Program or Unit Name:
Health Information Technology

Assessment Period:
2015-2020

College Mission:
At Leeward Community College, we work together to nurture and inspire all students. We help them attain their goals through high-quality liberal arts and career and technical education. We foster students to become responsible global citizens locally, nationally, and internationally. We advance the educational goals of all students with a special commitment to Native Hawaiians.

Program Mission or Unit Goals
The overall objective of the Health Information Technology Program is to prepare students for employment in administrative support positions in clinical settings in both private and public healthcare and related industries. The curriculum provides for career mobility. Articulation agreements have been established with the University of Hawai‘i–West O‘ahu. In order to obtain a Health Information Technology (HIT) certificate or degree, students must pass all required HIT courses with a grade of C or better.

Part I. Executive Summary of Program or Unit Status
Leeward Community College is a learning-centered institution committed to student achievement. The Health Information Technology program is an integral part of Leeward Community College we work together to nurture and inspire all students. We help them attain their goals through career and technical education. Our goal is to advance the education of all students with a special commitment to Native Hawaiians. We embrace the core values of our college; community, diversity, respect, integrity,
and open access. Student success is a priority, as well as “WIG”, the retention of the students we already have in our fold.

The HIT program is aligned with the Leeward community College Strategic Plan, especially in the area of modernizing the teaching and learning environments. While COVID 19 hastened the on online learning environment, HIT was already 80% online before the Spring 2020 mandate to move completely virtual. The HIT program is now available 100% online, and we hope to go back to offering hybrid courses when it is safe to do so. Our instructors are encouraged to take advantage of the professional development opportunities available both on and off campus. Instructional teaching strategies incorporating technology are used to increase student engagement in the virtual learning environment.

The HIT program is a unique program at Leeward CC and is the only one of its kind on within the UH system.

The HIT program prepares students for employment in administrative support positions in clinical settings in both private and public healthcare and related industries. HIT students’ demographics cover a wide spectrum. Some students are recent high school graduates pursuing a degree while others are returning adults seeking to upgrade workforce skills.

HIT professionals are responsible for the organization and accurate maintenance of computerized patient medical records. They may also be responsible for the timely and accurate submission of complex insurance documents. Successful graduates can find employment at hospitals, medical offices, and insurance companies in positions, including medical office manager, medical transcriptionist, medical records technician, and medical coding specialist. As technology advances, so does the HIT program. The HIT program continues to provide students with up-to-date and relevant work skills.

The Leeward CC Health Information Technology program is an accredited program by the Commission on Accreditation for Health Informatics and Information Management (CAHIIM). Students who complete the Associate of Science in Health Information Technology are eligible to take the American Health Information Management Association's (AHIMA) Registered Health Information Technician (RHIT) exam. The RHIT exam is professional certification, with requisite rules for maintenance, and is recognized equally by all US states and territories. RHIT exam is not a licensure. Leeward Community College may not be able to confirm whether a particular program meets the professional licensure requirements outside of the State of Hawaii. Leeward CC recommends the student contact the respective professional licensing board to determine the licensure requirements in the state in which the student lives.
Program Learning Outcomes

- 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.

Faculty, Staffing, Resources

The Leeward CC HIT Program currently have 2 full-time positions. One of the HIT faculty is currently serving as the Program Coordinator for the HIT program and has 3 credit release hours each semester. The other full-time faculty member teaches a full credit load of HIT courses. The HIT Program also employs four lecturers who teach approximately 1-2 sections each semester.

The HIT program utilizes the Leeward CC computer labs in BE-226, 227, and 229. Each of these rooms are equipped with 20 computers with the latest Windows operating system and Microsoft Office Suite.

HIT Industry Advisory Committee

The HIT Industry Advisory Committee consists of 5 industry partners from a variety of local companies and government agencies. The advisory committee members meet annually with program faculty. The HIT Program strives to have a variety of advisory committee members to provide insight from varying points of view.

The purpose of Career and Technical Education (CTE) Industry Advisory Committees are to assist and support CTE programs at higher education institutions. It has no legislative, administrative, or programmatic authority and is
advisory only. Input from the advisory committee is key to updating curriculum, courses, facilities, and equipment. The advisory committee provides CTE programs insight into employment trends, job outlooks, skills employers are seeking, and how best to prepare our graduates to be successful in their careers.

