Administrative Response
Health Information Management
March 7, 2014

We thank you for your hard work, dedication, and commitment to your profession and students. The Program Review document and discussion was thorough and thoughtful. This response contains 4 sections: 1) Commendations, 2) Suggestions/observations, 3) Response to recommendations/areas of SAC needs and 4) Closing comments.

1. **Commendations**

*The Program Review Document was thorough, thoughtful, and well organized.*
*The Program Review discussion provided significant insight into the HIM profession and instructional challenges.*
*The Program Review discussion provided useful history of the instructional program at PCC as well as insight into the challenges ahead.*
*Recommendations based on assessment results have been incorporated into course rubrics and student advising.*
*Ongoing class and lab curriculum revision, based on assessment results, is apparent.*
*Program outcomes are aligned with PCC’s Core Outcomes.*
*The HIM Program’s External Advisory Committee provides useful feedback on skills needed to enter the HIM profession. An advisory committee member attended the Program Review presentation and provided valuable insight and information.*

2. **Suggestions and Observations**

The shift in HIM from paper records to electronic records security and management presents significant challenges and opportunities for the instructional program at PCC. As a program now delivered 100% online, increased attention to innovations in instructional delivery and creation of online learning communities should be explored through faculty professional and curriculum development. Opportunities for increased collaboration with Computer Information Systems and Health Informatics should be explored and developed. Securing training access to Epic or other electronic health records management systems through collaborative projects with area hospitals should be explored.

In addition, as a program that is 100% online, HIM should be innovative and cutting edge with the technology and software that it uses. The program should continue to explore online delivery options for the electronic health record training. It currently uses Neehr Perfect, but with the overwhelming conversion to Epic regionally and nationally, it would
be beneficial to expose students to other systems. Epic doesn’t currently have a training/education platform, but the faculty and program director in HIM could seek to negotiate with larger hospital systems and work with them on exposing students to different EHRs whenever possible.

3. **Recommendations requiring funding**

Faculty Professional Development: Ongoing professional development of the program director and faculty, especially for a rapidly evolving technical field such as HIM, is crucially important. The DOIs recommend that HIM faculty work with the Office of Staff and Organizational Development, as well as their Director and Division Dean, to secure ongoing funding to attend at the annual the American Health Information Management Association (AHIMA) Assembly on Education (AOE) symposium.

Department Chair/Program Director Compensation: Compensation and release time for faculty department chairs—as well as SAC chairs and Program Directors, which are often overlapping roles in CTE programs--are established contractually through PCC’s collective bargaining process. Individual programs are not at liberty to negotiate separate agreements with the institution.

4. **Closing Comments**

It is apparent that the HIM SAC is taking seriously and working hard at updating and strengthening its curriculum, especially in the electronic records management area. Further work in electronic records management and security will be an ongoing feature of work in HIM.

We want to thank you for such a thoughtful and thorough Program Review document and discussion.

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