

San Joaquin Valley College
PROGRAM ASSESSMENT PLAN
To be revised at each Curriculum Conference

Program	Administrative Health Care Management (AHCM)	September 2011
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ALIGNMENT STATEMENTS

<u>Mission Alignment/Program Statement of Purpose</u>
A concise statement outlining the purpose of the program, who it serves, in what ways, and with what result. Include a one-two sentence explanation of how this program's purpose aligns with SJVC's mission.
Purpose: The AHCM Programs purpose aligns with the mission statement by encouraging the development of student population professionally by teaching vocational administrative skills such as scheduling, encountering patients, charting, and medical records management.
The AHCM programs provide quality education that is relevant in today's health care industry. The successes of the students enrolled in these programs are assessed through measurable course and program outcomes. The mastery of these outcomes will provide proof that the student has the knowledge and skills needed to be successful in their career once they graduate.

<u>Values Alignment</u>
The Core Values at SJVC are: Success, Diversity, Community Involvement, Integrity, Excellence and Lifelong Learning. Include a one-two sentence explanation of how this program aligns with SJVC's values.
Values Alignment: The AHCM program aligns with SJVC core values by implementing a high standard of integrity to a diverse student population who are encouraged through academics, community events, and lifelong learning to succeed within the healthcare industry.

<u>Institutional Learning Outcomes</u>
The Institutional Learning Outcomes (ILOs) at SJVC apply to all students (and employees) regardless of program or position. Our ILOs include having graduates who are confident, educated, professional, skilled, citizens, and communicators. Include a one-two sentence explanation of how this program aligns with SJVC's ILOs.
ILO Alignment: The AHCM program reiterates confident management skills by encouraging assertiveness, along with advocating professional behavior in appearance, dialect, reliability, and punctuality. Education and knowledge are gained through applied academics, work experience, and exposure to related current events. The final products of the AHCM program are skilled communicator.

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OUTCOMES

<u>Program Outcomes</u>	
Program Outcomes (PLOs) are the detailed and specific statements about what a student will be able to demonstrate upon completion of the program.	
List your Program Outcomes below:	
PLO 1	Perform administrative skills such as scheduling and receiving patients as well as charting and maintain patient records.
PLO 2	Operate and manage a computerized medical office and handle bookkeeping and accounting tasks.
PLO 3	Code, submit and manage insurance claims accurately.
PLO 4	Communicate effectively orally and in writing using correct medical terminology and demonstrate the skills required to be prepared for professional certification exams.
PLO 5	Relate and apply concepts of communication, reasoning, critical analysis, ethical behavior and appropriate interpersonal interaction to situations in his or her career and personal life.
PLO 6	Demonstrate the social skills, professional appearance, attitudes and behavior that employers expect of all SJVC graduates.

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ASSESSMENT PROCESS

1. <u>Delivery of Outcomes</u>		
Describe where and how learning opportunities are provided for students to master the learning outcomes.		
	Courses	Delivery Methods
Outcome 1	HCM 101 HCM 40	Textbook assigned chapters, medical coding and billing and insurance aspects. Practice research skills through means of case studies, special projects, and current events.
Outcome 2	HCM 102	Textbook assigned chapters to learn the basics of CPT, ICD-9, HCPCS and ICD-10 coding through workbook practical skills and case studies.
Outcome 3	HCM 103	Textbook assigned chapters, healthcare management office simulations, telephone etiquette role playing, along with appointment scheduling hands on activities utilizing medical software application.
Outcome 4	HTH 104 ENG 121/122 SPC 1A	Textbook assigned chapters to introduce the elements of anatomy and physiology with medical terminology. Special projects and field trips are also implemented to support learning skills. Course readings including textbook and other secondary materials; Class discussion and debates; Written assignments including research papers and reflections; Journals; Case studies; Homework and in-class worksheets; Written outlines developing organization skills; Interpersonal and Intrapersonal communication skills including critical listening skills via classroom activities; Oral presentations; Class discussions; Providing feedback to fellow classmates; MyWritingLab; Puzzle/Games.

