B.S. Health Care Management Administration
Oregon Tech Assessment Report
2019-20

Program Description and History

Outpatient Imagining Expansion
Employee Engagement
Oxygen Improvement Workflow
University Medical Billing Improvement Process
Vaccine Education
Patient Portal Upgrade
Mental Health Screening

Success Stories

Healthcare Management students speak highly of the courses they take as evidenced by course evaluations, but many students also derive tremendous value from their internships and senior projects. Below are two such experiences shared by students through the exit survey over this assessment period.

ent program should market themselves more. There a lot of careers in it

Regarding courses and professors:

ring for a job interview. He provides effective solutions to problems while making sure his students und how he got the answer, he really goes above and beyond for his students while creating a posit

Program Purpose

Bachelor of Science in Healthcare Management - Administrative Option Mission
The Health Care Management Administration Option degree fully prepares students to assume managerial/supervisory positions in any health care clinic, hospital department, or health care related management position.

Educational Objectives

The Health Care Management Administration Option provides students with the knowledge and skills necessary to competently manage a health care facility.

Management Department Student Learning Outcomes (SLO)

The Healthcare Management degree consists of the five core Management Department student learning outcomes. Upon completion of this program, Healthcare Management graduates will be able to:
1. Communicate the major concepts in the functional areas of accounting, marketing, finance, information technology, and management.
2. Describe the legal, social, ethical, and economic environments of business in a global context.
3. Solve organization problems, individually and/or in teams, using quantitative, qualitative, and technology-enhanced approaches.
4. Demonstrate professional communication and behavior.
5. Apply knowledge of business concepts and functions in an integrated manner.

New SLOS (starting 2020)

- Apply core concepts in a business environment.
- Describe the legal, ethical, social, economic environments of business in a global context.
- Contribute to the development of a team-oriented and collaborative environment.
- Solve business problems using decision support tools and/or research skills.
- Demonstrate professional communication and behavior using a variety of delivery methods.
- Analyze business concepts and apply strategic planning skills to effect change in an integrated manner.

Closing the Loop: Describe any actions taken and assessment done during (2019-20) in direct response to assessment findings from prior academic years.

- Senior Project: In the 2018-19 academic year the department conducted a qualitative review of senior projects. That review found that the goals among the different majors in the department were not completely aligned. In 2019-20, the department took steps to address this issue.
    - Closing the Loop Activities: During the 2018-19 academic year, the department faculty focused our assessment efforts on a qualitative review of senior projects. A small sample of projects from each major was compiled. Each faculty reviewed multiple projects and completed a qualitative survey tool that was tied to department outcomes and the senior project rubric. The result of this assessment uncovered two areas that need further exploration:
        - Senior Project Rubric: The senior project rubric was either not being utilized or was being used in an inconsistent way. Based on this discovery, the department brought the senior project faculty together during 2019-20 for a series of meetings to update the rubric used to guide and assess the senior projects. This led to a refocus on common goals among the faculty and an updated rubric that fulfills the goals for all business management majors. This rubric was implemented during the spring of 2020.
        - Student Learning Outcomes (Department-level): In addition, the department updated the Student Learning Outcomes for the department in an effort to update the SLOs to more closely align with the requirements of our assessment body, IACBE. In addition, it was determined that the senior project would focus on SLOs 1, 3, 4, and 5 as we move into 2020-21.
- Case Study: The plan for the 2019-20 year was for the course faculty to continue to discuss their approaches and share ideas for the Strategic Management course and the assignment. As with the senior project, refining the approach to this class and assessment may be able to pinpoint areas of improvement.
    - Closing the Loop Activities: The two faculty that teach the Strategic Management class did engage in discussions regarding approaches to the case study assignment. While one faculty includes the assessment in one assignment, the other spreads out the components of the assignment over the term. During the 2019-20 academic year, the case study was discussed as part of the update of student learning outcomes. The decision was made that moving forward, rather than assessing all SLOS in the case study, the department would only focus in on two, #2 and #6, which more closely align with the course content.
- Senior Exit Survey: During the 2019-20 academic year, the faculty determined we will make another adjustment to the senior exit survey. The question asked for student to rate their understanding of the SLOs. Previously we had change the word proficiency with understanding since this will more accurately assess our students' understanding. In the 2019-20 academic Year, There was improvements in the area of finance and accounting, which we believe more accurately reflects the program results.

Closing the Loop Activities The results of the exit survey for the 2019 20 year nearly met the 80% threshold for all SLOs which is an improvement from prior years. The word change to understanding did make an impact. The senior exit survey will be updated for the 20 21 year to include the new SLOs. As we move forward with the new SLOs, a comparison with the prior SLOS will be completed.

2. Program Student Learning Outcomes, Activities and Results

HealthcareManagement		Showing all HCM option results	
Program Outcomes	Minimal Acceptable Performance	Assessment From 2019-20	Results From 2011-20
Interpret health policy and systems.	80% achieve a rate of 3 or 4	Senior Project N=8	75%
	80% achieve a rate of 3 or 4	Community Project N=4	75%
	80% score 4, 5, or 6	Senior Exit Survey N=8	75%
Assess the sustainability of Healthcare organizations	80% achieve a rate of 3 or 4.	Senior Project N=8	75%
	80% score 4, 5, or 6	Senior Exit Survey N=8	88%

Program Level Review: Results, Closing the Loop of Prior Action Plans, and Action Plans for this academic year

2019-20 Results Summary of results include

- o Direct/Senior Project During the 2019-20 year, 75% of students met the minimal acceptable performance level which was a bit below the prior year. Considering the small