

## Annual Report for Assessment of Outcomes 2012-13

Subject Area Committee Name: \_\_\_\_\_Health Information Management\_\_\_\_\_

Contact person: \_\_\_\_\_Ann Wenning\_\_\_\_\_

For LDC/DE: Core outcome(s) assessed: \_\_\_\_\_

For CTE: Degree or certificate\* assessed: \_\_\_\_\_HIM AAS\_\_\_\_\_

\*please attach a table showing the alignment of the degree or certificate outcomes with the College Core Outcomes

Please address the questions below and  
send to [learningassessment@pcc.edu](mailto:learningassessment@pcc.edu) by **June 21, 2013** with Annual Report in the subject line

*Note: Information provided in this report may be inserted into or summarized in Section 2C Program Review Outline.*

1. Describe changes that have been implemented towards improving students' attainment of outcomes that resulted from recent outcome assessments. These may include but are not limited to changes to content, materials, instruction, pedagogy etc. Please be sure to **describe the connection** between the assessment results and the changes made.

*Significant improvements were made this year to better assess outcomes. We retained the same methods as last year, using mock exams and national exam pass rates as assessment tools; however, we wanted to ensure a higher sampling. Therefore, as part of the grade in HIM 293 we assigned the mock exams and the students were **required** to take them in order to pass the course. We titled each exam question by subject area domain in order to identify areas of weakness. See attached findings.*

*Students graduating spring 2012 had been encouraged to take the national exam upon graduation and extra credit was awarded to students that completed the national exam application during spring term. As a result we had an increased number of graduates taking the national exam following graduation which improved exam pass rates (it has been found that when students do not delay taking the national exam the pass rate is higher since they have retained the knowledge)*

**For each outcome assessed this year:**

2. Describe the assessment design (tool and processes) used. Include relevant information about:

- *Review of student national exam results from reporting period 10/01/11 ~ 9/30/12.  
The American Health Information Management Assn. (AHIMA) sends an annual report showing the pass rates for our students broken down into subject area domains. The domains are specified by the current credentialing RHIT examination blueprint, developed by a job analysis demonstrating current HIM practice as a subset of the published AHIMA entry-level competencies and knowledge clusters.  
The annual results report allows us to identify pass rates per HIM course content area.*

- A comprehensive mock exam is given to students spring term of the first year covering all HIM program 1<sup>st</sup> year course material.
- In spring term of the second year the students are **required** to complete 9 mock exams. The first exam is comprehensive, covering material from both the first and second year of the program. The students must then complete 7 exams broken down into the following competency areas(domains) :

- 1) Data Management
- 2) Coding
- 3) Compliance
- 4) Information Technology
- 5) Quality
- 6) Legal
- 7) Revenue Cycle

Lastly, the second year students then complete a final comprehensive mock exam which includes each of the seven domains (entry-level competency areas). The comprehensive exam mirrors the types of questions on the national RHIT (Registered Health Information Management Technician) exam they will be taking following graduation from the program. In passing the comprehensive exam with a minimum of 75%, the students are satisfying our HIM program outcome – “HIM program outcomes meet the entry level competencies as defined by the American Health Information Management Assn.”

3. Provide information about the results (i.e., what did you learn about how well students are meeting the outcomes)?

We can identify areas of weakness from the mock exams as the test questions are identified by course title (1<sup>st</sup> year) or by domain (2<sup>nd</sup> year). To summarize the attached reports:

**1<sup>st</sup> year** ~ Areas of highest weakness identified are in Data Content and Healthcare Delivery. The instructors teaching those courses are reviewing the test questions missed to assess whether those topics were clearly covered in the course material. Both of those courses are taught fall term in the first year of the program, which might indicate that the students had forgotten those areas of study by spring term when taking the mock exams.

**2<sup>nd</sup> year** ~ the students averaged 74% - 79% in each domain. The national mean exam pass rate is 75%. The comprehensive exam the students took first averaged 64%. However, the final comprehensive exam averaged 80%. In order to test the students on the material we had asked that the students take the first comprehensive exam without any prior studying to test recall. The individual domain exams and the final comprehensive exams allowed prior study, which improved scores significantly. The instructor had emphasized that although the national average pass rate for the RHIT exam is 75%, our goal is to see at least 80% pass rate on the mock exams. We met this goal with the results of the final comprehensive exam showing an average of 80%.

