

**Health Care Management with Options in:
Administration, Clinical, and Radiologic Science Management
Oregon Tech Assessment Report
2015-2016**

I. Program History

History

The Health Care Management program evolved from the Allied Health Management program and was first offered at Oregon Tech in 2013-2014. Although still a new program, enrollment continues to grow. As of fall 2015 forty-four students were enrolled in the program, with nineteen students in the Administration Option, thirteen students in the Clinical Option, and twelve students in the Radiologic Science Management Option. The Health Care Management – Administration Option is offered on the Klamath Falls campus, the Clinical Option is offered in Klamath Falls and online, while the Radiologic Science Management Option is offered online. Currently twenty Allied Health students are located in Klamath Falls; the remaining 24 students are completing the degree online. The Health Care Management program graduated two students spring 2016.

II. Program Purpose

The Health Care Management faculty reviewed and reaffirmed the program purpose, objectives, and learning outcomes during the fall faculty meeting, September 2015.

Health Care Management – Administration Option Mission Statement:

The Health Care Management – Administration Option degree fully prepares students to assume managerial/supervisory positions in any health care clinic, hospital department, or health care related management position.

Educational Objectives:

The Health Care Management – Administration Option provides students with the knowledge and skills necessary to competently manage a health care facility.

Management Department Student Learning Outcomes (SLOs):

The Health Care Management – Administration Option assesses five core Management Department student learning outcomes in accordance with IACBE guidelines, these core student learning outcomes are assessed and evaluated at both the department level and at the program level. A copy of the Management Department's annual assessment report, as submitted to IACBE, may be found on the Oregon Tech website. Student learning outcome data, specific to the Health Care Management – Administration Option program, is the subject of this report.

Upon completion of this program, Health Care Management – Administration Option graduates will be able to:

- (1) Communicate the major concepts in the functional areas of accounting, marketing, finance, information technology, and management.
- (2) Describe the legal, social, ethical, and economic environments of business in a global context.
- (3) Solve organization problems, individually and/or in teams, using quantitative, qualitative, and technology-enhanced approaches.
- (4) Demonstrate professional communication and behavior.
- (5) Apply knowledge of business concepts and functions in an integrated manner.

Program Student Learning Outcomes (PSLOs):

Upon completion of this program, Health Care Management – Administration Option graduates will be able to:

- (1) Interpret health policy and systems.
- (2) Assess the sustainability of Healthcare Organizations.

Health Care Management – Clinical Option Mission Statement:

The Health Care Management – Clinical Option degree fully prepares students to assume managerial/supervisory positions in the healthcare industry.

Educational Objectives:

Health Care Management – Clinical Option students have the knowledge and skills necessary for positions of responsibility and management in a variety of health care settings.

Management Department Student Learning Outcomes (SLOs):

The Health Care Management – Clinical Option assesses five core Management Department student learning outcomes in accordance with IACBE guidelines, these core student learning outcomes are assessed and evaluated at both the department level and at the program level. A copy of the Management Department’s annual assessment report, as submitted to IACBE, may be found on the Oregon Tech website. Student learning outcome data, specific to the Health Care Management – Clinical Option program, is the subject of this report.

Upon completion of this program, Health Care Management – Clinical Option graduates will be able to:

- (1) Communicate the major concepts in the functional areas of accounting, marketing, finance, information technology, and management.
- (2) Describe the legal, social, ethical, and economic environments of business in a global context.

- (3) Solve organization problems, individually and/or in teams, using quantitative, qualitative, and technology-enhanced approaches.
- (4) Demonstrate professional communication and behavior.
- (5) Apply knowledge of business concepts and functions in an integrated manner.

Program Student Learning Outcomes (PSLOs):

Upon completion of this program, Health Care Management – Clinical Option graduates will be able to:

- (1) Interpret health policy and systems.
- (2) Assess the sustainability of Healthcare Organizations.

Health Care Management – Radiologic Science Management Option Mission Statement:

The Health Care Management – Radiologic Science Management Option provides ARRT registered Radiologic Technologists a Bachelor of Science degree from a distance education program that furthers the student’s knowledge and provides opportunities for career advancement in the areas of supervision and middle management in a medical imaging environment.

