

SAN DIEGO
MESA COLLEGE



Program Review

Summary and Reflections with Unit Goals, Action Plans,
and Updates

Instructional Program - Health Information
Technology (HEIT)

Executive Summary

Describe the successes and challenges your unit has faced since the last comprehensive review.

Successfully managed double cohorts of 64 students in two tracks-regular and fast track programs, which changed from single cohorts of 32 students prior to 2018. Successfully onboarded a diverse group of adjunct faculty. Challenges have been having fewer applicants to the program. Also there are about 5-10 students per year who do not enroll due to personal reasons leaving the graduating class around 55 students. Many of these issues were related to the pandemic and we are hoping to see that dissipate over the next few years.

If applicable, describe any major curricular or service changes your unit has engaged in and the impact of those changes since the last comprehensive review.

External accreditation, CAHIIM, required a major curriculum competency overhaul starting in 2018 which was completed in 2020. This included a focus on revenue cycle courses. The program formerly had 2 DCP courses which we reduced to one for equity reasons since many students need to work and are not able to dedicate the hours to internship. Additionally, the industry is moving away from in person work and therefore our advisory board indicated one DCP course would be sufficient. We changed HEIT 135 to 136, Introduction to Health Information Systems and HEIT 160 to 225, Introduction to Revenue Cycle. These were both made due to external accreditation changes, advisory board recommendations, and creating a framework from which students would be more prepared for upper division coursework.

If applicable, describe the impact of any new resources (human, fiscal, etc) on the unit and/or action plan implementation.

N/A

If you assess OUTCOMES, please confirm that the outcomes have been reviewed for accuracy. If you do not assess Outcomes, skip this question.

Reviewed & Accurate

Related Documents for Charts and Graphs**Executive Summary Complete**

Yes

Data Reflection

Trends observed in program/service area's data.

Overall, course success rates for HEIT courses has remained constant between 92-93% since 2019. Retention and success rates average 95.5% and 92.7%, respectively from 2019-2022. According to the Bureau of Labor Statistics, the job outlook for health information technicians will be 7%, which is average. This area requires a high school diploma or Associate's degree and is less prevalent due to the complexity of the electronic health record. In terms of transfer, we see about 50-60% of students completing the HEIT program advancing to the HIMS program.

Describe any equity gaps in the data. Are there differences and/or patterns observed by demographics (e.g. race/ethnicity, gender, age, etc.)

There are small 3-5% equity gaps in Latinx and "other" ethnic groups. However, the retention and success rates are both above 90%.

Related Documents for Charts and Graphs**Describe the discussion(s) that took place about the unit's learning outcomes assessment data.**

Outcomes for all HEIT courses were carefully reviewed and aligned with external accreditation course learning outcomes/objectives. This was an agenda item in the HEIT faculty meeting which took place on 1/27/23. Faculty were encouraged to review their outcomes and incorporate those into their Canvas shells to be evaluated. In addition, prior outcomes were all documented as met for all HEIT courses.

Summary and Reflection

Data Reflection Complete

Yes

Practice Reflection

Describe current practices your program/service area has engaged in that you believe impact the above data trends and equity gaps.

As mentioned previously, we changed the DCP requirement to make the unpaid hours more equitable. As an alternative, we worked with the WBL team to offer additional work experience options for students without experience in the health information field so they would have more options when searching for jobs after graduation. We have also expanded our DCP options to include community based clinics and options for bilingual students to thrive in the workplace.

What other factors (internal or external) might also impact the above data trends and equity gaps?

It was important to diversify our department faculty. In doing so, students of color feel more connected to those faculty and are able to see successful people of color working in the field. Both are graduates of the HEIT and HIMS programs and earning over \$100,000 in annual salaries demonstrating exactly what we promote to our students.

Related Documents for Charts and Graphs

Practice Reflection Complete

Yes

Mid-Cycle Updates

YEAR 2 Updates (2023 - 2024)

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 2.

No

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 2.

No

Review Outcomes Report. Review the unit's outcomes assessment process for 2022 - 2023. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 2.

No

YEAR 3 Updates (2024 - 2025)

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 3.

The one issue of low enrollment has continued. Many students are choosing to attend CAHIIM accredited programs which are fully online. The other issue is employers are not requiring education or credentials but rather making them optional. In response to this, the program director has been meeting with the main employer's HR departments to discuss open positions, credentialing and how degrees are valuable to employers.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 3.

The equity gap improved for the Latinx group and increased slightly for "other" ethnic group. We will continue to engage faculty in equity minded instruction and provide additional support to underrepresented students. The retention and success rates continue to be above 90%.

