

Student Learning Outcomes Assessment Summary

Healthcare Reimbursement Certificate

CRCO Allied Health

AY 11/12

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1. Assessment information collected

Students' writing skills were assessed in multiple courses by multiple faculty members using an assessment that was created using a standard writing proficiency rubric. All students demonstrated writing skills sufficient for employment.

Students' typing skills are assessed during HLTH 130 Medical Office Technology or via a web-based typing test identified by UAF eLearning Instructional Design staff. All students completing HLTH 130 and all students completing the web-based typing test finished with a passing score (45 wpm with 3 or fewer errors).

Students' oral communication skills are assessed in courses HLTH 132 and 234 via proctored performance competency exams. All students taking these exams demonstrated oral communication proficiency.

Students' understanding of human relations is assessed via proctored performance competency exams in HLTH 110, 132, and 234. Their understanding of human relations, and working with vulnerable populations in particular, is also assessed via participation in case studies, scenarios, and role playing in HLTH 110, 236, and others.

Students' computation abilities are assessed using a variety of measures in HLTH 116 Mathematics for Health Care and HLTH 236 Outpatient Healthcare Reimbursement, and HLTH 237 Inpatient Healthcare Reimbursement. Students gain conceptual computational awareness in HLTH 116, and practically apply the concepts in HLTH 116, HLTH 235, and HLTH 237 (i.e., calculating drip rates, performing billing functions).

Students' knowledge of health care reimbursement concepts and practices is assessed a number of ways:

- Students are encouraged to sit for the national medical coders' certification exam. Many students opt not to take the exam, and many take the exam without disclosing that they have taken it. Few students took the exam during this academic year, and no failing scores have been reported. This data is difficult to track, as it is totally reliant on student

self-reporting. Methods of better tracking this data are constantly being explored.

- This academic year saw a rise in numbers of students completing Occupational Endorsements. These occupational endorsements are specific to healthcare reimbursement concepts and practices, and students must be exceptional coders to earn the OE in Medical Coding (students must earn a B in Medical Coding to earn the OE rather than a C, which is required for the Certificate).
- Students complete proctored examinations of their ability to perform practical applications (i.e., code, calculate reimbursement) at least once per semester.
- Students complete a proctored exam that simulates the national medical coding exam.

Students' employment status is analyzed by a number of measures:

The Office of Health Programs Development provides names of students to PAIR, who works with the Department of Labor, the Division of Business Partnerships, and the Alaska Works partnership to retrieve data related to student employment. Students' social security numbers are redacted during this process, so the returned data is aggregate program data rather than student-specific data (see student-specific data collected below).

- Historical total earnings of participants are assessed.
- The vast majority of students are employed in health care.
- A small percentage of students are unemployed.
- HCR students work in a variety of health occupations.
- HCR students primarily work for these employers:

Top Employers
YUKON KUSKOKWIM HEALTH CORP
BRISTOL BAY AREA HEALTH CORP
AVCP HOUSING AUTHORITY
N SLOPE BOROUGH
NORTON SOUND HEALTH CORP
MANILAQ ASSOCIATION INC
TANANA CHIEFS CONFERENCE
SOUTHEAST ALASKA REGIONAL HEALTH CONSORT
STATE OF AK
LOWER YUKON SCHOOL DISTRICT
LOWER KUSKOKWIM SCHOOL DIST

