

## 2008 PROGRAM OUTCOMES ASSESSMENT SUMMARY REPORT

PROGRAM: **SVI—HEALTH UNIT COORDINATOR - CERTIFICATE**

DATE: 28 JANUARY 2008

**DEMONSTRATION OF LEARNING:** *What assignments or projects demonstrate student learning outcomes are achieved?*  
*[Note: evidence of learning contained in Assessment methods and Findings sections.]*

Learning Outcomes	Assessment methods
<p>Demonstrate knowledge and understanding of human A &amp; P and medical terminology.</p>	<p>Student takes skills/knowledge assessment tests throughout the program. Tests are evaluated by faculty and feedback is given to the student.</p> <p>Student performs simulated office tasks in HUC 132 Hospital and Medical Office Simulation. Work is evaluated by faculty and feedback is given to the student.</p>
<p>Demonstrate accurate transcription of medication, treatment, activity, laboratory, diagnostic and miscellaneous orders.</p>	<p>Student takes skills/knowledge assessment tests throughout the program. Tests are evaluated by faculty and feedback is given to the student.</p> <p>Student performs simulated office tasks in HUC 132 Hospital and Medical Office Simulation. Work is evaluated by faculty and feedback is given to the student.</p>
<p>Demonstrate knowledge and skills for: admitting, discharging, and transferring preoperative and post-operative patients; handling medical emergencies; checking patients into doctor's office; coding diagnoses and medical procedures; processing insurance forms</p>	<p>Student takes skills/knowledge assessment tests throughout the program. Tests are evaluated by faculty and feedback is given to the student.</p> <p>Student performs simulated office tasks in HUC 132 Hospital and Medical Office Simulation. Work is evaluated by faculty and feedback is given to the student.</p> <p>Student demonstrates skills in HUC 131 HUC Certification Exam Review and feedback is given to the student.</p>

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Demonstrate professionalism, and communication and interpersonal skills.	As threads of learning, throughout the program students perform various tasks including journaling to self-assess in these soft skill areas.  Student performs simulated office tasks in HUC 132 Hospital and Medical Office Simulation. Work is evaluated by faculty and feedback is provided to the student.
Demonstrate employment readiness skills.	Student is interviewed for employment as a Health Unit Coordinator in a mock interview by an outside interviewer. Student is evaluated and given feedback.

**EXTERNAL EVIDENCE?** *Alumni, employer, Curriculum Review, Technical Advisory Committee feedback?*

The Technical Advisory Committee meets twice each year. Members include health unit coordinating and other medical professionals from clinics, hospitals, and agencies throughout the Seattle area. They provide advice on curriculum, software, desired skills and professional knowledge.

Externship site supervisors provide invaluable feedback on knowledge our students have and skills our students demonstrate.

**FINDINGS:** *What have you learned from your outcomes assessment activities?*

1. Students need time to reflect on who they are as learners and who they are likely to be as HUC's in the field – need to self-assessment tools.
2. Students need time to review practice and contextualize their learning.
3. Students need greater computer skills at the beginning of the program.
4. Students need telephone simulation learning experience to practice good office telecommunications skills.

**ACTIONS TAKEN:** *What program changes have you made in the last three years? -- WHAT WAS THE IMPETUS FOR CHANGE?*

1. Added HUC 133 Medical Office Simulation Software course.
2. Added HUC 131 HUC Certification Exam Review course.
3. Added HUC 132 Hospital and Medical Office Simulation course.

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4. Added HUC 110 Study Skills for Success course.
5. Added HUC 114 Introduction to computers with Word course.
6. Added HUC 125 Anatomy & Physiology II
7. Increased faculty

Students who completed their Externships and those who kept in touch through graduate surveys reflected on the learning needs, precipitating these changes. Additionally, these changes occurred due to changes in the skill level required to perform the various job-related tasks. One of the primary reasons the curriculum was revised was to meet industry standards, thereby increasing placement opportunities for our students.