Review Outcomes Report. Review the unit's outcomes assessment process for 2023 - 2024. Discuss connections to unit goals/action plans/resource requests.

For CLOs we do not have completed assessments in Nuventive yet. However, we have a plan to assess all courses by fall 2025.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 3.

We have noticed the one DCP has been great for students who are working or parents of small children to ensure they are able to take the time to work in the field. We have also identified some alternative options for students not able to be onsite during regular business hours.

Summary and Reflection

YEAR 4 Updates (2025 - 2026)

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 4.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 4.

Review Outcomes Report. Review the unit's outcomes assessment process for 2024 - 2025. Discuss connections to unit goals/action plans/resource requests.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 4.

Unit Goals, Action Plans, and Updates

Compliance

Unit Goal: Update curriculum based on industry trends; Met with advisory board and DCP sites to understand industry trends. Evaluate CAHIIM standards to ensure all areas are met. Added HEIT 136 and 225 to be offered starting in 2023-24 academic year.

Goal Status: Active

Beginning Year: 2022 - 2023

Projected Completion Year: 2025 - 2026

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030: (X - Highlight the X to Align)

- **Completion - Objective 1:** Develop pathways that provide students with clarity about degree, certificate, and transfer requirements. (X)
- **Stewardship - Objective 3:** Increase student access and schedule efficiency by coordinating schedules among departments/disciplines (X)

| Action Plans | Action Plan Update |
|--|---|
| <p>Action Plan Status: Active</p> <p>Action Plan: Actions:</p> <ol style="list-style-type: none"> 1. Engaging industry and advisory board to assist with trendsetting 2. Evaluating external accreditation requirements to ensure compliance and accordance. <p>Action Plan Cycle: 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026</p> | <p>Submission Date: 11/22/2024</p> <p>Action Plan Update: Added AI and other relevant content to courses including more guest speakers in response to industry trends. CAHIIM standards all met and submitted to the Annual Program Assessment Report (APAR) and have approval for this year. Evaluated effectiveness of HEIT 136 and 225.</p> <p>Update Year: 2024 - 2025</p> <p>Action Plan Progress: Completed</p> |

Professional Learning

Unit Goal: Increase faculty participation in professional development activities with a goal of each faculty member attending at least one professional conference per year, either in person or virtually. During faculty meetings, discuss conferences which align with faculty coursework and providing funding sources to attend and incorporate into classes being taught.

Goal Status: Active

Beginning Year: 2022 - 2023

Projected Completion Year: 2025 - 2026

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030: (X - Highlight the X to Align)

- **Community - Objective 2:** Develop activities, spaces, and programs that support a sense of belonging with a focus on antiracism, historically minoritized groups, and inclusion. (X)
- **Scholarship - Objective 4:** Expand the use of innovative and high-quality teaching, learning, and support practices that achieve equitable outcomes

Unit Goals, Action Plans, and Updates

and increase student success (X)

| Action Plans | Action Plan Update |
|---|---|
| <p>Action Plan Status: Active Action Plan: Actions: 1. Faculty meeting directives on process for funding for professional development 2. Aligning special conferences with teaching assignments to ensure competency of faculty and provide maximum benefit to students.</p> <p>Action Plan Cycle: 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026</p> | <p>Submission Date: 11/22/2024 Action Plan Update: Continuing to discuss in faculty meetings, especially with faculty who need specific training for courses they teach. Update Year: 2024 - 2025 Action Plan Progress: On Track</p> |

RHIT Exam

Unit Goal: Increase participation in RHIT exam. Current attempt rate is approximately 10% of graduates; goal would be to increase to 25% by 2024. Program director meets with each student in last semester of program and provides early testing form and guidance for registering for the RHIT exam.

Goal Status: Active

Beginning Year: 2022 - 2023

Projected Completion Year: 2025 - 2026

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030: (X - Highlight the X to Align)

- **Completion - Objective 3:** Design and promote programs and services that intentionally target a reduction in equity gaps in completion outcomes (X)
- **Pathways and Partnerships - Objective 3:** Increase community engagement, experiential learning, integrated career planning, and workforce training to prepare students for future careers (X)

| Action Plans | Action Plan Update |
|---|--|
| <p>Action Plan Status: Active Action Plan: Actions: 1. Meet with each student in last semester to facilitate test registration 2. Create HEIT marketing materials with wage information with and without certification</p> <p>Action Plan Cycle: 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026</p> | <p>Submission Date: 11/22/2024 Action Plan Update: Received funding for students to take exam. Participation has increased but not yet at 25% goal. Update Year: 2024 - 2025 Action Plan Progress: On Track</p> |

Unit Goals, Action Plans, and Updates