Student Learning Outcomes Assessment Summary

Healthcare Reimbursement, Certificate

UAF Allied Health Department

Ay 2016-May 2018

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Date: May 8, 2018

1. Assessment information collected

   - Graduate and employer surveys and National exam pass rate.

2. Conclusions drawn from the information summarized above

   There were 21 Graduates during this time period. This is a program that meets industry partner needs for front office, billers and coders. It is an area that is growing in the healthcare industry. The current number of declared HCR majors is 29. UAF CTC students are both part time and full time. Demand is increasing for healthcare workers and students are interested. Graduate feedback were positive in regards to the specific knowledge and competencies taught throughout the Healthcare Reimbursement Certificate Program. On scale of 1 to 5 scale, 5 highest, the average score on the three surveys was 4.6. 100% of the graduates surveyed were positive about the didactic knowledge, and the skills necessary for entry level medical billers and coders taught throughout the Healthcare Reimbursement Certificate Program. The student survey average overall score was 4.6. An average of > 3 is positive.

   We received one employer survey and it was positive in all areas.

   Documentation of the number of students sitting for the National Certification was minimal. Three of the 21 students responded to survey. Of those three that responded, none had taken and passed the Coding Certification Examination.

3. Curricular changes resulting from conclusions drawn above

   Curriculum changes were revised not due to data above but on the need identified to separate Medical Assisting and HCR Administrative class highlighting industry specific requirements. There is a MA 144 Administrative Procedures for the Medical Assistant Program. A special topics HLTH F193 Administrative Procedures for Healthcare Workers class will be offered Fall of 2018. HLTH F193 is tailored for those students in HCR and Medical/Dental Reception Career pathways. This course focuses on the information and skills necessary to work in a Medical or Dental Front office without the need for intensive documentation required by the Accreditation for the Medical Assisting Students. HLTH F132 and HLTH F234 curriculum will be evaluated AY 2018-19 with intent to identify and tailor curriculum on management and leadership in a Medical/Dental front office.
Faculty will encourage students to sit for national Coding examination and supply information for the application process. Faculty will track the number of applicants for the examination and pass rates in an effort to secure high quality evaluation data.

Faculty will develop an efficient method for following all HCR graduates including metrics such as if they tested, why and/or why not and exam results. This has not been possible the past two years with less administrative support and faculty. We will work on this area over the next year.

AHPD will meet with Advisers to encourage students to apply for either of the two Occupational Endorsements associated with the Health Care Reimbursement Certificate.

4. Identify the faculty members involved in reaching the conclusions drawn above and agreeing upon the curricular changes resulting:

Faculty and adjuncts involved in the revision of the Healthcare Reimbursement Certificate curriculum are: Millie Castro, Emily Goodridge, Jennifer Meyer, Shawn Russell and Cathy Winfree