### **ACTIONS PLANNED:** *What program changes or new assessment activities are you planning for next year?*

- Add basic accounting competencies
- Add basic EKG interpretation
- This program needs to go through an industry DACUM survey to address standards, entry-level competencies, threads of learning and learning emphasis.
- Investigate the addition of Health Information Management as an alternative certificate to the HUC program.
- Emphasize employer surveys.

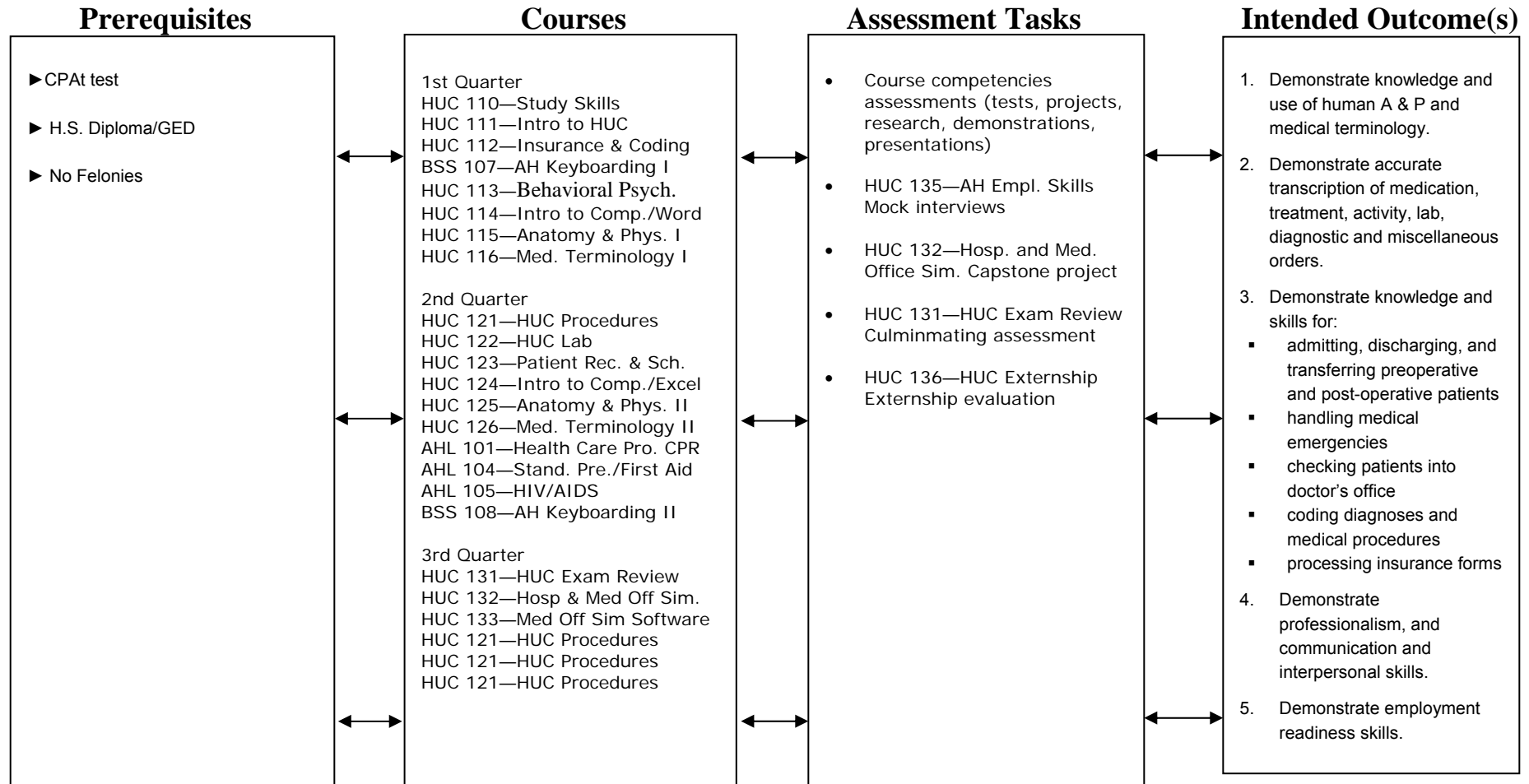
Program Name:

***SVI Health Unit Coordinator Certificate***

Revised 28 January 2008

**Theme(s):** Medical office knowledge, patient service, safety, confidentiality, professionalism

**Program Role:** The Health Unit Coordinator Program prepares graduates to manage the administrative duties involved in patient care and is the liaison between inpatient, outpatient and medical staff in hospitals, clinics and other health units.



