Program Review

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

Instructional Program - Health Information Management (HIM)

Executive Summary

Describe the successes and challenges your unit has faced since the last comprehensive review.
The major success since last comprehensive review was the legislation guaranteeing the permanence of existing Baccalaureate degrees at the California Community Colleges. Our industry partners, alumni, students, administrators all contributed to providing necessary information to allow this to be a permanent degree offering.
Challenges are mainly enrollment. While there is a need and classes have been scheduled for working professionals, many lack the ambition to enroll in the program. With the graduating class of 2021, the enrollment peaked at the cap of 32 students. Since then the cohorts have been in the low 20s.

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. One recommendation from advisory was the focus on need for communication skills of employees. In the original HIMS program curriculum development, we had planned for an upper division communications course. However, the units were high and we decided to hold off on that and review at a later time. During this recent review of the curriculum, we determined there were a few classes that had been written as 4 unit classes. Rather than add units to the overall program, we removed 1 unit from 3 of the HIMS classes and added COMS 401, a course focusing on professional and intracultural communication.

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 HIMS courses has remained constant at a staggering 99% since 2019. Retention and success rates average 95.5% and 98.9%, respectively from 2019-2022. According to the Bureau of Labor Statistics, the job outlook for health services managers will be 28%, which is much higher than average. We are seeing a very high employment rate with graduates nearing 90%. Graduates are also earning about $36/hour or $75k/year salaries.

Describe any equity gaps in the data. Are there differences and/or patterns observed by demographics (e.g.race/ethnicity, gender, age, etc.)
There is a very small (-1.7%) equity gap in Black/African American students. However, the retention and success rates are 99.1% and 97.4% respectively for this group.

Related Documents for Charts and Graphs

Describe the discussion(s) that took place about the unit's learning outcomes assessment data.
Outcomes for all HIMS courses were carefully reviewed and aligned with external accreditation course learning outcomes/objectives. This was an agenda item in the HIMS 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 HIMS 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.
Marketing efforts have been focused on men of color, since this group is less prevalent in the health information field. We have seen an increase in men enrolling the HIMS program. We have also embedded additional cultural competency and DEI related content into each course.

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.

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.
None

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.
For spring 24, there was 100% success rate and zero equity gaps for this cohort.

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 hired 2 male faculty to teach in the HIMS program. This increases diversity as well as provides male students role models to enter the field of health information. Both are working full time in their respective areas of HI and are able to provide real time, real world examples to students. This is a critical element both for success of these students in the program as well as enhancing their opportunities for future employment.

YEAR 4 Updates (2025 - 2026)

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 4.
Enrollment continues to be in the 20s with goal of expanding to 32. We have had marketing efforts and our first annual alumni/industry event hoping to increase enrollment. We are also working with industry partners to identify candidates for the

Summary and Reflection

HIMS program who already completed HEIT/RHIT programs. This year the focus will also be on CAHIIM re-accreditation with self assessment due in June 26 and onsite accreditation site visit 11/4/26.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 4.
In terms of ethnicity, the HIMS program has 46% Latinx students and 8% Black for fall 25 data reviewed. 90% are adult learners over 25. As planned, this program was designed for the working professionals of San Diego healthcare community to return to school for baccalaureate level education for career advancement. 31% are first generation college students, particularly first to earn a BS degree in their families. 80% are women which is common for this profession. The PD continues to work with marketing to reach out to underrepresented males, including their photos on marketing materials distributed to industry.

Review Outcomes Report. Review the unit's outcomes assessment process for 2024 - 2025. Discuss connections to unit goals/action plans/resource requests.
PLOs for this group is between 98-100%. Most of these are mapped to HIMS 405. One goal will be to review and update these with the new CAHIIM accreditation cycle from 2025-2028.

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 4.
Expanding upon goals of having more male students, our two new male adjunct faculty have been excellent role models for our students and are helping to recruit more students. They are also bringing real world experience to the classroom. One of the requirements in the new CAHIIM accreditation is the need for more experiential learning, which those faculty working in the field will be able to effectively demonstrate.

YEAR 5 Updates (2026 - 2027)

Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 5.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 5.

Review Outcomes Report. Review the unit's outcomes assessment process for 2025 - 2026. 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 5.

Unit Goals, Action Plans, and Updates

Curriculum

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 COMS 401 Advanced Communication Skills for Healthcare Professionals course to be offered starting in 2023-24 academic year.

Goal Status: Active

Beginning Year: 2022 - 2023

Projected Completion Year: 2023 - 2024

Mapping
Mesa College Strategic Plan: Roadmap to Mesa2030:

- **Community - Objective 3:** Build a culture of communication that is evidence based, race conscious, institutionally focused, systemically aware, and equity advancing (✓)
- **Community - Objective 5:** Increase opportunities to be an asset and resource to the external community (✓)
- **Completion - Objective 1:** Develop pathways that provide students with clarity about degree, certificate, and transfer requirements. (✓)
- **Completion - Objective 3:** Design and promote programs and services that intentionally target a reduction in equity gaps in completion outcomes (✓)
- **Pathways and Partnerships - Objective 1:** Develop and implement frameworks to create communities that can provide more targeted delivery of educational resources and support services. (✓)
- **Pathways and Partnerships - Objective 3:** Increase community engagement, experiential learning, integrated career planning, and workforce training to prepare students for future careers (✓)
- **Pathways and Partnerships - Objective 4:** Expand intersegmental pathways to create a seamless transition between Mesa and k-12, non-credit, Universities, and careers (✓)
- **Scholarship - Objective 2:** Evaluate and improve Diversity, Equity, and Inclusion practice in classroom environments, campus activities, departments, schools, and administrative units (✓)
- **Scholarship - Objective 3:** Assess impact of prerequisites and corequisites on student success and revise curriculum, as needed (✓)
- **Scholarship - Objective 4:** Expand the use of innovative and high-quality teaching, learning, and support practices that achieve equitable outcomes and increase student success (✓)
- **Scholarship - Objective 5:** Reduce costs associated with instructional materials to support the elimination of equity gaps (✓)
- **Stewardship - Objective 3:** Increase student access and schedule efficiency by coordinating schedules among departments/disciplines (✓)

