

**MASTER OF ARTS HEALTH CARE ADMINISTRATION ANNUAL ASSESSMENT PLAN & FINDINGS
2010-2011 ACADEMIC YEAR**

	<i>PLO 1</i> Apply health care financial and accounting concepts in organizational decision making.	<i>PLO 2</i> Apply principles of leadership in the developing of strategic goals, achieving organizational outcomes, and modeling professional values.	<i>PLO 3</i> Formulate health care decisions consistent with legal and ethical standards.	<i>PLO 4</i> Utilize health care information technology and statistical reasoning in organizational planning and decision-making.	<i>PLO 5</i> Demonstrate sensitivity to diversity in the health care setting.	<i>PLO 6</i> Evaluate health care outcomes using quality improvement and risk standards.	<i>PLO 7</i> Apply health care economic perspectives in the interpretation of health policy.	<i>PLO 8</i> Apply problem-solving approaches in the resolution of health care issues.	<i>PLO 9</i> Communicate the responsibility of a health care professional remaining current in their professional knowledge.
<i>MHA601: Principles of Health Care Administration</i>		I	I		I			I	I
<i>MHA610: Introduction to BioStatistics</i>				I					
<i>MHA612: Financial and Managerial Accounting</i>	I							R	
<i>MHA614: Policy Formation and Leadership in Health Organizations</i>		R	R		R			R	R
<i>MHA616 Health Care Management Information Systems</i>				R				R	
<i>MHA618: Health Economics</i>							I		
<i>MHA620: Health Policy Analyses</i>					R		R		
<i>MHA622: Health Care Ethics & Law</i>			R					R	R

<i>MHA624: Continuous Quality Improvements and Risk Management</i>			R			I		R	
<i>MHA626: Strategic Planning & Marketing in Health Care</i>			R		R			R	R
<i>MHA628: Managed Care & Contractual Services</i>	R		R					M	
<i>MHA690: Health Care Capstone</i>	M	M	M	M	M	M	M	M	M

I (Introduced), R (Reinforced), or M (Mastered).

ANNUAL ASSESSMENT PLAN FINDINGS					
PLO 1 - Apply health care financial and accounting concepts in organizational decision making.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
Direct Measure 1: MHA612 Final Paper	100% of students (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of advantageous financial and accounting decisions within a health organization.	334	380	88.0%	DOES NOT MEET THE ACCEPTABLE TARGET

Direct Measure 2: MHA628 Final Paper	100% of students (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of advantageous financial and accounting decisions within a health organization.	170	191	89.0%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 3: MHA690 Research Paper	100% of students (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of health care financial and accounting concepts through a needs assessment/gap analysis of managed health care delivery systems.	156	162	96.0%	DOES NOT MEET THE ACCEPTABLE TARGET

PLO 2 - Apply principles of leadership in the developing of strategic goals, achieving organizational outcomes, and modeling professional values.

MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET
---------	-------------------	---	--	--	---

PLO 3 - Formulate health care decisions consistent with legal and ethical standards.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET
Direct Measure 1: MHA614 Final Paper	100% of students (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of leadership in the developing of strategic goals, achieving organizational outcomes, and modeling professional values by analyzing the U.S. health care system.	342	356	96.0%	4. INSUFFICIENT DATA DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 2: MHA690 Research Paper	100% of students (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of principles of leadership in the developing of strategic goals, achieving organizational outcomes, and modeling professional values through a needs assessment/gap analysis.	156	162	96.0%	DOES NOT MEET THE ACCEPTABLE TARGET

					3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
Direct Measure 1: MHA622 Final Paper	100% of students (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of health care decisions consistent with legal and ethical standards by creating an ethical code of conduct for a health care administrative office.	238	249	96.0%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 2: MHA624 Final Paper	100% of students (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of health care decisions consistent with legal and ethical standards by applying them to quality improvement and risk management.	230	245	94.0%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 3: MHA690 Research Paper	100% of students (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of health care decisions consistent with legal and ethical standards through a needs assessment/gap analysis.	156	162	96.0%	DOES NOT MEET THE ACCEPTABLE TARGET

PLO 4 - Utilize health care information technology and statistical reasoning in organizational planning and decision-making.

MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
Direct Measure 1: MHA610 Research Paper	100% of students (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of health care information technology and statistical reasoning in organizational planning and decision-making in work and life experiences.	364	433	84.0%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 2: MHA616 Final Paper	100% of students (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of health care information technology and statistical reasoning in organizational planning and decision-making by researching a health information system's quality and management.	307	321	96.0%	DOES NOT MEET THE ACCEPTABLE TARGET

Direct Measure 3: MHA690 Capstone Research Paper	100% of students (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of health care information technology and statistical reasoning in organizational planning and decision-making through a needs assessment/gap analysis.	156	162	96.0%	DOES NOT MEET THE ACCEPTABLE TARGET
PLO 5 - Demonstrate sensitivity to diversity in the health care setting.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
	100% of students (of the sample selected) must score 70% or higher on the final project and demonstrate understanding of diversity in the health care setting by researching	342	356	96.0%	DOES NOT MEET THE ACCEPTABLE TARGET

Direct Measure 1: MHA614 Final Project	major problems in the US. Health Care System and possible reform strategies.				
Direct Measure 2: MHA620 Final Paper	100% of students (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of diversity in the health care setting through a health policy analysis.	247	276	89.0%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 3: MHA690 Research Paper	100% of students (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of diversity in the health care setting through a needs assessment/gap analysis.	156	162	96.0%	DOES NOT MEET THE ACCEPTABLE TARGET
PLO 6 - Evaluate health care outcomes using quality improvement and risk standards.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA

Direct Measure 1: MHA624 Final Paper	100% of students (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of health care outcomes using quality improvement and risk standards by designing an organizational quality or risk management program.	230	245	94.0%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 2: MHA690 Research Paper	100% of students (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of health care outcomes using quality improvement and risk standards through a needs assessment/gap analysis.	156	162	96.0%	DOES NOT MEET THE ACCEPTABLE TARGET
PLO 7 - Apply health care economic perspectives in the interpretation of health policy.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET

					3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
Direct Measure 1: MHA618 Final Paper	100% of students (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of health care economic perspectives in the interpretation of health policy through the creation of an applied implementation document reflecting descriptive, explanatory and evaluative economic constructs.	276	287	96.0%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 2: MHA620 Final Paper	100% of students (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of health care economic perspectives through a health policy analysis.	247	276	89.0%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 3: MHA690 Research Paper	100% of students (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of health care economic perspectives in the interpretation of health policy through a needs assessment/gap analysis.	156	162	96.0%	DOES NOT MEET THE ACCEPTABLE TARGET
PLO 8 - Apply problem-solving approaches in the resolution of health care issues.					

MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
Direct Measure 1: MHA614 Final Paper	100% of students (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of problem-solving approaches in the resolution of health care issues by analyzing the U.S. health care system and potential reform solutions.	342	356	96.0%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 2: MHA624 Final Paper	100% of students (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of problem-solving approaches in the resolution of health care issues.	230	245	94.0%	DOES NOT MEET THE ACCEPTABLE TARGET

Direct Measure 3: MHA690 Research Paper	100% of students (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of problem-solving approaches in the resolution of health care issues through a needs assessment/gap analysis.	156	162	96.0%	DOES NOT MEET THE ACCEPTABLE TARGET
PLO 9 - Communicate the responsibility of a health care professional remaining current in their professional knowledge.					
MEASURE	ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	TOTAL NUMBER OF STUDENT RECORDS OBSERVED	ASSESSMENT RESULTS: PERCENTAGE OF STUDENT RECORDS MEETING ACCEPTABLE TARGET	ASSESSMENT RESULTS: 1. EXCEEDS THE ACCEPTABLE TARGET 2. MEETS THE ACCEPTABLE TARGET 3. DOES NOT MEET THE ACCEPTABLE TARGET 4. INSUFFICIENT DATA
Direct Measure 1: MHA614 Final Paper	100% of students (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of the responsibility of a health care professional	342	356	96.0%	DOES NOT MEET THE ACCEPTABLE TARGET

	remaining current in their professional knowledge by analyzing the U.S. health care system and potential reforms.				
Direct Measure 2: MHA624 Final Paper	100% of students (of the sample selected) must score 70% or higher on the final paper and demonstrate understanding of the responsibility of a health care professional remaining current in their professional knowledge in the context of quality improvement and risk management.	230	245	94.0%	DOES NOT MEET THE ACCEPTABLE TARGET
Direct Measure 3: MHA690 Research Paper	100% of students (of the sample selected) must score 70% or higher on the research paper and demonstrate understanding of Communicate the responsibility of a health care professional remaining current in their professional knowledge through a needs assessment/gap analysis.	156	162	96.0%	DOES NOT MEET THE ACCEPTABLE TARGET

OVERALL RECOMMENDATIONS

Program Learning Outcome 1 Recommendations:

- 1.1 Review course and course resources to increase student performance.
- 1.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 1.
- 1.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 1.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 1.5 Develop a Waypoint rubric for MHA 690, MHA 612, and MHA 628.
- 1.6 Raise demonstration of student mastery to 100% of students enrolled earn 80% or higher on the Capstone Final Assignments in MHA 690.
- 1.7 Develop indirect measures to assess mastery of program learning outcomes.

