Program Description
Students completing the Health Information Technology (HIT) Associate in Science (AS) will have the skills and knowledge necessary to become medical coders and reimbursement clerks, and privacy, security or electronic health record (EHR) technicians in clinics, hospitals, and other healthcare organizations.

The Health Information Program offers the following degree and certificates:

The **Associate in Science** degree is designed to prepare the student for immediate and future employment and career advancement. Employment opportunities include but are not limited to hospitals, office-based physician practices, nursing homes, home health agencies, mental health facilities, and public health agencies and may be employed in any organization that uses patient data or health information such as pharmaceutical companies, law and insurance firms, and health product vendors. (61 credits)

The **Certificate of Achievement** is designed for the student for entry-level positions into the Health Information Management industry. Positions available for employment would be in records management, and patient financial/patient accounting firms; and coding/reimbursement industry with procedures by patient insurance type. (31 credits)

The **Certificate of Competence** in Health Information Technology (HIT) develops a foundation in records and information management for a medical facility and the health information technology profession. Students completing the certificate will have the skills and knowledge necessary to assist in maintaining accurate and timely medical data in clinics, hospitals, and other health care organizations. The certificate will lead to job opportunities as patient access clerks, physician office clerks, registrars, registration clerks, and ward clerks. (16 credits)

1. Analysis of the Program

Demand (Healthy 18-19)

Overall the Health Information Technology Program was rated Healthy in terms of demand. The number of replacement positions has been consistent from the previous AY. According to the Bureau of Labor Statistics who assessed the need for more professionals based on employment trends, employment is expected to grow 15 % for health information managers.

Efficiency Indicators (Cautionary 18-19)

We have a 70.3% Fill Rate for 18-19. Hiring a third full-time faculty would raise our rating as we would have a higher percentage of instructors to students. In addressing the number of low enrolled classes and the average class size, please note that we are teaching more classes with FTE. At this time, we have two full time faculty members assigned to 55 majors, which puts the program in the cautionary status.

Effectiveness Indicators (Cautionary 18-19)

Our persistence from Fall to Spring has maintained in the high 60 percentile, as we are improving our retention, but would like to increase to at least 75%. While the certificates are not increasing, we do have our students attaining the RHIT, which is the goal of our program to have our students become Registered Health Information Technicians (RHIT). These are being tracked by The
Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM). A program that could increase the graduate and undergraduate communication, a mentorship program, and a college-sponsored externship program, could increase these numbers. The number of degrees awarded is holding steady at 21, and we have 10 transfer to UH 4 year college. we also have a new HIM 4-year program at UHWO that will support the interest at both of the colleges in the HIM programs.

2. Program Student Learning Outcomes

Health Information Technology Program Learning Outcomes

Upon successful completion of the program, students will be able to:

- Perform basic coding tasks and maintain accurate reimbursement systems including the preparation of patient access, registration, and patient accounting statements.
- Access, analyze, and interpret data to solve basic health information coding, patient accounting, and supervisory problems.
- Interact with customers, vendors, and co-workers to effectively support the work with high customer satisfaction.
- Organize, prioritize, and perform work tasks to meet deadlines and schedules.
- Apply health information, records management, and patient financial/patient accounting laws; and code basic cases with industry reimbursement procedures by patient insurance type.

Assessment results

HIT 101: All course learning outcomes (CLO) were assessed. CLOs are:

1. Explain the importance of healthcare policy-making as it relates to the healthcare delivery system
2. Describe the differing types of organizations, services, and personnel (roles and documentation responsibilities) and their interrelations across the healthcare continuum.

The course was assessed through a capstone project, as well as weekly discussion questions assigned to the students throughout the semester. The students are able to successfully accomplish the goals of the class and meet the standards. Out of 21 students over 90% of the students reached a grade of C or above.

HIT 215: All course learning outcomes (CLOs) were assessed. CLOs are:

1. Apply and analyze policies and procedures to ensure the accuracy and integrity of health data both internal and external to health systems, organizational compliance with regulations
2. Collaborate and prepare for accreditation, licensure, and or certification.
3. Adhere to the legal and regulatory requirements related to health information management.

The course was assessed through the completion of at least 10 lessons, projects and weekly quizzes and tests. 22 out of 22 students were assessed with over 90% of the students reaching a grade of a C or above. The students were able to successfully reach the goals and meet the standards of the program.
HIT 220: All course learning outcomes (CLOs) were assessed. CLOs are:

1. Describe the various roles of the health information manager within the healthcare organization and the technology of healthcare and health information, and the EHR.
2. Identify the commonly used healthcare information systems and application tools (hardware and software), and explain how they are used.
3. Explain the processes and procedures used to maintain the accuracy, confidentiality, integrity and security of healthcare data.
4. Describe the basic principles of planning, designing, selecting, implementing and supporting a health information system.

The course was assessed through the completion of at least 10 lessons, projects and weekly quizzes and tests. 22 out of 22 students were assessed with over 90% of the students reaching a grade of a C or above. The students were able to successfully reach the goals and meet the standards of the program.

Changes that have been made as a result of the assessments

Due to the successful results of all courses, changes were not warranted.

3. Action Plan

Action Plan No. 1: Hire a third full-time tenure-track faculty member
The Program looks forward to expanding its tenure-track faculty due to the program growth on the for-credit side and requests a third full-time tenured faculty member. Having seasoned, full-time HIT faculty will add stability to the Program and allow the Program Coordinator to build standard cohorts lending to the effectiveness of the program. In addition, this will allow the program to consider a compressed semester, allowing the blending of the for-credit and non-credit classes. Blending classes and increasing faculty is believed to be a strong argument for both cost savings and retention of the student population on the for-credit side by facilitating more frequent class offerings (currently offered/available one semester annually) to be offered every 16 weeks. (Effectiveness Indicators)

Action Plan 2: Work with marketing to develop non-traditional advertisements and flyers making the HIT profession more appealing to men. (Perkins IV Core Indicators 2016-17)

Action Plan 3: Maintain both CAHIIM (for credit) and AHIMA (for non-credit) accreditation and determine if UHWO will be offering the bachelor degree in Health Information Administration and develop a (3rd year) track or/and memorandum of understanding for students who want to continue and obtain a BS HIA. There are annual program costs associated with maintaining the program but there are human resources required to track numbers of students who have attempted and successfully attained their RHIT, other credentials, CEUs and community educational opportunities offered by the program, changes to faculty, faculty credential maintenance, education offered to faculty-specific to HIT, changes to courses required by changes to standards and methodologies and employment of the graduates or continuing on for higher degrees. This will apply to all indicators as it has to do with community support, the ability for students to maintain their credentials, and retention of existing students and recruiting new students and currently employed HIM professionals seeking job advancement.

4. Resource Implications
Action Plan 1:

Hire a third instructor at a C2 rate between $54,000-64,000.

Action Item 2

Market the profession through a series of high-quality media, education, and print resources geared toward high school students, men, and mid-career transitional employees. Cost: $10,000

Action Item 3:

Maintain CAHIIM Accreditation by completing the Annual assessment of programs and supporting the continuing education of the faculty.

Cost: $2,500.00 when MOA between the Office of Continuing Education & Workforce Development (OCEWD) and Business Division is signed and classes are blended, AHIMA annual assessment will be an additional $750 annually.

6 credits release time annually (3 credits per semester) to provide data capture and create mechanisms to make the process more automated and less work-intensive. Determine a reward for graduate self-reporting. Cost- Position will be offset by lecturers and full-time faculty if approved.