

University of Louisiana at Lafayette

Detailed Assessment Report 2015-2016 Health Services Administration BS

As of: 11/22/2016 10:50 AM CENTRAL

(Includes those Action Plans with Budget Amounts marked *One-Time, Recurring, No Request.*)

Mission / Purpose

We will utilize outcome metrics to evaluate our teaching methodologies and student comprehension. This will provide the necessary data to allow us to consistently improve our teaching methodologies and to ensure the overall success of our students.

Student Learning Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

SLO 1: Analyze Contemporary Health Issues

Analyze issues confronting contemporary health care organizations and systems.

Related Measures

M 2: Evaluate Written Assignments

HSA students have to take HSA 200 (Contemporary Issues in Healthcare) during the Spring semester of their Sophomore year. Each week the students are required to review an online journal article covering contemporary issues regarding health care organizations and health systems (the article is selected by the instructor). The students are then required to write an essay on each journal article. The format of the essay will change from week to week depending to what the objectives are. There are two metrics that we will use to evaluate the success of this goal. 1) 90% of the students will have at least an 85% cumulative score on their essays.

Source of Evidence: Written assignment(s), usually scored by a rubric

Target:

95% of students scored better than 90 percent on their written assignments.

Finding (2015-2016) - Target: Met

HSA students met the target of obtaining 95% on their writing discussion forums.

SLO 2: Analyze Contemporary Issue in Health Care

Analyze issues confronting contemporary health care organizations and systems.

Related Measures

M 1: Essays on Contemporary Health Issues

HSA students have to take HSA 200 (Contemporary Issues in Healthcare) during the Spring semester of their Sophomore year. Each week the students are required to review an online journal article covering contemporary issues regarding health care organizations and health systems (the article is selected by the instructor). The students are then required to write an essay on each journal article. The format of the essay will change from week to week depending to what the objectives are. There are two metrics that we will use to evaluate the success of this goal. 1) 90% of the students will have at least an 85% cumulative score on their essays. 2) 90% of the responding students during a focus group will state that the this measure helped them gain knowledge on contemporary health care organizations and health systems.

Source of Evidence: Written assignment(s), usually scored by a rubric

Target:

The targets were obtained as at least 90% of the students scored above an 85% on their essays as a whole. In addition, 100% of the students mentioned that writing about current healthcare topics was beneficial to their understanding of the US healthcare system.

Finding (2015-2016) - Target: Not Met

74% of the students obtained 85% or higher on their exams. The second part of the target was not completed, therefore not met.

Related Action Plans (by Established cycle, then alpha):

Evaluate the first HSA administered class (HSA 200)

Evaluate the HSA 200 class as it is the first HSA to be taught.

Established in Cycle: 2012-2013

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Essays on Contemporary Health Issues |

Outcome/Objective: Analyze Contemporary Issue in Health Care

Measure: Evaluate Written Assignments |

Outcome/Objective: Analyze Contemporary Issue in Health Care

New Objectives

The HSA program has had its first graduating class in Spring 2015. As a result, the HSA faculty are looking to create new, more substantial objectives (and subsequent measures and targets) for the 2015-16 cycle that reflect the robust information that we are now able to collect.

Established in Cycle: 2014-2015

Implementation Status: In-Progress

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Essays on Contemporary Health Issues |

Outcome/Objective: Analyze Contemporary Issue in Health Care

M 2: Evaluate Written Assignments

HSA students have to take HSA 200 (Contemporary Issues in Healthcare) during the Spring semester of their Sophomore year. Each week the students are required to review an online journal article covering contemporary issues regarding health care organizations and health systems (the article is selected by the instructor). The students are then required to write an essay on each journal article. The format of the essay will change from week to week depending to what the objectives are. There are two metrics that we will use to evaluate the success of this goal. 1) 90% of the students will have at least an 85% cumulative score on their essays.

Source of Evidence: Written assignment(s), usually scored by a rubric

Target:

100% of the students met the 85% threshold on there on final research project for HSA 304.

Related Action Plans (by Established cycle, then alpha):

Evaluate the first HSA administered class (HSA 200)

Evaluate the HSA 200 class as it is the first HSA to be taught.

Established in Cycle: 2012-2013

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Essays on Contemporary Health Issues |

Outcome/Objective: Analyze Contemporary Issue in Health Care

Measure: Evaluate Written Assignments |

Outcome/Objective: Analyze Contemporary Issue in Health Care

Conduct focus group sessions in the Fall of 2014 and continue to monitor upcoming classes.

Focus Group sessions will be conducted after the completion of the fall 2014 semester. In addition, we will continue to monitor upcoming classes as they are being taught for the first time since this is a new program.