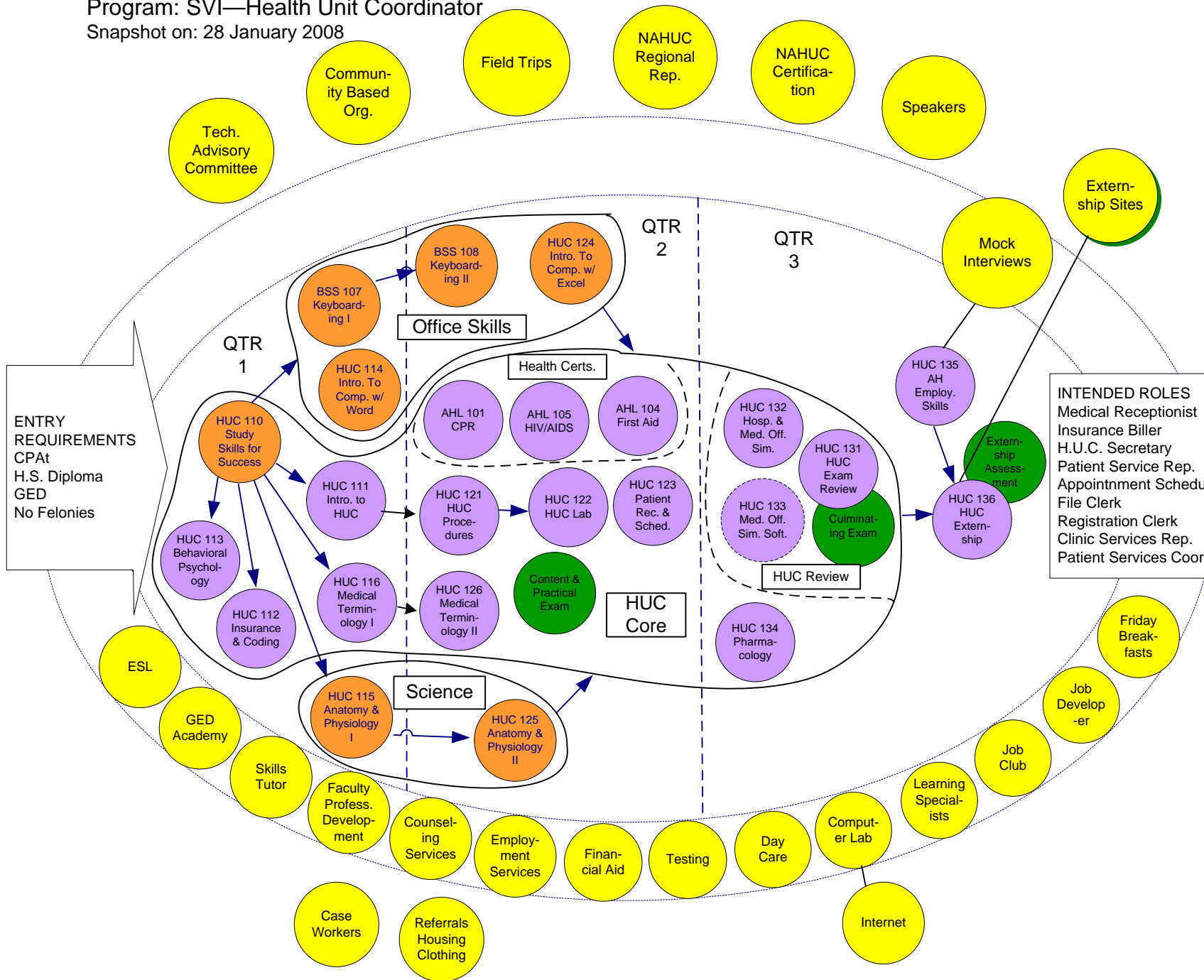
*What must students understand to demonstrate the intended outcome?*

