Annual Program Assessment Report

Program: Ozarks Technical Community College
Reporting Period: 8/1/2017 - 7/31/2018
Submitted On: 6/25/2019
Approved On: 6/25/2019
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) 447-7500
Website: https://my.otc.edu/

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) 447-8821
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) 447-8802
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
Program: Ozarks Technical Community College  
Reporting Period: 8/1/2017 - 7/31/2018

DIRECTOR OF INSTITUTIONAL EFFECTIVENESS
Name: N/A  
Title: N/A  
Mailing Address: N/A  
Phone: N/A  
Email: N/A

SUBSTANTIVE CHANGES
None

Curriculum

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

## GENERAL

- Do any faculty members teach in other programs?: Yes
- How many?: 4
- Description of programs: Faculty teach Medical Terminology for the Health Sciences department
- Does the program director get release time?: No
- Do the faculty members get release time?: No

## FACULTY MEMBERS

<table>
<thead>
<tr>
<th>Name</th>
<th>Status</th>
<th>Rank</th>
<th>Highest Degree</th>
<th>Courses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Denise Baer, RHIA</td>
<td>Full Time</td>
<td>Other</td>
<td>Masters</td>
<td>HIT 201: Healthcare Quality Management; HIT 280: Organization And Supervision In Healthcare; HIT 290: Professional Practice Experience;</td>
</tr>
<tr>
<td>Heather Brown, RHI</td>
<td>Full Time</td>
<td>Instructor</td>
<td>Associate</td>
<td>HIT 290: Professional Practice Experience; HIT 265: Health Information Technology Applications II; HIT 130: Health Information Technology Applications I; HIT 110: Introduction To Health Information Technology; HIT 260: Legal Aspects Of Healthcare; HIT 191: Medical Terminology For HIT;</td>
</tr>
<tr>
<td>Brian Gray, RHIT</td>
<td>Full Time</td>
<td>Instructor</td>
<td>Associate</td>
<td>HIT 290: Professional Practice Experience; HIT 230: Medical Coding III; HIT 270: Healthcare Statistics; HIT 191: Medical Terminology For HIT; HIT 200: Comparative Health Records &amp; Reimbursement Systems;</td>
</tr>
<tr>
<td>Robert Haralson, RHIT, CCS</td>
<td>Full Time</td>
<td>Instructor</td>
<td>Associate</td>
<td>HIT 290: Professional Practice Experience; HIT 230: Medical Coding III; HIT 265: Health Information Technology Applications II; HIT 120: Medical Coding I; HIT 130: Health Information Technology Applications I; HIT 220: Medical Coding II;</td>
</tr>
<tr>
<td>Donna Pritchard, RHIA</td>
<td>Full Time</td>
<td>Instructor</td>
<td>Baccalaureate</td>
<td>HIT 290: Professional Practice Experience; HIT 110: Introduction To Health Information Technology; HIT 215: Health Information Systems; HIT 265: Health Information Technology Applications II; HIT 130: Health Information Technology Applications I; HIT 191: Medical Terminology For HIT;</td>
</tr>
</tbody>
</table>
Admission Enrollment

ADMISSION ENROLLMENT

Enrollments received: 171
Enrollments accepted: 171
Acceptance rate: 100.00%
Enrollments accepted and enrolled: 171
Enrollments accepted and enrolled rate: 100.00%
Do the program require entrance exam scores?: No
Does the program have rolling admissions?: No

ENROLLMENT DETAILS

<table>
<thead>
<tr>
<th></th>
<th>Seated</th>
<th>Online</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average class size</td>
<td>0</td>
<td>15</td>
</tr>
<tr>
<td>Max enrollment allowed per course</td>
<td>0</td>
<td>25</td>
</tr>
</tbody>
</table>

ENROLLMENT DISTRIBUTION

<table>
<thead>
<tr>
<th></th>
<th>Full Time</th>
<th>Part Time</th>
<th>Total</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>105</td>
<td>175</td>
<td>280</td>
<td>100.00%</td>
</tr>
<tr>
<td>Graduates</td>
<td>12</td>
<td>21</td>
<td>33</td>
<td>11.79%</td>
</tr>
<tr>
<td>Attrition</td>
<td>34</td>
<td>75</td>
<td>109</td>
<td>38.93%</td>
</tr>
<tr>
<td>Progression</td>
<td>59</td>
<td>79</td>
<td>138</td>
<td>49.29%</td>
</tr>
</tbody>
</table>

ATTRITION DISTRIBUTION

<table>
<thead>
<tr>
<th></th>
<th>Full Time</th>
<th>Part Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic reasons</td>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td>Non-academic reasons</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Unknown reasons</td>
<td>30</td>
<td>67</td>
</tr>
</tbody>
</table>

Comments
For the attrition data, the student exit survey responses cited below provides some context. However, the only way we have of recording a reason for students who have fully left is if they transfer to another institution.

