Healthcare Management Program
School of Business and Liberal Arts
Fall 2015 Assessment Report

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What was assessed? HSMB Program Learning Outcomes

PSLO	Defined
1	Demonstrate effective oral and written communication skills.
2	Identify, analyze, and compare theories and practices of ethics and professionalism in the healthcare setting
3	Use contemporary developments in healthcare to assess alternative management solutions in healthcare related problems and challenges
4	Understand how to apply state and federal healthcare policies
5	Describe the various types of managed care organizations and compare governance, executive roles, marketing procedures, and value
6	Articulate how to promote population health and identify global health issues affecting the U.S. healthcare system
7	Demonstrate an understanding of healthcare financial management
8	Understand the framework in which healthcare services are produced, coordinated, consumed, and reimbursed
9	Analyze the origin, uses, and the maintenance of the various resources that are vital to the success of a healthcare organization
10	Demonstrate knowledge of strategic planning and decision making in the healthcare organizations
11	Understand the role of organizational and human resource management in the healthcare field

What Outcomes [PLO] Were Assessed in Fall 2015 Courses:

PLO	Courses	Defined
1	HSMB 101; HSMB 301 HSMB 302; HSMB 304	**Demonstrate effective oral and written communication skills.**
2	HSMB 302	**Identify, analyze, and compare theories and practices of ethics and professionalism in the healthcare setting**
3	HSMB 101; HSMB 302; HSMB 301	**Use contemporary developments in healthcare to assess alternative management solutions in healthcare related problems and challenges**
4	HSMB 302; HSMB 304	**Understand how to apply state and federal healthcare policies**
5	HSMB 307	**Describe the various types of managed care organizations and compare governance, executive roles, marketing procedures, and value**
6	HSMB 301; HSMB 304	**Articulate how to promote population health and identify global health issues affecting the U.S. healthcare system**
7	HSMB 101; HSMB 306	**Demonstrate an understanding of healthcare financial management**
8	HSMB 307	**Understand the framework in which healthcare services are produced, coordinated, consumed, and reimbursed**
9	HSMB 101	**Analyze the origin, uses, and the maintenance of the various resources that are vital to the success of a healthcare organization**
10	HSMB 101; HSMB 304	**Demonstrate knowledge of strategic planning and decision making in the healthcare organizations**
11	HSMB 101; HSMB 307	**Understand the role of organizational and human resource management in the healthcare field**

How was the assessment accomplished?

Assessments Utilized:

- Quiz

- Mid-Term and Final Exam

- Written Assignments

- Discussion Boards

- Mentor Evaluations

- Reflective Journal Writing

- Portfolio Submission

- Cumulative Research Project

How was the assessment accomplished?

Measurement Strategy:

- Rubrics utilized for all listed assessment assignments and discussion boards

- Rubric utilized for the final research paper

- Questions/Responses on Quiz, Mid-Term, Final Exams that include true/false and multiple choice questions

PLO Assessment Findings

PLO 1: Demonstrate effective oral and written communication skills.

Results	Measures	Not Met	%	Met	%	Exceeded	%
All Courses	41	15	37%	21	51%	4	10%
HSMB101	6	2	33%	4	67%	0	0%
HSMB301	8	73	38%	5	63%	0	0%
HSMB302	5	3	60%	1	20%	1	20%
HSMB304	2	0	0%	2	100%	0	0%
HSMB308	6	0	0%	5	83	0	0%
HSMB408	3	0	0%	3	100	0	0%
HSMB410	6	3	50%	1	17	2	33%

PLO 2: Identify, analyze, and compare theories and practices of ethics and professionalism in the healthcare setting.

Results	Measures	Not Met	%	Met	%	Exceeded	%
All Courses	8	3	38%	3	38%	2	25%
HSMB302	5	3	60%	1	20%	1	20%
HSMB308	2	0	0%	2	18%	9	82%
		0	0%	0	0%	1	100%

PLO 3: Use contemporary developments in healthcare to assess alternative management solutions in healthcare related problems and challenges

Results	Measures	Not Met	%	Met	%	Exceeded	%
All Courses	32	13	41%	12	38%	5	16%
HSMB101	3	0	0%	2	67%	0	0%
HSMB301	16	5	31%	8	50%	2	13%
HSMB302	5	3	60%	1	20%	1	20%
HSMB306	1	1	100%	0	0%	0	0%
HSMB307	1	1	100%	0	0%	0	0%
HSMB410	6	3	50%	1	17%	2	33%

PLO 4: Understand how to apply state and federal healthcare policies

Results	Measures	Not Met	%	Met	%	Exceeded	%
All Courses	5	2	40%	2	40%	10	20%
HSMB302	2	1	50%	0	0%	1	50%
HSMB304	1	0	0%	1	100%	0	0%
HSMB308	1	0	0%	1	100%	0	0%
HSMB410	1	1	100%	0	0%	0	0%

