**Continuous Improvement Plan**

**Outcomes might not change from year to year. For example, if you have not met previous targets, you may wish to retain the same outcomes. *If this is an academic, workforce, or continuing education program, you must have at least one student learning outcome.* You may also add short-term administrative, technological, assessment, resource or professional development goals, as needed.**

**Date:** January 2022 **Name of Program/Unit:** Health Information Management

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**Table 1: CIP Outcomes, Measures & Targets Table (focus on at least one for the next two years)**

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| --- | --- | --- |
| A. Expected Outcome(s)Results expected in this unit(e.g. Authorization requests will be completed more quickly; Increase client satisfaction with our services) | B. Measure(s)Instrument(s)/process(es) used to measure results(e.g. survey results, exam questions, etc.) | C. Target(s)Level of success expected(e.g. 80% approval rating, 10 day faster request turn-around time, etc.) |
| Students will learn how to identify data management concepts and evaluate data dictionaries and data sets for compliance with governance standards; increase success rate in HIM Program. | Student success rate in HITT 1311 is currently at 79% | Increase HITT 1311 success rate by 5% |
| Students will learn how to identify payment methods and systems in health care settings used to manage an organization’s revenue cycle; Increase RCM assessment scores in HITT 2435. | Revenue Cycle Management Exam in HITT 2435 – Coding and Reimbursement Methodologies in which students are required to identify payment methods and systems in health care settings that are used to manage an organization’s revenue cycle multiple choice and free response quiz format. | 80% of students score 80% or better on Revenue Cycle Management Exam. |
| Students will learn how to accurately apply diagnostic and procedural medical codes in accordance with official guidelines; increase medical coding assessment scores in HITT 2346. | Medical Coding Exam in HITT 2346 – Advanced Medical Coding in which students are required to accurately apply diagnostic and procedural medical codes for given scenarios, reflecting accurate sequencing, in agreement with official coding guidelines in a free response exam format. | 80% of students score 75% or better on Advanced Medical Coding Exam. |
| Students will be successful on a Mock RHIT Exam; Increase percentage of students who take the RHIT exam within six months of completing the HIM Program | Number of graduates who take the RHIT Exam | 80% of graduates will take the RHIT exam within six months of completing the HIM Program |
| Reinstate entrance exam to the AAS – HIM application process. | Entrance exam implemented in application process | Work with advisory committee to determine appropriate exam and implementation date. |

**Description of Fields in the Following CIP Tables:**

**A. Outcome(s)** -Results expected in this program (e.g. Students will learn how to compare/contrast conflict and structural functional theories; increase student retention in Nursing Program).

**B. Measure(s)** -Instrument(s)/process(es) used to measure results

(e.g. results of surveys, test item questions 6 & 7 from final exam, end of term retention rates, etc.)

**C. Target(s)** -Degree of success expected (e.g. 80% approval rating, 25 graduates per year, increase retention by 2% etc.).

**D. Action Plan** -Based on analysis, identify actions to be taken to accomplish outcome. What will you do?

**E. Results Summary** - Summarize the information and data collected in year 1.

**F. Findings** - Explain how the information and data has impacted the expected outcome and program success.

**G. Implementation of Findings** – Describe how you have used or will use your findings and analysis of the data to make improvements.

**Table 2. CIP Outcomes 1 & 2 (FOCUS ON AT LEAST 1)**

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| 1. **Outcome #1** Students will learn how to identify data management concepts and evaluate data dictionaries and data sets for compliance with governance standards; increase success rate in HIM Program.
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| 1. **Measure (Outcome #1)**

Student success rate in HITT 1311 | 1. **Target (Outcome #1)**

Increase HITT 1311 success rate by 5% |
| 1. **Action Plan (Outcome #1)**

Meet with faculty each semester to develop assessments that measure student mastery of data management concepts and ways to help students that struggle. Adjust curriculum to provide more interactive learning. Provide tutoring options to students upon request.  |
| 1. **Results Summary (Outcome #1)**

Target not met. The success rate for 1311 in 80% in 2022 and 72% in 2023. See Table 1 below |
| 1. **Findings (Outcome #1)**