Healthcare Reimbursement Certificate

BERING STRAIT SCHOOL DIST
AK COMMERCIAL CO
CHUGACHMIUT
FIRST ALASKANS INSTITUTE
BERING STRAITS REG HOUSING AUTHORITY
LAKE AND PENINSULA SCHOOL DIST
BRISTOL BAY HOUSING AUTHORITY
UNIVERSITY OF AK
CHIULISTA CAMP SERVICES INC
ALEUTIAN PRIBILOF IS ASSN INC
SITKA COMMUNITY HOSPITAL
SOUTHCENTRAL FOUNDATION
AK NATIVE TRIBAL HEALTH CONSOR
BRICE INC
CITY OF BETHEL
EASTERN ALEUTIAN TRIBES INC
JOB READY INC
KODIAK AREA NATIVE ASSOC
KWINHAGAK NATIVE VILLAGE OF
NATIVE COUNCIL OF PORT HEIDEN
NORCON INC
DOYON DRILLING INC
SKW/ESKIMOS INC
TECK COMINCO ALASKA INC
ASRC ENERGY SERVICES O&M INC
ASSOC OF VILLAGE COUNCIL PRES
ATHABASCAN TRIBAL GOVNT COUNCI
BERING PACIFIC CONSTRUC LLC
INTERIOR REGIONAL HOUSING AUTHORITY
NANA MANAGEMENT SERVICES LLC
NORTHWEST ARCTIC BOROUGH
PEACE HEALTH-KETCHIKAN GENERAL HOSPITAL
AKIACHAK NATIVE COMMUNITY
COASTAL VILLAGES SEAFOODS INC
COLASKA INC
KWIGILLINGOK IRA COUNCIL
METLAKATLA INDIAN COMMUNITY
NANVAQ LIMITED LLC
BANNER HEALTH SYSTEM
BRISTOL BAY NATIVE ASSOC
CROWLEY MARINE SVCS INC
HAGELAND AVIATION SRVCS INC
INTER-ISLAND FERRY AUTHORITY
TLINGIT HAIDA REG HOUSING AUTH
TULUKSAK NATIVE COMMUNITY

YUKON KOYUKUK SCHOOL DIST

Additionally, students are surveyed each semester by program faculty regarding employment status, industry investment (defined broadly), and satisfaction with the HCR Program. They are asked:

- ✓ Are you currently employed in a health care setting?
- ✓ If you are employed (at any job), what is your job title?
- ✓ If you are employed, who is your employer?
- ✓ Who paid your tuition? (name of person or entity)
- ✓ Who paid the cost of your textbooks? (name of person or entity)
- ✓ If you are employed, does your employer allow you to use their computers to attend classes and/or do homework?
- ✓ Does your employer give you time off to attend classes or do homework? If so, is the time off paid?
- ✓ Have you gotten a promotion or pay raise as a result of participation in the Health Care Reimbursement Program (these courses)? If not, has your employer indicated that you will earn a promotion or pay raise upon completion of the certificate (or certain courses)?

Blackboard makes higher education possible for everyone in Alaska. This technology effectively removes geographic barriers, making college possible for people who live off the road system (and people who live in urban centers but cannot attend classes on campus):

- ✓ What is your favorite thing about Blackboard? What is your least favorite thing about Blackboard, e-Learning, or this course in general?
- ✓ Are you planning to earn a Certificate or Degree, or are you simply taking courses for your own interest? If you are planning to earn a Certificate or Degree, what is the exact title of the Certificate or Degree? When do you intend to graduate?

This survey was administered to approximately 300 Allied Health e-learning students this AY (including summer), and the survey had a nearly 100% return rate.

Additionally, healthcare industry partners are telephone-surveyed and polled in person periodically throughout the year regarding their satisfaction with Allied Health department offerings.

2. Conclusions drawn from the information summarized above

- ✓ Students' writing skills are sufficient for employment.
- ✓ Students' typing skills are sufficient for employment.
- ✓ Students' oral communication skills are sufficient for employment.
- ✓ Students are demonstrating an understanding of human relations.
- ✓ Students' computation skills are sufficient for employment.

- ✓ Students understand healthcare reimbursement concepts and practices.
 - Students are passing the national exam (although better data collection methods are needed).
 - Students are increasingly earning Occupational Endorsements.
 - Students demonstrate ability to code and to calculate reimbursement.
 - Students are passing courses with a C or better.
 - Students are passing HLTH 235 Medical Coding with a B or better.
- ✓ Students are employed in healthcare.
- ✓ Employers invest a great deal in this program.
- ✓ Students value having an e-Learning option, despite the initial technology learning curve.

3. Curricular changes resulting from conclusions drawn above

Better ways of preparing students for the very rigorous national coding exam are being explored.

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

Shawn Russell, Chair

Christa Bartlett, Chair

Jennifer Meyer

Carolyn Smith

These full-time faculty members teach in the HCR program and discuss learning outcomes and assessment throughout the year.