Cooperative Education Partners
An 80-hour externship is required for the Associate of Science in Health Information Technology. Students complete their externship hours through HIT 192 Professional practice experience (3 credits), which required 80 hours. The IT program has established relationship with healthcare facilities to facilitate site placement.

Modes of Delivery
The HIT program offers a wide variety of delivery modes for program classes. The HIT program offers in-person, hybrid, synchronous online, and asynchronous online classes. As of Fall 2020, all HIT program requirements can be completed 100% remotely via online modalities.

Part III. Analysis of Program or Unit Data

Overall Program Health
The HIT program has obtained a “healthy” or “cautionary” overall program health call in each of the past four years. More recently in 2019-2020, the HIT program received an overall “healthy” rating. The previous two AY overall health calls were “cautionary;” and in 2016-2017 the HIT program had a “healthy” rating. The data on the 2018 ARPD report seems incomplete and the “cautionary “ rating could be reflective of this.

Demand Indicators
From 2016-2020, the new and replacement positions have increased significantly, which indicates a growing workforce demand. The Demand indictors remain "healthy" with the exception 2016, when the HIT program was still establishing itself, and in 2018, again the data is missing in f1 and f2 for the new and replacement positions.

Even with the reduction of HIT majors, the number of student semester hours remained relatively the same. In 2019-2020, the HIT program had a total of 882 student semester hour, which a reduction of 816 student semester hours in 2016-2017. The reduction in majors has resulted in a reduction in student semesters hours of program majors in program classes, but the student semester hours of non-majors in program classes remained stable.
Efficiency Indicators
From 2016-2020, the average class size, fill rate have remained consistent with an efficiency health call of "cautionary."

Effectiveness Indicators
From 2016-2020, the HIT program has had an average of 11.75 degrees and 20 certificates of achievements awarded each year. The unduplicated degrees/certificate were 18 (2016-2017), 47 (2017-2018), 48 (2018-2019), and 38 (2019-2020). The average number of unduplicated degrees and certificates is 37.75, which demonstrates significant demand for HIT certificates.

Perkins Indicators
Performance on Perkins Indicators have fluctuated from 2016-2020. In early years ,1P1 and 3P1 Perkins indicators were met. The last two years the HIT program has meet 1P1 Technical Skills Attainment, 2P1 Completion, 3P1 Student Retention and Transfer. The HIT program has not met 4P1 Student Placement, 5P1 Nontraditional Participation and 5P2 Nontraditional Completion in each of the past four years.

4P1 Student Placement. Perkins indicator 4P1 has been elusive for the HIT Program to meet. There has been some success in 4P1 indicator in recent years. In 2019-2020, the 4P1 indicator improved to 56.67 from 44 in 2018-2019.

5P1 Nontraditional Participation Perkins indicator 5P1 has remained consistent for the HIT program in the last few years, remaining at 50% below the goal. This is something the HIT program hope to address with increased marketing to nontraditional students.

5P2 Nontraditional Completion Perkins indictor 5P2 has remained consistent for the HIT program, the numbers reflect the 5P1 indicator scores.

Comparisons with other Programs
The Leeward CC HIT program is the only Health Information Technology program in the UHCC system.

Part IV.A. Analysis of Program or Unit Service Area Outcomes (SAOs), Program Level Outcomes (PLOs) and/or Student Learning Outcomes (SLOs)
Program Learning Outcomes

1. Perform basic coding tasks and maintain accurate reimbursement systems including the preparation of patient access, registration, and patient accounting statements.

2. Access, analyze, and interpret data to solve basic health information, coding, patient accounting, and supervisory problems.

3. Interact with customers, vendors, and co-workers to effectively support the work with high customer satisfaction.

4. Organize, prioritize, and perform work tasks to meet deadlines and schedules.

5. Apply health information, records management, and patient financial/patient accounting laws; and code basic cases with industry reimbursement procedures by patient insurance type.

Assessments

2020-2021

HIT 102 Healthcare Data, Records, and Documentation SLOs

(PLOs 1,2,3)

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 Reimbursement Methodologies SLOs (PLO 1)**

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 208 Advanced Coding I SLOs (PLO1)**

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.

HIT 200 Disease Path and Pharmacology SLOs (PLOs1,2)

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 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.

