
 Pursuing further education: 0

## GRADUATE SURVEY

Contacted: 25  
 Responded: 7  
 Satisfied: 7

## GRADUATE SURVEY

**Analysis:** We received 7 responses with a satisfaction rate from all students.

Student responses below gave us good information to assist our program.

Below are the suggestions to strengthen our program:

-More knowledge of modifiers

-More real-world exercises and examples of processes used to do job tasks that will be assigned.

In the Coding classes, I felt that it would have been more educational to explain what/ why it was wrong, rather than just give a page # as to where the answer can be found.

-Try to ensure the sites are more hands-on and not just reading policy and procedure books.

-There is no assistance with job placement. Instructors need to have a better understanding of what exactly is on the RHIT Certification Exam.

Comment on Knowledge or Skills expected and not included in the program:

-Insurance and billing knowledge.

Comments to help better prepare further graduates

- I think the program was great!

- Study

-Do a lot of research to determine possible positions you could do and ones you don't want to do. Be open to expanding your education or credentials to become as specialized as possible.

-Do the Discussion Boards :) You really can learn a lot by communicating with others.

- None program is wonderful

-Most jobs want you to have 2-3 years of coding experience to be hired. You have to start out in a registration position that only pays nine or 10 bucks an hour. I don't know how you're supposed to get a job doing coding when they won't hire you without 2 to 3 years experience. What a joke.

## EMPLOYER SURVEY

**Contacted:** 7

**Responded:** 3

**Satisfied:** 3

**Analysis:** The employer that had hired one of our current graduates presented the graduate's abilities in the following statements:  
The graduate demonstrates the skills and knowledge necessary to function in the job, Graduate demonstrates to think critically, solve problems and develop appropriate action steps. The graduate communicates and functions effectively as a member of the work team, The strongest attribute was that the graduate conducts herself in an ethical and professional manner.

Two potential employers stated the following:

-One employer had hired a graduate from our program in the last two years.

-Both employers would hire graduates of our program.

-The job titles listed if they had a job opening: HIM Technician and Coding Specialist

-No suggestions to help our program better prepare future graduates to meet the needs of the employers. The students have been great!

## Certification

### GENERAL

Certification:	RHIT
Exam Period:	8/1/2016 - 7/31/2017
AHIMA National Score:	69
Graduates attempting:	11
Graduates passing first attempt:	10
Did any Graduates passing first attempt graduated more than one year prior to exam?:	Yes
Program Mean Score:	91

### DOMAIN/SUBDOMAIN SCORES

Domain/Subdomain	AHIMA	Program	Explanation if below
1	62	70	
2	68	75	
3	62	63	
4	64	72	
5	56	66	
6	69	70	
7	69	64	<p>Content and student engagement with online courses could explain this five-point difference from the national score.</p> <p>We refined our revenue cycle lessons to be more engaging.</p> <p>We also have redistributed this domain into other courses to reassure competency.</p> <p>Added virtual sessions to assist with engagement.</p>

## Goals

### CURRICULUM

## CURRICULUM

<b>Description:</b>	The program's mission and goals are outcome-focused and relevant to the mission of the sponsoring educational institution. The program must assess the appropriateness and effectiveness of the curriculum, with the results of the program assessment used as the basis for ongoing planning and program improvement.
<b>Measured target outcome:</b>	The mission and goal of our HIT program are to have all HIT students enrolled in our capstone course to pass a Comprehensive Program Exit Examination with a score of 98/130 or better.
<b>Steps to achieve:</b>	Assure program/course curriculum aligns with CAHIIM Curriculum requirements. In addition have students review HIT domains through content modules included in the capstone course as a companion that will assist the students in passing the Comprehensive Program Exit Exam.
<b>Results/Analysis/Actions:</b>	<p>24/25 students passed the CPXE (FINAL EXAM) with a 98/130 or better.</p> <p>Focus on the one student that did not pass. Review students academics and course progression to find issues that could have compromised the student from passing the final exam.</p> <p>Reviewed the students progress in the program. It is noted that the student struggled throughout the program repeating some courses.</p> <p>The student did retake the cohort course (HIT 290 PPE) which reviews all domains with the RHIT exam. The student was given ample time and resources to focus on domain modules in this repeated attempt of the cohort course to assist in passing the final exam.</p> <p>After repeating the cohort course and domain modules and repeating the final exam the student still did not pass with a 98/130 or better.</p> <p>Action at this point is to continue to monitor the cohort course domain review modules and questions on the final exam for student success.</p>
<b>Person responsible:</b>	Denise Baer
<b>Time frame:</b>	Annually