Educational Objectives:

The Health Care Management – Radiologic Science Management Option provides students with the knowledge and skills necessary to competently manage a clinical facility. The Radiologic Science Management Option’s educational objectives are to:

- (1) Maintain a degree completion curriculum with emphasis on management of medical imaging services.
- (2) Provide a B.S. degree in Radiologic Science with core courses directly applicable to the technologist-student seeking advancement or a leadership role in the profession.
- (3) Further the distance student’s knowledge for providing effective healthcare in the clinical setting.
- (4) Address quality of healthcare issues through the continued learning of working professionals.

The program incorporates courses from Oregon Tech that are time tested and central to the best practices in management. This education will further the knowledge and attitudes of those who aspire to lead and shape the future of healthcare through efficient and effective administration at middle management levels.

Management Department Student Learning Outcomes (SLOs):

The Health Care Management – Radiologic Science Management Option assesses five core Management Department student learning outcomes in accordance with IACBE guidelines, these core student learning outcomes are assessed and evaluated at both the department level and at the program level. A copy of the Management

Department's annual assessment report, as submitted to IACBE, may be found on the Oregon Tech website. Student learning outcome data, specific to the Health Care Management – Radiologic Science Management Option program, is the subject of this report.

Upon completion of this program, Health Care Management – Radiologic Science Management Option graduates will be able to:

- (1) Communicate the major concepts in the functional areas of accounting, marketing, finance, information technology, and management.
- (2) Describe the legal, social, ethical, and economic environments of business in a global context.
- (3) Solve organization problems, individually and/or in teams, using quantitative, qualitative, and technology-enhanced approaches.
- (4) Demonstrate professional communication and behavior.
- (5) Apply knowledge of business concepts and functions in an integrated manner.

Program Student Learning Outcomes (PSLOs):

Upon completion of this program, Health Care Management – Radiologic Science Management Option graduates will be able to:

- (1) Interpret health policy and systems.
- (2) Assess the sustainability of Healthcare Organizations.

III. Assessment Cycle

Assessment Schedule

- A. Oregon Tech's ESLOs are assessed on a six-year cycle. The ESLO assessment schedule may be found on the Oregon Tech website under Essential Student Learning Outcomes.
- B. IACBE requires all accredited institutions to complete a full assessment cycle for all IACBE core student learning outcomes (Core SLOs 1-5) on an annual basis.

Outcomes:	Direct	Indirect
1. Communicate the major concepts in the functional areas of accounting, marketing, finance, information technology, and management.	<ul style="list-style-type: none"> • Case Study 	<ul style="list-style-type: none"> • Senior Exit Survey
2. Describe the legal, social, ethical, and economic environments of business in a global context.	<ul style="list-style-type: none"> • Case Study • Simulation – International Strategy 	<ul style="list-style-type: none"> • Senior Exit Survey
3. Solve organization problems, individually and/or in teams, using quantitative, qualitative, and technology-enhanced approaches.	<ul style="list-style-type: none"> • Simulation- BSG Exam • Senior Project 	<ul style="list-style-type: none"> • Senior Exit Survey
4. Demonstrate professional communication and behavior.	<ul style="list-style-type: none"> • Stockholder Presentations • Senior Project 	<ul style="list-style-type: none"> • Senior Exit Survey
5. Apply knowledge of business concepts and functions in an integrated manner.	<ul style="list-style-type: none"> • Case Study • Simulation- BSG Exam 	<ul style="list-style-type: none"> • Senior Exit survey

C. Program Based Annual Assessment Schedule and Activity (PSLOs):

Outcomes:	Direct	Indirect
1. Interpret health policy and systems.	<ul style="list-style-type: none"> • MIS 345 • Senior Project 	<ul style="list-style-type: none"> • Senior Exit Survey
2. Assess the sustainability of Healthcare Organizations	<ul style="list-style-type: none"> • MIS 345 • Senior Project 	<ul style="list-style-type: none"> • Senior Exit Survey

IV. 2015-2016 Assessment Activities

A. Student Learning Outcomes (SLOs):

Direct Assessment

(1) Case Study:

The comprehensive case study analysis was assessed in BUS 478: Strategic Management.

