

**Allied Health Management
Annual Assessment Report
2011-2012**

I. Program History

History

The Allied Health Management program was first offered at OIT in 2007-2008. This program is still relatively new and enrollment continues to grow. As of fall 2011, nine students were enrolled in the program. Allied Health Management is offered at the Klamath Falls campus and online. Currently one Allied Health student is located in Klamath Falls; the remaining eight students are completing the degree online. The online program graduated its first student spring 2010. Two students graduated with Allied Health Management degrees spring 2011.

Allied Health Management bridges two different disciplines and departments: Allied Health and Management. Students must successfully complete their registry exam, certificate, or license in their chosen allied health field and hold a current license, certificate, or registry to be eligible for admission into the Allied Health Management program. Graduates are prepared to manage labs, departments, and clinics, and to supervise technicians and technologists.

II. Program Purpose

The Allied Health Management faculty reviewed the program purpose, objectives, and learning outcomes during the fall faculty meeting, September 2011. The faculty reaffirmed the statements below:

Allied Health Management Mission Statement:

The Allied Health Management degree fully prepares students to assume managerial/supervisory positions in their specific allied health specialty anywhere in the United States.

Educational Objectives:

The Allied Health Management degree provides students with the knowledge and skills necessary to competently manage a clinical facility.

Student Learning Outcomes:

The Allied Health Management program consists of the eight core Management Department student learning outcomes as well as three student learning outcomes specific to this program. Upon completion of this program, Allied Health Management graduates will be able to:

1. Demonstrate an understanding of the functional areas of accounting, marketing, finance, management, and economics.

2. Demonstrate an understanding of the legal and social environment of business.
3. Demonstrate an understanding of the global environment of business.
4. Demonstrate an understanding of the ethical obligations and responsibilities of business.
5. Demonstrate the ability to use business tools.
6. Demonstrate the ability to communicate effectively.
7. Demonstrate the ability to apply knowledge of business concepts and functions in an integrated manner.
8. Demonstrate the ability to work effectively in teams and/or groups.
9. Demonstrate supervisory and management skills.
10. Demonstrate knowledge of management within the U.S. Health Care System. (New)
11. Demonstrate knowledge of issues relating to U.S. Health Care Reform. (New)

III. Assessment Cycle

Assessment schedule

IACBE requires all accredited institutions to complete a full assessment cycle for all IACBE core student learning outcomes (SLOs 1-8) on an annual basis. Program-specific learning outcomes (PSLOs 9-11) will be assessed as follows:

Program-Specific Learning Outcomes	2010-11	2011-2012	2012-2013	2013-2014
9. Demonstrate supervisory and management skills.	X			
10.* Demonstrate an understanding of HIPAA		X		
10. Demonstrate knowledge of management within the U.S. Health Care System.			X	
11. Demonstrate knowledge of issues relating to U.S. Health Care Reform.				X

Table 1: Assessment Cycle for Allied Health Management PSLOs

IV. 2011-2012 Assessment Activities

Assessment results for the eight core student learning outcomes are reported separately and can be found on the OIT website under IACBE Public Disclosure of Student Learning. This report was scheduled to cover PSLO #10* – Demonstrate an understanding of HIPAA, which has since been revised (see the new PSLOs listed above).

PSLO #10* – Demonstrate an understanding of HIPAA.

Direct Assessment #1: It was intended that this PSLO be assessed in MIS 217, Health Care Systems and Policy, using exam questions. MIS 217 is taught on the Klamath Falls campus fall term and online winter term. The PSLO was scheduled to be assessed in Klamath Falls and online.

Strengths:

Weaknesses: MIS 217, a course designed for Information Technology – Health Informatics students, did not offer adequate opportunity to assess this outcome. The content in MIS 217 remains relevant to the Allied Health Management program however the topic of HIPAA violations and provisions are only minimally addressed. A particular barrier to assessment of this PSLO is the continued low enrollment in the AHM program. This has made it difficult to capture assessment data for these majors when there may be only one student enrolled in the course.