*Instructors will review the results of the test questions per domain to improve content in areas of highest weakness.*

***National RHIT exam results – reporting period, 10/01/11 ~ 9/30/12 (twenty-two students)***

***National Mean Pass Rate = 75%***

***Program Pass Rate = 91%***

<b>National Average for each domain</b>	<b>Program Average Score</b>
<i>Domain 1 (Data Analysis): 18.78</i>	<i>21.50</i>
<i>Domain 2 (Coding): 14.72</i>	<i>15.77</i>
<i>Domain 3 (Compliance): 14.77</i>	<i>16.50</i>
<i>Domain 4 (Information Technology): 10.61</i>	<i>12.23</i>
<i>Domain 5 (Quality): 11.27</i>	<i>13.09</i>
<i>Domain 6 (Legal): 10.44</i>	<i>11.00</i>
<i>Domain 7 (Revenue Cycle): 8.38</i>	<i>10.05</i>

*The national exam pass rates are encouraging. Our program has exceeded the national mean pass rates in each domain.*

4. Identify any changes that should, as a result of this assessment, be implemented to help improve students' attainment of outcomes. (These may include, but are not limited to, changes in curriculum, content, materials, instruction, pedagogy etc).

*In fall term of the second year, we will include a review of first year material at the beginning of the term in HIM 281 (Data Management and Analysis). This refresher will assist students in addressing concepts in HIM 281 as well as the coding course, HIM 270, and will identify areas they need further study.*

5. Reflect on the effectiveness of this assessment tool and assessment process. Please describe any changes to assessment methodology that would lead to more meaningful results if this assessment were to be repeated (or adapted to another outcome). Is there a different kind of assessment tool or process that the SAC would like to use for this outcome in the future? If the assessment tool and processes does not need to be revised, please indicate this.

*We are satisfied with the current assessment methodology, and with the minor revision of a review in the fall of the second year, we will keep as is.*

## HIM Mock Exam Statistics – Spring 2013

### 1<sup>st</sup> year student comprehensive exam results

<i>Student #</i>	<i>Score</i>	<i>Percent</i>
1	158/200	79%
2	155/200	78%
3	149/200	75%
4	144/200	72%
5	127/200	64%
6	150/200	75%
7	164/200	82%
8	171/200	86%
9	136/200	68%
10	131/200	66%
11	163/200	82%
12	135/200	68%
13	147/200	74%
14	165/200	83%
15	149/200	75%
16	159/200	80%
17	112/200	56%
18	165/200	83%
19	156/200	78%
20	126/200	63%
21	143/200	72%
22	170/200	85%
23	121/200	61%
<b>Class Average</b>	<b>148/200</b>	<b>74%</b>

#### Questions missed per content area:

Health Record Content ~ 12/39 questions missed (31%)

Medical Science ~ 20/50 questions missed (40%)

Medications ~ 3/21 questions missed (14%)

Ancillary Analysis ~ 4/16 questions missed (25%)

Healthcare Delivery ~ 19/33 questions missed (56%)

Legal ~ 12/36 questions missed (33%)

## HIM Mock Exam Statistics – Spring 2013

2<sup>nd</sup> year students – 9 mock exam results

Student #	1 <sup>st</sup> Comprehensive	Domain 1 - Data Mgt.	Domain 2 - Coding	Domain 3 - Compliance	Domain 4 - IT
1	71%	64%	60%	63%	80%
2	49%	71%	72%	75%	72%
3	71%	77%	75%	71%	68%
4	56%	77%	69%	65%	85%
5	69%	79%	81%	83%	88%
6	65%	88%	96%	93%	75%
7	73%	84%	95%	87%	83%
8	48%	95%	93%	88%	87%
9	51%	81%	83%	71%	73%
10	44%	67%	76%	64%	64%
11	53%	79%	80%	91%	99%
12	79%	89%	93%	92%	88%
13	61%	72%	60%	63%	47%
14	75%	91%	84%	85%	95%
15	57%	76%	61%	71%	53%
16	96%	80%	67%	67%	65%
17	68%	76%	72%	75%	59%
18	64%	76%	76%	65%	56%
19	69%	67%	69%	71%	56%
20	62%	87%	84%	85%	85%
<b>Average</b>	<b>64%</b>	<b>79%</b>	<b>77%</b>	<b>76%</b>	<b>74%</b>