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	Courses	Delivery Methods
Outcome 5	BCS 101 ENG121/122 MTH 121/122 PHIL1C PSY1 SOC1 SPC1A NSC1 MGT104 ECON1 HEA10	Textbook Tutorials, chapter assignments, group activities, lecture, and lab. Special projects utilizing PowerPoint, Excel, and Microsoft Word, on an assigned topic in Healthcare. Presentations amongst peers. Course readings including textbook and other secondary materials; Class discussion and debates; Written assignments including research papers/projects and reflections; Journals; Case studies; Homework and in-class worksheets; Observation; Oral presentations; Code of ethics assignment; Real-world applications problems; MyWritingLab; Puzzle/Games.
Outcome 6	HCA 502 HCA 504 ENG121/122 PHIL1C PSY1 SOC1 SCP1A	Extern to recover skills learned in the Administrative Healthcare or Medical Office Administration courses. Cover all topics and refresh to be ready for extern. When in extern, regard all policies and procedures of the on-site office and be confident and practice patient privacy regulations and HIPAA laws. Course readings including textbook and other secondary materials; Class discussion and debates; Written assignments including research papers/projects and reflections; Journals; Case studies; Homework and in-class worksheets; Observation; Oral presentations; Code of ethics assignment; Real-world applications problems; MyWritingLab; Puzzle/Games.

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2. Evidence						
Describe the tools and methods used to evaluate the outcomes of the program.						
	Evaluation Method or Tool	Direct or Indirect	Summative or Formative	Criteria (Rubric)	Achievement Target	Data Collection Method
Outcome 1	Extern evaluation	D	S	Extern evaluation form	75%	eCourses
	NCCT certification exam	D	S		Nationally determined pass rates	Certification communication
Outcome 2	Extern evaluation	D	S	Extern evaluation form	75%	eCourses
	NCCT certification exam-proctored	D	S		Nationally determined pass rates	Certification communication
Outcome 3	Extern evaluation	D	S	Extern evaluation form	75%	eCourses
	NCCT certification exam proctored	D	S		Nationally determined pass rates	Certification communication
Outcome 4	Extern evaluation	D	S	Extern evaluation form	75%	eCourses
	NCCT certification exam	D	S		Certification exam-pass or fail results	Certification communication
Outcome 5	Extern evaluation	D	S	Extern evaluation form	75%	eCourses
	NCCT certification exam-proctored	D	S		Nationally determined pass rates	Certification communication
Outcome 6	Extern evaluation	D	S	Extern evaluation form	75%	eCourses
	NCCT certification exam	D	S		Nationally determined pass rates	Certification communication

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3. Implementation					
This section is the planning section for the implementation of the assessment process. Remember that you don't have to evaluate everything you do every year. You can evaluate some outcomes in even years and other outcomes in odd years, thus creating a multi-year assessment plan.					
	Outcome assessment timeline	Data Interpretation Team members	Data Interpretation Owner	Annual Report Writing Team Members	Annual Report Writing Owner
Outcomes 1-6	December 2013	Assessment Coordinators; AHCM Instructors; Curriculum Technician	Todd Gervais, Curriculum Technician	Curriculum Technician AHCM Instructors Assessment coordinator	Todd Gervais, Curriculum Technician
Program Review Years		<u>ODD</u>	Biennial Report due:	January 2013	

COMMUNICATION

4. Communication of Results			
This section identifies how results will be disseminated and communicated to stakeholders and who those stakeholders are:			
<ul style="list-style-type: none"> • Advisory Board members • Professional organizations • Programmatic –bodies • Potential employers; etc. 			
Stakeholders	Methods of Communication	Completion Date	Owner
Advisory Board	Biennial report on SJVC website Email notification of report, availability and location	January 2014	Curriculum Technician
AHCM Faculty	Biennial report on SJVC website Email notification of report, availability and location	January 2014	Curriculum Technician
Management Teams for all Campuses	Biennial report on SJVC website Email notification of report, availability and location	January 2014	Curriculum Technician
Curriculum Conference	Biennial report on SJVC website Email notification of report, availability and location	November 2012	, Curriculum Technician