

Healthcare Management Program  
School of Business and Liberal Arts  
2019 Assessment Report



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# What was assessed? Student learning outcomes list:

- ISLO 5: Industry, Professional, Discipline Specific Knowledge and Skills



# How was the assessment accomplished?

Course Objective: Recognize potential legal issues during situations which commonly arise in health care organizations.

HSMB 302 Legal and Ethical Issues in Healthcare: Spring 2019

- Final research paper: The Final Research Paper for the HSMB302 class is a comprehensive research paper on the application of healthcare law, legislation, policy and applied concepts to the operations of healthcare as it ties to public health.
- 80% of students will achieve a 75% or better on the Final Research paper



# How was the assessment accomplished?

Course Objective: Examine contemporary developments in health care management

HSMB 410 Senior Seminar: Fall 2019

- Topic: Strategic Management of Human Resources. What are the key elements of effective communication? Think of a situation you were involved in (work place, school, or personal) that you were involved in that required you to use one of the key elements to resolve a conflict. Provide a brief background to the situation, the communication that took place, and explain how the conflict was resolved. if you had to go through a similar situation again, what would you do differently, if anything? Why?
- 80% of students will score 85% or higher on the discussion rubric.



# How was the assessment accomplished?

Course Objective: Compare health care policy proposals at various jurisdictional levels.

HSMB 410 Senior Seminar: Fall 2019

- Students will create a PP presentation discussing pros and cons of the Affordable Care Act as they relate to Trump's attempt to replace it. They will discuss the provisions and revisions that have been made to ACA. The presentation should be between 5-7 slides with at least 150 words posted under notes for each slide. Refer to the posted readings and articles for the presentation. You are welcome to provide your own sources as well.
- 80% of students will score 85% or higher on the assignment grading rubric.



# How was the assessment accomplished?

Course Objective: Discuss the strategic role of financial management in health care organization.

HSMB 306 Healthcare Finance: Spring 2019

- Using the Discussion Board, the student will demonstrate knowledge of strategic planning and decision making in healthcare organizations.
- 80% of the students will score 80% Discussion Board #4



## Assessment Results - Grading Rubric used for ISLO 5- PSLO 4

<u>Subject</u>	<u>Course</u>	<u>Sections Participating</u>	<u>Total Measures</u>	<u>Outcome</u>
HSMB	302	1	1	Met
HSMB	410	1	1	Met

Overall Findings for Industry, Professional, Discipline Specific Knowledge and Skills

Total Sections Selected for Assessment 2

Total Sections Assessed 2

% Sections Meeting or Exceeding Target (of those assessed) 100%



## Assessment Results - Grading Rubric used for ISLO 5- PSLO 10

Subject	Course	<u>Sections Participating</u>	<u>Total Measures</u>	Outcome
HSMB	306	3	3	Met (67%)
HSMB	410	1	1	met
Overall Findings for Industry, Professional, Discipline Specific Knowledge and Skills				
Total Sections Selected for Assessment				4
Total Sections Assessed				4
% Sections Meeting or Exceeding Target (of those assessed)				75%





Assessment results: What have the data told us?

HSMB 302:

Reflection:

The Final Research Assignment was revised to better meet the learning outcomes associated with the class. The 2018/2019 academic year was the first year that the newly revised assignment was utilized, and it appears to be an effective assessment measure for the intended content and outcomes. No revisions to the process recommended at this time.



Assessment results: What have the data told us?

HSMB 306 Healthcare Finance:

Reflection:

Of the 13 students who scored lower than 80% - 12 of the students did not respond to at least three of their peers posts, resulting in 7.5 points being taken away out of a overall maximum 30 points = 22.5 points or 75%. If they did not respond to at least three peers posts, they automatically scored 75%.

Of the 13 students who scored lower than 80%, only 1 student wrote a poor explanation and did not grasp the concept of strategic and financial planning.

Recommendation:

Encourage students to respond to at least three peer posts during the week so they do not lose points and can engage in a dialogue with others, learning the material.

Perhaps my goal was not achievable or I should have used a quiz to demonstrate knowledge of the course objectives.



Data-driven decisions: How the department has or plans to “close the loop” based on these results.

- Revise HSMB 304 US Healthcare System to “ingrain” systems-thinking approach.
- Revisions of Curriculum and Assessment maps to better align with the IACBE assessment
- Request funding for the Perregrine test assessment for IACBE
- Consult with Advisory Board in May of 2020 on how to best assess the industry knowledge and skills



What resources were used or have been requested to close the loop? What changes would you make to the assessment process?

- Faculty Time
- Continuously review the artifacts to assess student learning outcomes and revise as necessary
- Consider HSMB 408 Internship for the ISLO 5 assessment
- Request that the 3 year assessment requirement for the Healthcare Management program be replaced with the 5 year review timeline to align with the IACBE assessment required for accreditation.