Unit Goals, Action Plans, and Updates

Action Plans	Updates
Action Plan Status: Active **Action Plan:** Actions: 1.Engaging industry and advisory board to assist with trendsetting 2.Evaluating external accreditation requirements to ensure compliance and accordance. **Action Plan Cycle:** 2023 - 2024, 2022 - 2023	**Submission Date**: 11/22/2024 **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. COMS 401 course was added in fall 24, changed to intersession for spring 25. **Update Year**: 2024 - 2025 **Action Plan Progress**: Completed

Professional Development

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:

- **Community - Objective 5:** Increase opportunities to be an asset and resource to the external community (✓)
- **Completion - Objective 2:** Develop cross - functional teams that support student success and include integrated career and transfer counseling. (✓)
- **Pathways and Partnerships - Objective 1:** Develop and implement frameworks to create communities that can provide more targeted delivery of educational resources and support services. (✓)
- **Pathways and Partnerships - Objective 3:** Increase community engagement, experiential learning, integrated career planning, and workforce training to prepare students for future careers (✓)
- **Scholarship - Objective 1:** Expand and prioritize professional learning experiences for all employees that create parity in outcomes across racial/ethnic groups and all disproportionately impacted groups (✓)
- **Scholarship - Objective 2:** Evaluate and improve Diversity, Equity, and Inclusion practice in classroom environments, campus activities, departments, schools, and administrative units (✓)
- **Scholarship - Objective 4:** Expand the use of innovative and high-quality teaching, learning, and support practices that achieve equitable outcomes and increase

student success (✓)

- **Stewardship - Objective 5:** Increase campus understanding, communication of and transparency in budget and resource allocation (✓)

Action Plans	Updates
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. **Action Plan Cycle:** 2025 - 2026, 2024 - 2025, 2023 - 2024, 2022 - 2023	

RHIA Exam

Unit Goal: Increase participation in RHIA exam. Current attempt rate is approximately 20% of graduates; goal would be to increase to 40% by 2025. Program director will provide early testing form and guidance for registering for the RHIA exam.

Goal Status: Active

Beginning Year: 2022 - 2023

Projected Completion Year: 2024 - 2025

Mapping
Mesa College Strategic Plan: Roadmap to Mesa2030:

- **Community - Objective 5:** Increase opportunities to be an asset and resource to the external community (✓)
- **Completion - Objective 1:** Develop pathways that provide students with clarity about degree, certificate, and transfer requirements. (✓)
- **Pathways and Partnerships - Objective 3:** Increase community engagement, experiential learning, integrated career planning, and workforce training to prepare students for future careers (✓)
- **Pathways and Partnerships - Objective 4:** Expand intersegmental pathways to create a seamless transition between Mesa and k-12, non-credit, Universities, and careers (✓)

Unit Goals, Action Plans, and Updates

Action Plans	Updates
Action Plan Status: Active **Action Plan:** Actions: 1.Meet with each student in last semester to facilitate test registration 2.Circulate marketing materials with wage information with and without certification to industry professionals to encourage higher education. **Action Plan Cycle:** 2024 - 2025, 2023 - 2024, 2022 - 2023	

Increase Enrollment

Unit Goal: Working with Office of Communications to increase enrollment into Baccalaureate degree pathway

Goal Status: Active

Beginning Year: 2023 - 2024

Projected Completion Year: 2025 - 2026

Mapping
Mesa College Strategic Plan: Roadmap to Mesa2030:

- **Community - Objective 5:** Increase opportunities to be an asset and resource to the external community (✓)
- **Completion - Objective 1:** Develop pathways that provide students with clarity about degree, certificate, and transfer requirements. (✓)
- **Completion - Objective 2:** Develop cross - functional teams that support student success and include integrated career and transfer counseling. (✓)
- **Completion - Objective 3:** Design and promote programs and services that intentionally target a reduction in equity gaps in completion outcomes (✓)
- **Pathways and Partnerships - Objective 1:** Develop and implement frameworks to create communities that can provide more targeted delivery of educational resources and support services. (✓)
- **Pathways and Partnerships - Objective 3:** Increase community engagement, experiential learning, integrated career planning, and workforce training to prepare students for future careers (✓)
- **Pathways and Partnerships - Objective 5:** Develop and implement technologies, including website redesign, that will make pathways information available to students so that they can effectively utilize this information in their educational and career planning (✓)

Unit Goals, Action Plans, and Updates

Action Plans	Updates
Action Plan Status: Active **Action Plan:** Develop promotional videos and flyers to distribute in the health information community to increase enrollment in HIMS program. Increase physical site visits and provide promotional materials to potential students. **Action Plan Cycle:** 2025 - 2026, 2024 - 2025, 2023 - 2024	