SLO Outcomes:

1. *Communicate the major concepts in the functional areas of accounting, marketing, finance, information technology and management.*
2. *Describe the legal, social, ethical, and economic environments of business in a global context.*
5. *Apply knowledge of business concepts and functions in an integrated manner.*

Assessment Outcome Goal/Minimum Acceptable Performance: 80% achieve 3 or 4 rating

Case Study: Performance Scale 1-4	Minimum Acceptable Performance	HCM Results N=5	Aggregate Results N=85
Communicate the major concepts in the functional areas of accounting, marketing, finance, information technology and management.	80% achieve 3 or 4 rating	100%	86%
Apply knowledge of business concepts and functions in an integrated manner. Utilizes strategic management tools.	80% achieve 3 or 4 rating	80%	85%
Describe the legal, social, ethical and economic environments of business in an internal/external (global) context.	80% achieve 3 or 4 rating	100%	79%

Strengths and Weaknesses: In response to 2014-2015 assessment results and action plans, the rubric used to assess the comprehensive case study was revised to better align performance criteria with the outcomes assessed. These revisions greatly improved faculty understanding of student achievement as related to the intended student learning outcomes. Health Care Management results improved greatly in 2015-2016, no further action is needed.

Action Plans: Given markedly improved results on this assignment, no immediate action plans are recommended. Much of the improvement was attributed to improved assessment tools. If student performance declines in coming years, this direct assessment will need to be revisited.

(2) **Business Strategy Game Comprehensive Exam:**

A comprehensive exam was administered in BUS478, Strategic Management, following a term-long business simulation experience. This exam tests students' ability to problem solve and integrate all business functional areas.

SLO Outcomes:

3. *Apply knowledge of business and functions in an integrated manner.*
5. *Solve organizational problems, individually and/or in teams, using quantitative, qualitative, and technology-enhanced approaches.*

Assessment Outcome Goal/Minimum Acceptable Performance: 80% achieve 50% or higher percentile ranking.

Percentile Rankings Are Versus All Participants in United States Completing the Comprehensive Exam Since November 17, 2014. (Population Statistics: Exams = 4413, Schools = 87, Countries = 1)

	Correct	Percentile
Interpreting/Analyzing Market Data	54%	51%
Evaluating Strategies of Rivals	42.9%	43.2%
Improving Company Performance	54.1%	44.8%
Build Competitive Advantage	63.1%	58.8%
Improving Operating Efficiency	47.3%	47%
Global Market Factors	56.7%	60%
Overall	53,5%	43.2%
Results	Percentage of Scores at or above 50%	Percentage at or above 50th Percentile
HCM Students	60%	40%
Aggregate Students (all management degrees)	66%	51%

Strengths and Weaknesses: Prior to 2015-2016 the Management Department administered the ETS Major Field Test in Business to assess its core student learning outcomes. Results from the ETS Major Field Test in Business had remained relatively consistent over the years, however, the department found it difficult to use these results in a meaningful way to improve student learning, and chose to discontinue its use of this exam in 2015. To replace the ETS exam the department administered the Business Strategy Game comprehensive exam during 2015-2016. Again, the results from the exam proved less meaningful than desired, and the Management faculty have decided to use senior projects for future direct assessments of these outcomes.

Action Plans: No additional action plans needed as this assessment will be discontinued in 2016-2017.

(3) BSG Stockholder Presentation:

The students are assessed on a presentation based on a business simulation in BUS 478: Strategic Management.

SLO Outcome:

4. Demonstrate professional communication and behavior.

Assessment Outcome Goal/Minimum Acceptable Performance: 80% achieve score of 3 or 4.

Presentation: Performance Scale 1-4	Minimum Acceptable Performance	HCM Results N=5	Aggregate Results N=85
Content	80% achieve 3 or 4 rate	80%	90%
Organization	80% achieve 3 or 4 rate	80%	98%
Style	80% achieve 3 or 4 rate	80%	83%
Delivery	80% achieve 3 or 4 rate	80%	77%
Visuals	80% achieve 3 or 4 rate	100%	65%

Strengths and Weaknesses: HCM students met expectations for this assignment. No additional recommendations at this time.

Action Plans: In an effort to simplify departmental assessment processes, this assessment will be discontinued in 2016-2017. Professional communication and behavior will be assessed in senior project starting in 2016-2017.

(4) International Business Assignment:

The students are assessed on an international assignment based on a business simulation in BUS 478: Strategic Management.