Student Survey Responses (retention purposes):
43% provided no reason
38% administrative withdrawal for non-attendance
1% changed their mind
7% other
10% too difficult/left behind

PROGRESSION DISTRIBUTION
<table>
<thead>
<tr>
<th></th>
<th>Full Time</th>
<th>Part Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average number of months to complete the program</td>
<td>24</td>
<td>42</td>
</tr>
<tr>
<td>International students in the program</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

GRADUATE DISTRIBUTION

Employed within one year: 6
Employed in health care: 5
Employed in non-health care: 1
Pursuing further education: 0

GRADUATE SURVEY

Contacted: 9
Responded: 4
Satisfied: 3
Analysis: Graduate responded that they were satisfied to very satisfied. Some of the comments noted by graduates: "I had a very rewarding experience during my program of study", "It was more challenging than expected, but also more rewarding", "Thankful to have been given the opportunity to attend OTC for a HIT Degree, and am looking forward to beginning my new career", "I loved that it was online", "Applying the knowledge from the courses to the clinicals helped to put in perspective what it is and how the processes affect the efficiency of the facility", "The curriculum is good".

EMPLOYER SURVEY

Contacted: 15
Responded: 4
Satisfied: 4
Analysis: Employers responded that they were satisfied with our graduates. Some of the comments noted by employers on the survey: "The graduate has a good sense of what they are observing and the hands-on experience gave them better insight into the career", "The graduate was fully tooled for the workforce", "Very knowledgeable and willing to learn".

Certification

GENERAL

Certification: RHIT
Exam Period: 8/1/2017 - 7/31/2018
AHIMA National Score: 76
Graduates attempting: 4
Graduates passing first attempt: 4
GENERAL

Did any Graduates passing first attempt graduated more than one year prior to exam?: No

Program Mean Score: 100

DOMAIN/SUBDOMAIN SCORES

<table>
<thead>
<tr>
<th>Domain/Subdomain</th>
<th>AHIMA</th>
<th>Program</th>
<th>Explanation if below</th>
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<tbody>
<tr>
<td>1</td>
<td>59</td>
<td>70</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>67</td>
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<tr>
<td>3</td>
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</tr>
<tr>
<td>6</td>
<td>64</td>
<td>67</td>
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Goals

CURRICULUM

Description: 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.

Measured target outcome: Assure program/course curriculum aligns with CAHIIM curriculum standards in order that 80% of HIT students in the capstone course pass a Comprehensive Program Exit Examination (CPXE) with at least a score of 98/130.

Steps to achieve: Review all HIT courses in the program. Evaluate/update all HIT courses curriculum, objectives, activities, and assessments to assure all current CAHIIM Curriculum standards are included throughout the program and taught at the correct Blooms Taxonomy Level. Promote students knowledge by reviewing the program curriculum in learning modules included in the capstone course.

Results/Analysis/Actions: 100% of graduating students in the capstone courses (6/6) passed the Comprehensive Program Exit Examination with a 98/130 or better passing score. We achieved our student passing goal of 80%. No further actions are needed at this time.

Person responsible: Denise Baer

Time frame: Annually

FACULTY DEVELOPMENT
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: 100% of HIT Faculty will maintain their AHIMA credentials and HIT knowledge through continued educational opportunities. Each faculty member will attend at least 2 continuing education events.

Steps to achieve: Assure the budget allows faculty to complete two or more CE events related to the professional curriculum content taught and/or other academic best practices.

Results/Analysis/Actions: 100% of faculty were able to attend at two professional development events (CE event) that focused on their HIT credential and/or course curriculum content. In addition, 1 faculty member earned her RHIA credential.

The budget had ample funding to assist each faculty member to attend 2 HIT professional opportunities.

No further action is needed.

Person responsible: Denise Baer
Time frame: Annually

STUDENTS AND GRADUATES

Description: 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.

Measured target outcome: 80% of first-time candidates will pass the RHIT certification exam.

Steps to achieve: Assure CAHIIM curriculum standards and domains are included in HIT program/courses.

Create activities/assignments and assessments in all HIT courses to simulate the RHIT certification exam so students are familiar with the certification exam design and content.

Passing Comprehensive Program Exit Examination with a 98/130 or better.

Results/Analysis/Actions: In the APAR 2019 reporting period (January 1, 2018 - July 31, 2018) the AHIMA certification summary results for our HIT graduate first-time test takers was 100% (4/4). We achieved the goal of 80% pass rate for first-time test takers.

No further action needed.

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: The advisory committee will assist in program curriculum review due to HIM Reimagined and community/employer needs.
ADVISORY COMMITTEE

Steps to achieve: Review current CAHIIM curriculum standards with the advising committee.
Discuss and inform the advising committee on HIM Reimagined webinars and conference events.
Discuss types of tracks we would want to pursue and include in our HIT program with the advising committee.

Results/Analysis/Actions: The advisory committee recommended a continued need for qualified coding professionals in our communities.
Review our program revenue/coding curriculum.
Develop and improve coding knowledge and skills so students are better prepared for coding jobs/careers.
Provide students with more coding experiences to assist in employment opportunities.

Person responsible: Denise Baer

Time frame: Annually