1. Program or Unit Description

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)

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.

2. Analysis of the Program/Unit

Demand (Healthy 19-20)
Overall the Health Information Technology Program was rated Healthy in terms of demand. The number of replacement positions has gone up previous AY. We continue to maintain our Healthy indicator. The numbers of native Hawaiian majors have increased. The program major numbers have increased as well. 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 19-20)
We have a 71.5% Fill Rate for 19-20. 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 2 FTE. At this time, we have two full time faculty members assigned to 54 majors, which puts the program in the cautionary status. In addressing the number of low-enrolled classes, we have opened up more course sections and are offering classes more frequently in order to accommodate our students. The low-enrolled courses could be reflected of the additional sections we have opened up to accommodate the overflow of students.

Effectiveness Indicators (Healthy 19-20)
We have improved our persistence rating from 65% to 77% from Fall to Spring. The effectiveness indicator has gone from cautionary to healthy this year. The certificates have increased, but the degrees have decreased. 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). The number of transfers to a UH 4-year program with a credential remains consistent at 11.
3. **Program Student Learning Outcomes or Unit/Service Outcomes**

Health Information Technology Program Learning Outcomes

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

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- 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 102:** All course learning outcomes (CLO) were assessed. CLOs are:

1. Analyze health record data sets and documentation guidelines in accordance with industry standards and compliance with regulations to assist with preparing for accreditation, licensing, and/or certification surveys.
2. Classify healthcare information requirements, determine if an organization is meeting industry standards and analyze health information situations to determine the most probable healthcare delivery system to locate needed information.
3. Apply data/information security, storage, and retrieval skills to organize and locate health information needed for continuity of care, billing, and legal requirements.
4. Analyze the needs of facilities using paper, hybrid, and electronic records as the catalyst for determining how to compile or retrieve patient or aggregate information.
5. Evaluate roles and functions of teams and apply knowledge to determine workflow, budgets, meeting needs, orientation and resource evaluation.
The course was assessed through an assignment, 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 17 students over 76% of the students reached a grade of C or above. The four students that did not reach a grade of C or above did not complete the required course work.

**HIT 115:** All course learning outcomes (CLO) were assessed. CLOs are:

1. Identify reimbursement sources and apply methodology to assess and determine payments.

2. Recognize treatment modes and apply the correct clinical classification systems to patient accounts.

3. Apply regulatory quality-monitoring techniques to ensure coding and reimbursement compliance.

The course was assessed through assignments, exams, and 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 16 students over 100% of the students reached a grade of C or above.

**HIT 200:** All course learning outcomes (CLO) were assessed. CLOs are:

1. Describe common human diseases related to the major body systems including symptoms and management of the disease process.

2. List the strengths and weaknesses of conventional therapeutic interventions and complementary and alternative medicines.

3. Describe the effects of drugs on the body in terms of absorption, distribution, metabolism, and excretion.

The course was assessed through assignments, exams, 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 18 students over 90% of the students reached a grade of C or above.

**HIT 208:** All course learning outcomes (CLO) were assessed. CLOs are:
1. Describe the structure, characteristics, principles, rules, and functions of diagnosis and procedure codes.

2. Accurately assign codes to complex electronic provider source documents.

3. Analyze payment methodology in different healthcare settings and the impact of coding on inpatient, ambulatory, ancillary and physician office claims.

4. Accurately complete CMS 1500 and UB-04 claim forms using coding guidelines and medical necessity criteria.

The course was assessed through an assignment, exams, 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 9 students over 100% of the students reached a grade of C or above.

**Changes that have been made as a result of the assessments**

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

**4. Action Plan**

Include how the actions within the plan support the college’s mission. In addition to the overall action plan for the program, include specific action plans for any Perkins Core Indicator for which the program did not meet the performance level.

Work with marketing to develop non-traditional advertisements and flyers making the HIT profession more appealing to nontraditional students (Perkins 5P1 Core Indicators).

Maintain both CAHIIM (for credit) accreditation. There are annual program costs associated with maintaining the program and 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.
5. Resource Implications

Detail any resource requests, including reallocation of existing resources (physical, human, financial)

While a third full-time employee would be advantageous to the HIT program and help with the cautionary Efficiency Indicators, we are not requesting any additional resources at this time due to the budget constraints and the hiring freezes placed on the UH system caused by the COVID pandemic.

I am NOT requesting additional resources for my program/unit.