*What skills must students master to demonstrate the intended outcome?*

*What will students do in here to demonstrate evidence of the outcome?*

*What do students need to be able to DO "out there" that we're responsible for "in here"??*

Program: SVI—Health Unit Coordinator  
 Snapshot on: 28 January 2008



**Intended Learning Outcomes:**

- Demonstrate knowledge and use of human A & P and medical terminology.
- Demonstrate accurate transcription of medication, treatment, activity, lab, diagnostic and miscellaneous orders.
- Demonstrate professionalism, and communication and interpersonal skills.
- Demonstrate knowledge and skills for:
  - admitting, discharging, and transferring preoperative and post-operative patients
  - handling medical emergencies
  - checking patients into doctor's off.
  - coding diagnoses and medical procedures.
  - processing insurance forms
- Demonstrate job readiness skills.

**INTENDED ROLES**  
 Medical Receptionist  
 Insurance Biller  
 H.U.C. Secretary  
 Patient Service Rep.  
 Appointment Scheduler  
 File Clerk  
 Registration Clerk  
 Clinic Services Rep.  
 Patient Services Coord.

## Program Assessment Inventory

Program: SVI—Health Unit Coordinator Certificate

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Assessment methods used to determine that students are prepared to succeed and that they have achieved the program learning outcomes when they complete degrees or certificates.

	<i>Pre-/ early program</i>	<i>Mid program</i>	<i>End of program</i>
<b><i>Students are prepared to learn (prerequisites)</i></b>			
ASSET test scores			
COMPASS test scores			
SLEP test scores			
CPAt test scores	X		
CASAS			
H.S. Diploma/GED	X		
Other?	<i>No Felonies</i>		
<b><i>Students are assessed as they move through the program</i></b>			
Competencies assessment	<i>throughout program</i>		
Internship/Externship feedback			X
Pre-Mid-Post assessment			
Service Learning experience feedback			
Student course evaluations	<i>quarterly</i>		
Student focus groups			
Student grades	<i>quarterly</i>		
Student interviews	X		
Student self assessment		X	
Student surveys			X
<b><i>Students are assessed as they complete the program</i></b>			
Completion statistics			X
Capstone projects			X
Graduation statistics			X
Portfolios			
Presentations		X	X
<b><i>External assessment data is collected</i></b>			
Transfer rates			
Employer surveys			X
Technical Advisory Committee	<i>quarterly</i>		
License certification success rates			
Performance in 4 year programs			
Employment rates			
Salary statistics			X
Survey of former students			X
Other?			

## **Health Unit Coordinator** – Certificate – 2006 Learning Outcomes

By the end of the program students will be able to:

1. Understand basic human anatomical structure.
2. Interpret, understand and utilize basic medical terminology.
3. Demonstrate with 90% accuracy transcription of medication, treatment, activity, and laboratory, diagnostic and miscellaneous orders.
4. Possess the necessary knowledge and skills for
  - admitting, discharging, transferring, preoperative and post-operative patients
  - handling medical emergencies such as respiratory or cardiac arrests at hospitals and outpatient facilities
  - checking patients into a doctor's office, including verification of patient insurance
5. Coding diagnoses and medical procedures with numeric or alpha-numeric codes
6. Distinguish the differences between commercial and HMO insurance plans through direct research with insurance companies and analysis of the insurance cards and claim forms.
7. Demonstrate proper communication, including proper phone etiquette, and effective interpersonal skills among clerical and medical staff and with patients in a medical clinical setting.
8. Demonstrate knowledge of job readiness with resume building, interviewing skills, and complete competency in all Health Unit Coordinating skills by successfully completing an externship.