SLO Outcomes:

2. *Describe the legal, social, ethical, and economic environments of business in a global context.*

Assessment Outcome Goal/Minimum Acceptable Performance: 80% achieve 3 or 4 rating

International Assignment: Performance Scale 1-4	Minimum Acceptable Performance	HCM Results N=5	Aggregate Results N=79
Assignment	80% achieve 3 or 4 rate	80%	62%

Strengths and Weaknesses: HCM students met expectations for this assignment. No additional recommendations at this time

Action Plans: In an effort to simplify departmental assessment processes, this assessment will be discontinued in 2016-2017. Understanding of legal, social, ethical and economic environments, in a global context, will be assessed in senior project starting in 2016-2017.

(5) Senior Project:

Students complete a senior project that requires project management, research, analysis, and written and oral communication. This assessment was compared to aggregate results for the following degrees- BAS, OM, HCM, SBM*.

SLO Outcomes:

1. *Apply knowledge of business and functions in an integrated manner.*
4. *Demonstrate professional communication and behavior.*
5. *Solve organizational problems, individually and/or in teams, using quantitative, qualitative, and technology-enhanced approaches.*

PSLO Outcome:

1. *Interpret health policy and systems.*
2. *Assess the sustainability of Healthcare Organizations.*

Assessment Outcome Goal/Minimum Acceptable Performance: 80% achieve 3 or 4 rating

Performance Criteria: Proficiency Scale- 1-4	Minimum Acceptable Performance	HCM n=6	Aggregate degrees* n=39
Project Objective - Identification	80% achieve 3 or 4 rating	100%	90%
Organization Environment - Context	80% achieve 3 or 4 rating	100%	74%
Project Plan	80% achieve 3 or 4 rating	100%	79%
Literature Review	80% achieve 3 or 4 rating	83%	90%
Analysis #1	80% achieve 3 or 4 rating	100%	62%
Analysis #2	80% achieve 3 or 4 rating	83%	56%
Objectives Met	80% achieve 3 or 4 rating	83%	62%
Summary & Conclusion	80% achieve 3 or 4 rating	83%	58%
Written Communication of Results	80% achieve 3 or 4 rating	67%	77%
Oral Communication of Results	80% achieve 3 or 4 rating	83%	90%
Degree Specific Outcomes	80% achieve 3 or 4 rating	83%	62%
Culminating Experience	80% achieve 3 or 4 rating	100%	62%

Strengths and Weaknesses: Overall results in 2015-2016 reflect significant improvement over 2014-2015 results. Increased faculty involvement in the senior experience has helped reallocate faculty resources dedicated to the senior experience courses, it has increased faculty awareness of student capabilities as they leave our programs, and it has helped communicate to students the importance of the learning that occurs during the experience. This experience is a differentiator for Oregon Tech and its programs.

Specific changes incorporated into senior project this year include: (1) Requiring students to work with a program faculty “mentor”, (2) Updating senior project criteria to ensure projects are closely matched to a student’s major, (3) Partnering with Klamath Falls businesses to create a list of viable senior projects, and (4) Partnering with the library to aid students in research as well as citation skills.

Action Plans: As structure has been added to the senior project experience student performance has improved. To further support this a comprehensive senior project guide will be developed for use by the department throughout the experience.

B. Program Student Learning Outcomes (PSLOs):

(1) PSLO:

Interpret health policy and systems.

PSLO Outcome:

Students show ability to understand a given health policy, i.e., Medicare, Insurance Reimbursement, Pharmaceutical Infrastructure, and R&D. Students can apply policy into application through research or a case assignment.

Assessment Outcome Goal/Minimum Acceptable Performance: 80% achieve 3 or 4 rating

Community Project or Case Study	Degree Results N=9
Interpret health policy and systems.	89%

Strengths and Weaknesses: Students performed well with regards to this PSLO. The department recently hired a full-time dedicated HI faculty in Wilsonville which is expected to further help with this outcome.

Action Plans: It has been challenging to assess this outcome online. The identified assessment activity utilizes a community-based project or case study in a team environment and is not as easily delivered online. Faculty will continue to work on improving accessibility and engagement online.

(2) PSLO:

Assess the sustainability of Healthcare Organizations.