## STUDENTS AND GRADUATES

<b>Description:</b>	The program will provide assurance that the educational needs of students are met and that graduates demonstrate at least the AHIMA entry-level curriculum competencies.
<b>Measured target outcome:</b>	80% of first-time candidates will pass the RHIT certification exam.
<b>Steps to achieve:</b>	<p>Assure CAHIIM Curriculum and domains are included in our courses/program.</p> <p>-Create assessments in our courses to mimic the certification exam so the students understand and are familiar with the credentialed exam domain content and design.</p> <p>-Students must pass the Comprehensive Program Exit Examination with 98/130.</p>
<b>Results/Analysis/Actions:</b>	<p>Certification Summary Report 08/1/2016 to 7/31/17</p> <p>-10/11 first-time candidates passed the certification exam. This is a 91% pass rate. We attained our pass rate above 80% for this time period.</p> <p>-No further action is necessary.</p>



## STUDENTS AND GRADUATES

**Person responsible:** Denise Baer  
**Time frame:** Annually

## FACULTY DEVELOPMENT

**Description:** The program will provide a plan for faculty that establishes or assesses the knowledge, skills, qualifications, and experience pertinent to the professional curriculum content that they are assigned to teach.

This includes efforts to keep current in health information management and/or other relevant professional content and practice, as well as other components of advanced formal education.

**Measured target outcome:** HIT credentialed faculty will maintain their AHIMA credentials and HIT knowledge through continued educational opportunities.

**Steps to achieve:** Assure that budget allows for faculty to complete one or more CE earning events related to the professional content in which the faculty teaches and/or other best practices content annually.

**Results/Analysis/Actions:** All HIT faculty was able to attend at least one professional development opportunities. The budget was appropriately set to assure faculty could attend at least one or more professional development opportunities.

In addition - action to post an extra \$500 in the next budget period to assure funds for any extra professional development opportunities for faculty.

**Person responsible:** Denise Baer  
**Time frame:** Annually

## ADVISORY COMMITTEE

**Description:** The Advisory Committee will assist program faculty and sponsoring educational institution personnel with the development and revision of program goals and curriculum, monitoring program needs and expectations, and ensuring program responsiveness to change.

**Measured target outcome:** Need to establish a new PPE hour requirement to assure student success with hands-on experiences.

**Steps to achieve:** Review with the advising committee the current PPE requirements.  
Discuss with the advising committee options new PPE opportunities.  
Create a new PPE hour requirement.

## ADVISORY COMMITTEE

**Results/Analysis/Actions:** In an evaluation of the OTC PPE requirements - committee and HIT faculty reviewed current student handbook.

Advising committee appraised a couple of external organizations PPE requirements along with the new PPE standards posted by AHIMA to find best practice and/or benchmark.

Discussion of the two new hands-on HIT courses in the program, which utilize VLAB activities, could incorporate some of the PPE hour requirement and lessen the time burden for a physical clinical site.

Continued action at this point:

Evaluate VLAB hours for student PPE and establish new PPE hours (less VLab hours) for clinic PPE sites by Spring 2019.

Implement revised hours in Fall 2019.

**Person responsible:** Denise Baer

**Time frame:** Annually