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.
Enrollment has increased from 45 to 55 students. We continue to promote the program to industry partners. This year's focus will be updating course assignments to align with external accreditation standards (CAHIIM) . Next year one plan is to extend the application period to June so we can allow students completing last prerequisite course in summer rather than spring.

Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 4.
Based on new data dashboards, adult learners represent 82% of HEIT students. This is not a common known career and most find it accidentally or as a second career. This is important to note and market to middle and high school students. In terms of ethnicity, 51% are Latinx and 10% Black/African American. Only 14% identify as white. We are reaching a very broad diverse, underrepresented community in HEIT.

Review Outcomes Report. Review the unit's outcomes assessment process for 2024 - 2025. Discuss connections to unit goals/action plans/resource requests.
All CLOs have been entered and benchmarks set in Nuventive, which was a goal for last year. All courses have been assessed and success measures are well above 80% for each course. For PLOs, success rates are between 91-96%

Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 4.
We have expanded DCP sites and locations to accommodate various schedules and locations for our students. We have plenty of choices for students for diverse experience and industry partners are very supportive. We continue to have students hired for full time employment at the end of their DCP hours.

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

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: Completed

Beginning Year: 2022 - 2023

Projected Completion Year: 2025 - 2026

Mapping
Mesa College Strategic Plan: Roadmap to Mesa2030:

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

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:** 2025 - 2026, 2024 - 2025, 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. Evaluated effectiveness of HEIT 136 and 225. **Update Year**: 2024 - 2025 **Action Plan Progress**: Completed

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: Completed

Unit Goals, Action Plans, and Updates

Beginning Year: 2022 - 2023

Projected Completion Year: 2025 - 2026

Mapping
Mesa College Strategic Plan: Roadmap to Mesa2030:

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

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	**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

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:

- **Completion - Objective 3:** Design and promote programs and services that intentionally target a reduction in equity gaps in completion outcomes (✓)

- **Pathways and Partnerships - Objective 3:** Increase community engagement, experiential learning, integrated career planning, and workforce training to prepare students for future careers (✓)

Action Plans	Updates
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 **Action Plan Cycle:** 2025 - 2026, 2024 - 2025, 2023 - 2024, 2022 - 2023	**Submission Date**: 11/19/2025 **Action Plan Update**: Continuing to market with reimbursement program. Increased participation to 15% and (pass rate was 100%). Will continue to try to get to 25% participation. **Update Year**: 2025 - 2026 **Action Plan Progress**: On Track **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

CAHIIM Accreditation

Unit Goal: Prepare self-assessment due June 2026 with new Future Education Model requirements for 2028 re-accreditation requirements. Site visit 11/4/2026.

Goal Status: Active

Beginning Year: 2025 - 2026

Projected Completion Year: 2027 - 2028

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030:

- **Community - Objective 1:** Use technology to improve communication and accessibility across campus. (✓)
- **Community - Objective 4:** Remove barriers to equitable participation by developing, incentivizing and creating structures for all employees to engage in and design professional learning (✓)
- **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 (✓)

Unit Goals, Action Plans, and Updates

- **Completion - Objective 4:** Support students' access to resources to mitigate the impact caused by technological and basic needs insecurity (✓)
- **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 (✓)
- **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 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 (✓)
- **Stewardship - Objective 3:** Increase student access and schedule efficiency by coordinating schedules among departments/disciplines (✓)
- **Stewardship - Objective 5:** Increase campus understanding, communication of and transparency in budget and resource allocation (✓)

Action Plans	Updates
Action Plan Status: Active **Action Plan:** PD will review accreditation standards and compliance guide, enter all self assessment documentation requirements in CAHIIM/CAS system by June 2026. **Action Plan Cycle:** 2027 - 2028, 2026 - 2027, 2025 - 2026	**Submission Date**: 11/19/2025 **Action Plan Update**: CAHIIM training attended with PD, full time faculty, Dean of Health Sciences and Dean of Instructional Design **Update Year**: 2025 - 2026 **Action Plan Progress**: On Track