Not meeting the target has given the department faculty and director insight into the program curriculum and an opportunity to make changes. The program director and faculty teaching HITT 1311 have had several discussions regarding the resources for HITT 1311. The textbook used for the course during the CIP cycle is a comprehensive textbook of all six Health Information Technology Domains covered on the Registered Health Information Technology (RHIT) Exam and the 45 competencies encompassed within them. The textbook is used in multiple courses. HITT 1311 covers in depth 7 of the 45 competencies.  |
| 1. **Implementation of Findings**

Much of the curriculum in HITT 1311 is instructor project-based learning that give students the opportunity to develop knowledge and skills through engaging projects set around challenges and problems they may face in the real world. However, our findings have led us to the realization that we need to strengthen the didactic approach to HITT 1311. The faculty and director have decided to implement a new textbook that focuses solely on the subject of Health Information Systems and create an iterative approach to the mastery competencies that complements the current project-based learning already in place. HITT 1311 will be revisited on the next CIP as the Target was not met.  |

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| 1. **Outcome #2** Students will learn how to identify payment methods and systems in health care settings used to manage an organization’s revenue cycle; Increase RCM assessment scores in HITT 2435.
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| 1. **Measure (Outcome #2)**

Revenue Cycle Management Exam in HITT 2435 – Coding and Reimbursement Methodologies in which students are required to identify payment methods and systems in health care settings that are used to manage an organization’s revenue cycle multiple choice and free response quiz format. | 1. **Target (Outcome #2)**

80% of students score 80% or better on Revenue Cycle Management Exam. |
| 1. **Action Plan (Outcome #2)**

Adjust curriculum to provide more interactive learning. Provide tutoring options to students upon request.  |
| 1. **Results Summary (Outcome #2)**

Target not Met. 53% of students scored above 80% in 2022 and 2023. See Table 2 Below.  |
| 1. **Findings (Outcome #2)**

HITT 2435 underwent significant change in 2019-2020 when the department implemented changes in compliance with new curricular competency standards were mandated by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM). HITT 1341, Coding and Classification Systems, was eliminated. HITT 2435 (Coding and Reimbursement Methodologies) became the first coding course for students. It was also during this CIP period the Surgical Assisting program integrated HITT 2435 into their program curriculum. HITT-2435 does not have any prerequisites however we have found that students that are interested in pursuing Health Information Management as a field of study do not do as well in a course such as HITT 2435. In Spring 2023 Surgical Assisting was given their own section of HITT 2435. 70% of students scored above 80% in the Spring course that did not contain Surgical assisting students.  |
| 1. **Implementation of Findings**

The faculty have implemented live Zoom sessions that occur weekly and our recorded for students that cannot attend. Zoom sessions do not replace our regularly scheduled office hours. Students who cannot attend Zoom sessions or office can also schedule one-on-one tutoring sessions with faculty. The program director and faculty have been working with various publishers and vendors to find the right balance of resources for students and faculty that support engagement in online learning and help simulate real-world cases to give students the opportunity master necessary skills.  |

**Table 1.** Outcome 1 Data

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| **HITT-1311** | Health Information Systems |
|   |   | Grade Assigned | Grade Distribution | Completion Rate | Success Rate |
| Year | Enrollment | A | B | C | D | F | W | A | B | C | D | F | W |
| 2021 | 131 | 71 | 29 | 4 | 0 | 24 | 3 | 54% | 22% | 3% | 0% | 18% | 2% | 98% | 79% |
| 2022 | 80 | 50 | 12 | 2 | 0 | 14 | 2 | 63% | 15% | 3% | 0% | 18% | 3% | 98% | 80% |
| 2023 | 85 | 27 | 28 | 6 | 0 | 18 | 6 | 32% | 33% | 7% | 0% | 21% | 7% | 93% | 72% |

**Table 2.** Outcome 2 Data

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| --- | --- |
| **HITT 2435**  | Coding and Reimbursement Methodologies |
| Revenue Cycle Management Exam | Exam Grade Average  | Students Scoring 80% 0r Higher |
| Year | Students | A | B | C | F |
| 2022 | 80 | 22 | 20 | 10 | 28 | 77% | 53% |
| 2023 | 64 | 20 | 14 | 3 | 27 | 75% | 53% |