PLO 5: Describe the various types of managed care organizations and compare governance, executive roles, marketing procedures, and value

Results	Measures	Not Met	%	Met	%	Exceeded	%
All Courses	1	1	100%	0	0%	0	0%
HSMB307	1	1	100%	0	0%	0	0%

PLO 6: Articulate how to promote population health and identify global health issues affecting the U.S. healthcare system

Results	Measures	Not Met	%	Met	%	Exceeded	%
All Courses	24	6	25%	15	63%	2	8%
HSMB301	20	6	30%	11	55%	2	10%
HSMB304	4	0	0%	4	100%	0	0%

PLO 7: Demonstrate an understanding of healthcare financial management

Results	Measures	Not Met	%	Met	%	Exceeded	%
All Courses	10	4	40%	4	40%	2	20%
HSMB101	2	1	50%	1	50%	0	0%
HSMB306	4	1	25%	3	75%	0	0%
HSMB307	3	2	67%	0	0%	1	33%
HSMB410	1	0	0%	0	0%	1	100%

PLO 8: Understand the framework in which healthcare services are produced, coordinated, consumed, and reimbursed

Results	Measures	Not Met	%	Met	%	Exceeded	%
All Courses	4	3	75%	0	0%	1	25%
HSMB306	1	1	100%	0	0%	0	0%
HSMB307	2	2	100%	0	0%	0	0%
HSMB410	1	0	0%	0	0%	1	100%

PLO 9: Analyze the origin, uses, and the maintenance of the various resources that are vital to the success of a healthcare organization

Results	Measures	Not Met	%	Met	%	Exceeded	%
All Courses	15	9	60	3	20	2	16
HSMB101	3	1	33	1	33	0	0
HSMB307	5	4	80	0	0	1	20
HSMB306	3	1	33	2	67	0	0
HSMB410	4	3	75	0	0	1	25

PLO 10: Demonstrate knowledge of strategic planning and decision making in the healthcare organizations

Results	Measures	Not Met	%	Met	%	Exceeded	%
All Courses	17	6	35%	9	53%	2	12%
HSMB101	6	2	33%	4	67%	0	0%
HSMB304	2	0	0%	2	10%	0	0%
HSMB306	2	0	0%	2	100%	0	0%
HSMB307	3	2	67%	0	0%	1	33%
HSMB410	4	2	50%	1	25%	1	25%

PLO 11: Analyze the origin, uses, and the maintenance of the various resources that are vital to the success of a healthcare organization

Results	Measures	Not Met	%	Met	%	Exceeded	%
All Courses	15	8	53%	5	33%	2	13%
HSMB101	6	2	33%	4	67%	0	0%
HSMB307	4	4	100%	0	0%	0	0%
HSMB410	5	2	40%	1	20%	2	40%

PLO Summary

PLO	Total Measures	Measures Not Met	Measures Met	*Identified as Needing Improvement
1	41	15 or 37%	22 or 61%	Yes
2	8	3 or 38%	5 or 63%	Yes
3	32	13 or 41%	17 or 54%	Yes
4	5	2 or 40%	3 or 60%	Yes
5	1	1 or 100%	0 or 0%	Yes
6	24	6 or 25%	17 or 71%	
7	10	4 or 40%	6 or 60%	Yes
8	4	3 or 75%	1 or 25%	Yes
9	15	9 or 60%	5 or 33%	Yes
10	17	6 or 35%	11 or 65%	Yes
11	15	8 or 53%	7 or 46%	Yes

*Future Target Goal: Achieve 70-75% [C] or Higher Measures

Course Outcome Assessment Findings

HSMB101: Introduction Health Services Management [PLO 1,3,7,9,10,11]			
Course SLO's	Target / Measure Utilized	Actual %	Outcome
1: Management and Leadership	80% or higher: post test on differences of function and direction	93%	Met
	80% or higher: pre test using exam on understanding differences between leaders and managers	50%	Not Met
2: Planning, organizing, decision making in management	80% or higher: post test using final exam	93%	Met
	80% or higher: pre test quiz	93%	Met
3: Organizational structure and function	80% or higher: post test with rubric	100%	Met
	80% or higher: pre test using exam	69%	Not Met
4: Teams and effective communication	80% or higher: post test with rubric	93%	Met
	80% or higher: pre test using exam	50%	Not Met

HSMB302: Legal and Ethical Issues in Healthcare
[PLO 1,2,3,4]