2019-2020

HIT 101: Healthcare Delivery Systems (PLO 1)

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 209 Advanced Coding II SLOs (PLO 1)
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.

2018-2019

HIT 215 Quality Management SLOs (PLOs 3,4,5)

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 and standards.
2. Collaborate and prepare for accreditation, licensure, and or certification.
3. Adhere to the legal and regulatory requirements related to health information management.

- 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 and standards. Teaching strategy completion of at least 10 lessons. 100% of the students reached a grade of a C or above.
- Collaborate and prepare for accreditation, licensure, and or certification. Teaching strategy is a group project. 100% of the students reached a grade of C or better.
- Adhere to the legal and regulatory requirements related to health information management. Assessment is quiz and/or test. 100% of the students reached a grade of C or better.
- The students were able to achieve meet expectations and meet the standards successfully.
HIT 220 Healthcare Data Management & Analytics SLOs (PLO 2)

1. Describe the various roles of the health information manager within the healthcare organization and the technology of healthcare data, health information, and data analytics.

2. Identify the commonly used healthcare information systems and application tools (hardware and software), and demonstrate how they are used.

3. Examine the processes and procedures used to maintain the accuracy, confidentiality, integrity and security of healthcare data.

4. Apply the basic principles of planning, designing, selecting, implementing, and supporting a health information system.

- Describe the various roles of the health information manager within the healthcare organization and the technology of healthcare and health information, and the EHR. Assessment is discussion questions. Over 90% of the students reached a grade of a C or above.
- Identify the commonly used healthcare information systems and application tools (hardware and software), and explain how they are used. Teaching strategy is a group project. Over 90% of the students reached a grade of C or above.
- Explain the processes and procedures used to maintain the accuracy, confidentiality, integrity and security of healthcare data. Assessments are test and/or quizzes. Over 90% of the students reached a grade of C or above.
- Describe the basic principles of planning, designing, selecting, implementing and supporting a health information system. Assessment is the completion of 10 lessons. Over 90% of the students reached a grade of a C or better.
- Students were able to successfully reach the goals and meet the standards of the program.

2017-2018

No data available

2016-2017

No data available
Part IV.B. Curriculum Revision and Review (For Instructional Programs)

2020-2021

HIT 102 Healthcare Data, Records, and Documentation
HIT 108 Introduction to Diagnosis Coding
HIT 171 Healthcare Data, Information, Law, and Ethics
HIT 200 Disease Pathology and Pharmacology
HIT 208 Advanced Coding I
HIT 209 Advanced Coding II

2019-2020

HIT 101 Health Care Delivery Systems
HIT 109 Introduction to Procedure Coding
HIT 115 Reimbursement Methodologies
HIT 120 Intro to Healthcare Data Management & Analytics
HIT 176 Health Information Statistics
HIT 192 Professional Practice Experience
HIT 200 Disease Path and Pharmacology
HIT 220 Healthcare Data Management & Analytics

2018-2019

HIT 106 Introduction to medical coding
HIT 109 Introduction to Procedure Coding
HIT 176 Health Information Statistics

2017-2018

No data available

2016-2017

No data available
Part V. Survey Results

No formal surveys have been conducted at this time. This is something the HIT program will be implementing in the future.

Part VI. Overview Analysis of Program or Unit

The Health Information Technology program has been has proven to be a healthy program in the Business Division. The courses have good enrollment and we have been offering additional sections due to overcapacity. Recently, it has been suggested that the program offer courses in both Fall and Spring semesters as student demand has grown. The Health Information Management employment market is a growing industry. Students who complete the HIT program and go on to take the Registered Health Information Technician (RHIT) certification examination increase their marketability. HIM professionals who earn credentials have higher salaries; the more credentials earned, the more return on personal investment. Earning credentials not only demonstrates a deep understanding of the complexities of HIM but opens new doors for employment advancement. Encouraging our graduates to take the RHIT after completion of our program is a goal. We would like to develop a strong network during the program that continues after the student graduates in order to start a network of mentorship between graduates and students, as well as HIM professionals. The HIM industry in Hawaii is a close-knit world, and many relationships can be developed before the student graduates.

Part VII. Action Plan

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

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.
Part VII. Resource and Budget Implications

The purpose of this section is to briefly discuss what kinds of resources, including human, financial, physical, and technological will be needed to carry out your Action Plan in the coming years.

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.