Action Plans: Given the inability to assess HIPAA in MIS 217, the Allied Health Management Program Director reviewed PSLOs for this program and proposed two new PSLOs which are presented above. These PSLOs will be vetted to the Department during the September convocation meeting and assessment of the new PSLOs will take place during the 2012-2013 academic year. The topic is covered extensively in the course, eliminating one of the challenges of assessment however; low student enrollment may continue to be an obstacle.

Direct Assessment #2: It was intended that this PSLO be assessed in MIS 445, Legal, Ethical and Social Issues in Health Care Technology, winter 2012 using exam questions. The PSLO was scheduled to be assessed in Portland.

Strengths:

Weaknesses: MIS 445, a course designed for Information Technology – Health Informatics students, did not offer adequate opportunity to assess this outcome. The content in MIS 445 remains relevant to the Allied Health Management program however; continued low enrollment in the AHM

program has made it difficult to capture assessment data for these majors. No AHM student was enrolled in MIS 445 making it impossible to assess.

Action Plans: Given the inability to assess HIPAA in MIS 445, the Allied Health Management Program Director reviewed PSLOs for this program and proposed two new PSLOs which are presented above. These PSLOs will be vetted to the Department during the September convocation meeting and assessment of the new PSLOs will take place during the 2012-2013 academic year.

Indirect Assessment: The faculty indirectly assessed all Management program outcomes spring 2012. Seniors completed an exit survey that asked students to rate how well the Allied Health Management program prepared them with regards to the program-specific student learning outcomes and corresponding competencies. The online Allied Health Management program graduated two students spring 2012, however, no Allied Health Management majors completed the survey this spring. In the future the senior exit survey will be included in a senior level course to increase response rates for this assessment activity.

V. Summary of Student Learning

Although MIS 217 and MIS 445 did not provide adequate opportunity to assess knowledge of HIPAA provisions, faculty teaching MIS 217 and the AHM program director observed that course content in MIS 217 and MIS 445 remains applicable to AHM students. The content of these courses focuses on the U.S. health care system as it is today, and on the progress and future of U.S. health care reform. To that end, the learning objectives have been modified.

The new outcomes will be assessed in three courses, MIS 217, BUS 316, and BUS 317. The topics of the U.S. health system and health care reform should be relatively simple to assess due to the preponderance of the information presented across the three courses. Potential assessment activities include those already embedded in the courses such as short papers addressing specific aspects of the U.S. health care system. In addition there are several short case analyses that lend themselves well to PSLO assessment.

The challenge remains in the low numbers, the lack of students attending these courses. As there are few students in the major and they do not travel through the curriculum as a cohort, we may consider capturing assessment data every time these courses are run regardless of the assessment schedule, to catch the AHM students enrolled.

Secondly and perhaps the primary challenge to the department is to examine the AHM degree, its admission requirements, and purpose of the program to

determine if a revision to some extent should be undertaken which would increase the desirability and accessibility of the degree and perhaps increase enrollment.

VI. Changes Resulting From Assessment

Closing the loop:

PSLO #9 – Demonstrate supervisory and management skills: Although programmatic weaknesses were not identified during the assessment of PSLO #9, BUS 317 faculty recommended and implemented the following changes during the 2011-2012 academic year. PSLO #9 will be reassessed during the 2014-2015 academic year.

- Emphasize the role of decision-making, organization, and delegation in management.
- Provide additional in-class examples that will help students develop better recommendations for the controlling function of management.

PSLO #10* - Demonstrate an understanding of HIPAA: Upon review of the 2009-2010 assessment results, the faculty recommended that the AHM PSLO – Demonstrate ability to develop a marketing plan for a medical facility, be revised. AHM faculty and the program director recommended and vetted a new PSLO, focusing on student's understanding of HIPAA, to replace the marketing plan development PSLO. PSLO #10* was assessed during the 2011-2012 academic year.