Course SLO's	Target / Measure Utilized	Actual %	Outcome
1: Common legal issues in healthcare	85% or higher on discussion post with rubric	90.5%	Met
2: Utilization of the legal counsel	80% or higher on assignment with rubric	75%	Not Met
3: Medical ethics code and ethical decision making	90% or higher on discussion post with rubric	74%	Not Met
4: Analyzing ethical and legal issues and problem solving	80% or higher on assignment with rubric	78%	Not Met
5: Research on the current legal or ethical issue	80% or higher on assignment with rubric	83%	Met

HSMB 307: Health Care Facility Administration
[PLO 5,8,11]

Course SLO's	Target / Measure Utilized	Actual %	Outcome
1: Framework for coordination, reimbursement, and evaluation of healthcare services	80% or higher on quiz in week 3	84%	Met
2: Delivery and finance of services in healthcare facilities	85% or higher on discussion post with rubric	78%	Not Met
3: Interactions among medical staff, employees, authorities, and managers	80% or higher on assignment with rubric	67%	Not Met
4: Maintenance of resources for success of organizations	85% or higher on quiz in week 9	71%	Not Met
5: Strategic planning, decision making, and evaluation in healthcare facilities	85% or higher on discussion post with rubric	78%	Not Met

HSMB 306: Health Care Finance
[PLO 7]

Course SLO's	Target / Measure Utilized	Actual %	Outcome
1: Strategic role of financial management	70% or higher on discussion post with rubric in weeks 1-4	83.5%	Met
2: Accounting procedures and financial statements	70% or higher on quiz and assignment	94.3%	Met
3: Healthcare agency budgets	70% or higher on discussion post and assignment with rubric	68%	Not Met
4: Budgetary planning and financial decision making	70% or higher on discussion post and assignment	89%	Met

HSMB 304: U.S. Health Care System
[PLO 1,4,6,10]

Course SLO's	Target / Measure Utilized	Actual %	Outcome
1: US healthcare system components	80% or higher on assignment with rubric	82%	Met
2: Roles of various healthcare organizations	80% or higher on assignment with rubric	93%	Met
3: Current system issues	70% or higher on discussion post with rubric	70%	Met
4: Role as a healthcare manager	70% or higher on discussion post with rubric	80%	Met

HSMB 308: Internship Orientation

Course SLO's	Target / Measure Utilized	Actual %	Outcome
1: Purpose of an internship	95% or higher on discussion post with rubric	100%	Met
2: Roles and responsibilities	80% or higher on discussion post with rubric	82%	Met
3: Legal, ethical, and regulatory requirements	80% or higher on discussion post with rubric	100%	Met
4: Institutional requirements	80% or higher on portfolio	No data	No data
5: Internship site research	80% or higher on portfolio	80%	Met
6: Relationships and network	80% or higher on portfolio	100%	Met

HSMB 410: Senior Seminar			
Course SLO's	Target / Measure Utilized	Actual %	Outcome
1: Advanced issues in healthcare management	80% or higher on assignment with rubric	58%	Not Met
2: Contemporary developments in healthcare management	80% or higher on assignment with rubric	79%	Not Met
3: Healthcare policy proposals at jurisdictional levels	80% or higher on assignment with rubric	85%	Met
4: Advanced topics in healthcare management using scholarly articles	80% or higher on assignment with rubric	54%	Not Met
5: Problem solving of current healthcare management issues	80% or higher on assignment with rubric	80%	Met

HSMB Course Level Assessment Problems Identified - General

- Students were less successful with assignments requiring critical thinking and analysis of scholarly work in all courses. For example: Students fail to meet the minimum requirements of the grading rubric. They lack understanding of plagiarism or using credible sources.

- Students do not utilize, consistently, student support services. For example: Students often do not utilize the Writing Center or other tutoring/library support services.

- Students lack time management skills for submitting written work, specifically papers. For example: When target measures are not met, 90% of the time it is due to students not submitting assignments. This patter is especially noticeable in the second half of the semester. paper. In HSMB 307, specifically, only one of the course SLOs was met; the remaining four were not met because students who didn't submit their work were included in the findings report.

Data Driven Decisions
How will the HSMB Program
"Close the Loop"

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

- Given these findings, what will the department do differently?

- Five general categories:
  - Change teaching methods (HSMB 301, 302, 307)
  - Change the course curriculum (HSMB 306)
  - Increase instructional support (e.g., tutoring for HSMB 306)
  - Increase use of the writing lab and other library resources
  - Streamline the assessment

What resources were used or have been requested to close the loop?

- Potential resources that you might identify:
  - Individual faculty time revising within a course
  - Department faculty time making revisions in teaching and assessment artifacts
  - Develop new course offerings
  - Course specific simulation software ($1000)

What changes to propose in the assessment process?

– Streamline the assessment:

- Artifacts in multiple sections

- Measures

- Missing assignments

– Department discussion on how to better link course SLOs with program SLOs

– Professional Development ($2000)