Established in Cycle: 2013-2014

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Evaluate Written Assignments |

Outcome/Objective: Analyze Contemporary Issue in Health Care

SLO 3: Creating Solutions in Health Care and Health Care Organizations

Apply concepts and principles from a variety of disciplines such as finance, economics, organizational behavior, ethics and law to arrive at solutions to problems in health care and in health care organizations.

Related Measures

M 3: Health Research Project

HSA students will take HSA 304 (Health Sciences Research Methods) during the Spring semester of their Junior year. This class will cover various research methods in Health Services Administration. During this class the students will be required to complete a project that will focus on real health care problems being faced by health care organizations and practitioners. They will use knowledge they have gained from classes they have completed such as: Healthcare Economics, Epidemiology, Health Care Delivery Systems, Health Care Information Systems, Behavior and Organization and Contemporary Issues in Health Care. In order to measure the success of this objective we will measure student outcomes on the project. The direct measure is: 95% of the students will score at least 85% on the aforementioned project.

Source of Evidence: Project, either individual or group

Target:

The students completed a healthcare survey on the reasons why people from Acadiana leave the area for cancer treatment. 100% of the students scored above an 85 on this project so the target was met.

Finding (2015-2016) - Target: Not Reported This Cycle

Not reported this cycle.

SLO 4: Internship Evaluation

Determine if students successfully completed their internship.

Related Measures

M 4: Internship Evaluation

Students are required to take a Capstone Seminar course during the spring semester of their senior year. This course requires an internship component. 90% of the internship supervisors will "grade" the student as successfully completing the internship.

Source of Evidence: Field work, internship, or teaching evaluation

Target:

Internship was successful. All preceptors graded students at 90% or better.

Finding (2015-2016) - Target: Met

Internship was successful.

SLO 5: Analyzing Cultural Competence

Analyze issues of cultural competence in the health care field with correct APA formatting.

Related Measures

M 5: Research Analysis on Cultural Competence

Students are required to take Health Care Across Cultures in the fall semester of their senior year. A required assignment is to write a research analysis paper on cultural competence in the health care field. Students are required to use APA formatting. There are 2 metrics that will be used to evaluate the success of this goal. 1) 90% of the students will have at least a 90% cumulative score on this paper. 2) 90% of the students will correctly utilize APA formatting on the paper submission.

Source of Evidence: Written assignment(s), usually scored by a rubric

Target:

A required assignment is to write a research analysis paper on cultural competence in the health care field. Students are required to use APA formatting. There are 2 metrics that will be used to evaluate the success of this goal. 1) 90% of the students will have at least a 90% cumulative score on this paper. 2) 90% of the students will correctly utilize APA formatting on the paper submission.

Finding (2015-2016) - Target: Met

Students successfully met both metrics.

SLO 6: Health Care Reimbursement Methodologies

Determine if students are able to answer application type questions on exams/assignments throughout the Health Care Reimbursement Methodologies course.

Related Measures

M 6: Application in Health Care Reimbursement

Students will take Health Care Reimbursement Methodologies in the fall semester of their junior year. During the course, students will take exams and complete assignments requiring them to apply what they learned in the course. 90% of the students will successfully answer at least 85% of application questions on exams and assignments correctly.

Source of Evidence: Performance (recital, exhibit, science project)

Target:

Course is currently being taught. We will not be able to evaluate the measure until the spring of 2017.

Finding (2015-2016) - Target: Not Met

We will evaluate in spring 2017. The course is currently being taught.

Related Action Plans (by Established cycle, then alpha):

Reimbursement Course Action Plan

Upon conclusion of the course we will evaluate the students score to see if they achieved 85% or better scores on their assessments.

Established in Cycle: 2015-2016

Implementation Status: Planned

Priority: High

Relationships (Measure | Outcome/Objective):

Measure: Application in Health Care Reimbursement |

Outcome/Objective: Health Care Reimbursement
Methodologies

Analysis Questions and Analysis Answers

How were assessment results shared and evaluated within the unit?

Assessments results were evaluated by analyzing each course and coming to a conclusion if each measure was met. The information was shared among the unit through email and face-to-face discussions.

Identify which action plans [created in prior cycle(s)] were implemented in this current cycle. For each of these implemented plans, were there any measurable or perceivable effects? How, if at all, did the findings appear to be affected by the implemented action plan?

Action plans were not created in previous cycles. This current cycle, 2 action plans were implemented. Moving forward both action plans will be implemented in Spring 2017 when the courses are taught or coming to a conclusion.

What has the unit learned from the current assessment cycle? What is working well, and what is working less well in achieving desired outcomes?

The unit has learned that some areas, such as writing skills in lower-level classes need more attention. We plan to implement more exercises/assignments that focus on writing. We've also learned that application type assignments are working well in senior-level courses. Internship is very successful from a student and preceptor perspective.