**Allied Health Management
SLO-Curriculum Map**

SLO #1: The student will demonstrate supervisory and management skills.

Courses that are shaded below indicate that the SLO above is taught in the course, students demonstrate skills or knowledge in the SLO, and students receive feedback on their performance on the SLO.

I = Introduced R = Reinforced E = Emphasized

	Sophomore		Junior		Senior	
Fall	BIO 231		ACC 325		BUS 467	
	ACC 201		MIS 217		BUS 308	
	SPE 111		MATH 243 or MATH 361		MIS 345	
	WRI 121		PSY 201		BUS 496 or BUS 420	
			Elective		BUS 441	E
Win	BIO 232		BIO 200		BUS 497	
	COM 205		BUS 349	R	BUS 316	
	MATH 111		ECO 201N		MIS 445	
	WRI 122		PHIL 331 or PHIL 342		Upper Div Elective	
			BUS 223 or BUS 337		Upper Div MSSS Elective	
Spr	BIO 233		SPE 321		PSY 347	
	BUS 317	E	BUS 356		MSSS Elective	
	ACC 203		ECO 202N		Upper Div MSSS Elective	
	BUS 226		MSSS Elective		WRI 410	
	WRI 227		HUM Elective		Upper Div Elective	

**Allied Health Management
SLO-Curriculum Map**

SLO #2: The student will demonstrate knowledge of management within the U.S. Health Care System.

Courses that are shaded below indicate that the SLO above is taught in the course, students demonstrate skills or knowledge in the SLO, and students receive feedback on their performance on the SLO.

I = Introduced R = Reinforced E = Emphasized

	Sophomore		Junior		Senior	
Fall	BIO 231		ACC 325		BUS 467	
	ACC 201		MIS 217	E	BUS 308	
	SPE 111		MATH 243 or MATH 361		MIS 345	
	WRI 121		PSY 201		BUS 496 or BUS 420	
			Elective		BUS 441	
Win	BIO 232		BIO 200		BUS 497	
	COM 205		BUS 349		BUS 316	R
	MATH 111		ECO 201N		MIS 445	
	WRI 122		PHIL 331 or PHIL 342		Upper Div Elective	
			BUS 223 or BUS 337		Upper Div MSSS Elective	
Spr	BIO 233		SPE 321		PSY 347	
	BUS 317	I	BUS 356		MSSS Elective	
	ACC 203		ECO 202N		Upper Div MSSS Elective	
	BUS 226		MSSS Elective		WRI 410	
	WRI 227		HUM Elective		Upper Div Elective	

**Allied Health Management
SLO-Curriculum Map**

SLO #3: The student will demonstrate knowledge of issues relating to U.S. Health Care Reform.

Courses that are shaded below indicate that the SLO above is taught in the course, students demonstrate skills or knowledge in the SLO, and students receive feedback on their performance on the SLO.

I = Introduced R = Reinforced E = Emphasized

	Sophomore		Junior		Senior	
Fall	BIO 231		ACC 325		BUS 467	
	ACC 201		MIS 217	E	BUS 308	
	SPE 111		MATH 243 or MATH 361		MIS 345	
	WRI 121		PSY 201		BUS 496 or BUS 420	
			Elective		BUS 441	
Win	BIO 232		BIO 200		BUS 497	
	COM 205		BUS 349		BUS 316	R
	MATH 111		ECO 201N		MIS 445	
	WRI 122		PHIL 331 or PHIL 342		Upper Div Elective	
			BUS 223 or BUS 337		Upper Div MSSS Elective	
Spr	BIO 233		SPE 321		PSY 347	
	BUS 317	I	BUS 356		MSSS Elective	
	ACC 203		ECO 202N		Upper Div MSSS Elective	
	BUS 226		MSSS Elective		WRI 410	
	WRI 227		HUM Elective		Upper Div Elective	