Student #	Domain 5 - Quality	Domain 6 - Legal	Domain 7 – Revenue Cycle	Last Comprehensive
1	73%	79%	72%	99%
2	79%	69%	79%	61%
3	67%	76%	73%	76%
4	60%	89%	89%	95%
5	85%	92%	80%	97%
6	75%	75%	75%	75%
7	92%	91%	96%	95%
8	92%	90%	84%	84%
9	64%	75%	91%	87%
10	56%	63%	55%	63%
11	87%	91%	84%	93%
12	96%	88%	95%	99%
13	72%	61%	65%	69%
14	84%	84%	85%	89%
15	64%	65%	48%	53%
16	61%	68%	80%	63%
17	68%	60%	73%	76%
18	71%	63%	64%	65%
19	67%	86%	100%	68%
20	85%	79%	95%	89%
<b>Average</b>	<b>75%</b>	<b>77%</b>	<b>79%</b>	<b>80%</b>

## CTE Assessment Plan

AAS or Certificate: **Health Information Management**

Submit to [learningassessment@pcc.edu](mailto:learningassessment@pcc.edu) by October 10, 2011.

1. Outcome	2. Maps to a Core Outcome?	3. Assessment Setting/Method	4. When will assessment take place ?
<p>Graduates will meet the entry level certification competencies as defined by the American Health Information Management Assn. in the following domains:</p> <ul style="list-style-type: none"> <li>Apply federal, state and accrediting agency standards for record content, reimbursement methodologies, and classification systems (<i>Domain: Health Information Management</i>)</li> </ul>	<p>Professional Competence, Critical Thinking and Problem Solving, Cultural Awareness, Self-Reflection</p>	<p>Graduates take a national exam to become accredited as Registered Health Information Technicians through the American Health Information Management Assn. AHIMA sends result reports quarterly showing passage percentages by content area domains. To meet accreditation the program must submit annual reports to the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM) including exam results and plans for program improvement if designated domains have not met threshold standards. These reports will also be used to meet college assessment reporting requirements.</p> <p>In addition, the HIM program will assess students the end of spring term of the first year of the program with a comprehensive exam using test questions from first year courses. Then a comprehensive exam will be given in the students' last term of their final year covering entire HIM program content areas. Questions will be broken down by program outcome to determine areas of strength and weakness in order to make program adjustments as necessary, as well as to alert individual students regarding areas needing further study before taking the national exam.</p>	<p>Spring term 2012</p>

		The June assessment report submitted will detail plans of action where these test results showed need for improvement, in addition to the latest national exam results provided by the national accrediting agency.	
<ul style="list-style-type: none"> <li>Collect, organize, abstract and analyze clinical data to identify trends that demonstrate quality, safety and effectiveness of health care (<i>Domain: Health Statistics, Biomedical Research, and Quality Management</i>)</li> </ul>	Professional Competence, Critical Thinking and Problem Solving, Communication	See above.	Spring 2012
<ul style="list-style-type: none"> <li>Apply knowledge of policies and regulations relating to the organization of health care delivery to ensure compliance and protect confidentiality and privacy of patient data (<i>Domain: Health Services Organization and Delivery</i>)</li> </ul>	Professional Competence, Critical Thinking and Problem Solving, Self-Reflection	See above.	Spring 2012
<ul style="list-style-type: none"> <li>Use technology and information systems to meet health care organization needs (<i>Domain: Information Technology and Systems</i>)</li> </ul>	Professional Competence	See above.	Spring 2012
<ul style="list-style-type: none"> <li>Apply general management and personnel supervision to a health information department (<i>Domain: Organizational Resources</i>)</li> </ul>	Professional Competence, Critical Thinking and Problem Solving, Communication, Cultural Awareness	See above.	Spring 2012

5. For Programs that are beneficiaries of Perkins funding: Identify assessments that will comprise the TSA.

Above national exam results and reports will be used by our Health Information Management program TSA.