PSLO Outcome:

Students show ability to evaluate sustainability of Healthcare Organizations. Students can apply policy into application through research or a case assignment.

Assessment Outcome Goal/Minimum Acceptable Performance: 80% achieve 3 or 4 rating

Community Project or Case Study	Degree Results N=9
Assess the sustainability of Healthcare Organizations.	78%

Strengths and Weaknesses: Students did well with regards to this PSLO. The department recently hired a full-time dedicated HI faculty in Wilsonville which is expected to further help with this outcome.

Action Plans: It has been challenging to assess this outcome online. The identified assessment activity utilizes a community-based project or case study in a team environment and is not as easily delivered online. Faculty will continue to work on improving accessibility and engagement online.

Indirect Assessment

(1) Senior Exit Survey:

Seniors were invited to complete an exit survey during BUS478 in all terms this year. The survey asked students to rate how well the Management Department prepared them with regards to intended student learning outcomes and corresponding competencies.

SLO Outcomes:

1. *Communicate the major concepts in the functional areas of accounting, marketing, finance, information technology, and management.*
2. *Describe the legal, social, ethical, and economic environments of business in a global context.*
3. *Solve organization problems, individually and/or in teams, using quantitative, qualitative, and technology-enhanced approaches.*
4. *Demonstrate professional communication and behavior.*
5. *Apply knowledge of business concepts and functions in an integrated manner.*

PSLO Outcomes:

1. *Interpret health policy and systems.*
2. *Assess the sustainability of Healthcare Organizations.*

Assessment Outcome Goal/Minimum Acceptable Performance: 80% graduates indicating a 4, 5, or 6 rating.

SLOs	Assessment Method	Measurement Scale	Minimum Acceptable Performance	Results
Fundamental area of accounting	Student rating	1-6 Scale	80% of graduates indicate a 4, 5, or 6 rating	67% (n=3)
Fundamental area of marketing	Student rating	1-6 Scale	80% of graduates indicate a 4, 5, or 6 rating	100% (n=3)
Fundamental area of finance	Student rating	1-6 Scale	80% of graduates indicate a 4, 5, or 6 rating	67% (n=3)
Fundamental area of management	Student rating	1-6 Scale	80% of graduates indicate a 4, 5, or 6 rating	100% (n=3)
Legal, social, and economic environments of business	Student rating	1-6 Scale	80% of graduates indicate a 4, 5, or 6 rating	89% (n=3)
Global environment of business	Student rating	1-6 Scale	80% of graduates indicate a 4, 5, or 6 rating	100% (n=3)
Ethical obligations and responsibilities of business	Student rating	1-6 Scale	80% of graduates indicate a 4, 5, or 6 rating	100% (n=3)
Solve organizational problems, using quantitative approaches	Student rating	1-6 Scale	80% of graduates indicate a 4, 5, or 6 rating	100% (n=3)
Demonstrate professional communication and behaviors	Student rating	1-6 Scale	80% of graduates indicate a 4, 5, or 6 rating	100% (n=3)
Apply knowledge of business concepts and functions in an integrated manner	Student rating	1-6 Scale	80% of graduates indicate a 4, 5, or 6 rating	100% (n=3)

PLSOs	Assessment Method	Measurement Scale	Minimum Acceptable Performance	Results
Interpret health policy and systems.	Student rating	1-6 Scale	80% of graduates indicate a 4, 5, or 6 rating	100% (n=3)
Assess the sustainability of Healthcare Organizations	Student rating	1-6 Scale	80% of graduates indicate a 4, 5, or 6 rating	100% (n=3)

Strengths and Weaknesses: Accounting and Finance are typically areas of weakness and the department continues to look for ways to better integrate these concepts throughout the curriculum. Overall students positively rate their learning experience.

Action Items: None at this time.

V. Summary

Enrollments in Health Care Management continue to grow and participation in senior-level assessment activities is increasing. Although n-values remain low, student learning improved in 2015-2016 across all activities.

The department continues to work to streamline its assessment processes across its many program while also increasing emphasis on program-specific learning. With this goal in mind, the department is discontinuing its use of the BSG Comprehensive Exam, the BSG Stockholder Presentation, and the International Business Assignment. Senior project and the comprehensive case study will be used to assess all outcomes in 2016-2017.