



## **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

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

## 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

Name	Status	Rank	Highest Degree	Courses
Denise Baer, RHIA	Full Time	Other	Masters	HIT 201: Healthcare Quality Management; HIT 280: Organization And Supervision In Healthcare; HIT 290: Professional Practice Experience;
Heather Brown, RHIT	Full Time	Instructor	Associate	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;
Brian Gray, RHIT	Full Time	Instructor	Associate	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 & Reimbursement Systems;
Robert Haralson, RHIT, CCS	Full Time	Instructor	Associate	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;
Donna Pritchard, RHIA	Full Time	Instructor	Baccalaureate	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;

## 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

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

### ENROLLMENT DISTRIBUTION

	Full Time	Part Time	Total	% of Total
Students	105	175	280	100.00%
Graduates	12	21	33	11.79%
Attrition	34	75	109	38.93%
Progression	59	79	138	49.29%

### ATTRITION DISTRIBUTION

	Full Time	Part Time
Academic reasons	4	8
Non-academic reasons	0	0
Unknown reasons	30	67

#### 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

	Full Time	Part Time
Average number of months to complete the program	24	42
International students in the program	0	0

## 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

Domain/Subdomain	AHIMA	Program	Explanation if below
1	59	70	
2	67	82	
3	59	66	
4	64	71	
5	59	63	
6	64	67	

## Goals

### 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>	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.
<b>Steps to achieve:</b>	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.
<b>Results/Analysis/Actions:</b>	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.
<b>Person responsible:</b>	Denise Baer
<b>Time frame:</b>	Annually

### FACULTY DEVELOPMENT

## FACULTY DEVELOPMENT

<b>Description:</b>	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.
<b>Measured target outcome:</b>	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.
<b>Steps to achieve:</b>	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.
<b>Results/Analysis/Actions:</b>	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.
<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>	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.
<b>Results/Analysis/Actions:</b>	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.
<b>Person responsible:</b>	Denise Baer
<b>Time frame:</b>	Annually

## ADVISORY COMMITTEE

<b>Description:</b>	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.
<b>Measured target outcome:</b>	The advisory committee will assist in program curriculum review due to HIM Reimagined and community/employer needs.



## ADVISORY COMMITTEE

<b>Steps to achieve:</b>	Review current CAHIM 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.
<b>Results/Analysis/Actions:</b>	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.
<b>Person responsible:</b>	Denise Baer
<b>Time frame:</b>	Annually