Program Learning Outcome 2 Recommendations:

- 2.1 Review course and course resources to increase student performance.
- 2.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 2.
- 2.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 2.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 2.5 Develop a Waypoint rubric for MHA 690 and MHA 614.
- 2.6 Raise demonstration of student mastery to 100% of students enrolled earn 80% or higher on the Final Assignment in MHA 690 and MHA 614.
- 2.7 Develop indirect measures to assess mastery of program learning outcomes.

Program Learning Outcome 3 Recommendations:

- 3.1 Review course and course resources to increase student performance.
- 3.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 3.
- 3.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 3.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 3.5 Develop a Waypoint rubric for MHA 690, MHA 622, MHA 624.
- 3.6 Raise demonstration of student mastery to 100% of students enrolled earn 80% or higher on the Final Assignment in MHA 690 and MHA 622.
- 3.7 Develop indirect measures to assess mastery of program learning outcomes.

Program Learning Outcome 4 Recommendations:

- 4.1 Review course and course resources to increase student performance.
- 4.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 4.
- 4.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 4.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 4.5 Develop a Waypoint rubric for MHA 690, MHA 610, and MHA 616.
- 4.6 Raise demonstration of student mastery to 100% of students enrolled earn 80% or higher on the Final Assignment in MHA 690 and MHA 616.
- 4.7 Develop indirect measures to assess mastery of program learning outcomes.

Program Learning Outcome 5 Recommendations:

- 5.1 Review course and course resources to increase student performance.
- 5.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 5.
- 5.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 5.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 5.5 Develop a Waypoint rubric for MHA 690, MHA 614, and MHA 620.
- 5.6 Raise demonstration of student mastery to 100% of students enrolled earn 80% or higher on the Capstone Final Assignment in MHA 690 and MHA 614.
- 5.7 Develop indirect measures to assess mastery of program learning outcomes.

Program Learning Outcome 6 Recommendations:

- 6.1 Review course and course resources to increase student performance.
- 6.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 6.
- 6.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 6.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 6.5 Develop a Waypoint rubric for MHA 690 and MHA 624.
- 6.6 Raise demonstration of student mastery to 100% of students enrolled earn 80% or higher on the Capstone Final Assignment in MHA 690.
- 6.7 Develop indirect measures to assess mastery of program learning outcomes.

Program Learning Outcome 7 Recommendations:

- 7.1 Review course and course resources to increase student performance.
- 7.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 7.
- 7.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 7.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 7.5 Develop a Waypoint rubric for MHA 690, MHA 618, and MHA 620.
- 7.6 Raise demonstration of student mastery to 100% of students enrolled earn 80% or higher on the Final Assignment in MHA 690 and MHA 618.
- 7.7 Develop indirect measures to assess mastery of program learning outcomes.

Program Learning Outcome 8 Recommendations:

- 8.1 Review course and course resources to increase student performance.
- 8.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 8.
- 8.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 8.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 8.5 Develop a Waypoint rubric for MHA 690, MHA 614, and MHA 624.
- 8.6 Raise demonstration of student mastery to 100% of students enrolled earn 80% or higher on the Final Assignment in MHA 690 and MHA 614.
- 8.7 Develop indirect measures to assess mastery of program learning outcomes.

Program Learning Outcome 9 Recommendations:

- 9.1 Review course and course resources to increase student performance.
- 9.2 Improve student learning by identifying learning patterns where students experience common difficulty with health care administration concepts, knowledge, or skills and develop intervention strategies and options for students who do not master PLO 9.
- 9.3 Evaluate faculty grading to ensure consistent application of grading rubric.
- 9.4 Survey associate faculty to qualitatively assess gaps in curriculum and assignments.
- 9.5 Develop a Waypoint rubric for MHA 690, MHA 614, and MHA 624.

9.6 Raise demonstration of student mastery to 100% of students enrolled earn 80% or higher on the Final Assignment in MHA 690 and MHA 614.
 9.7 Develop indirect measures to assess mastery of program learning outcomes.

ANNUAL ASSESSMENT PLAN ACTION ITEM STATUS REPORT				
OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
<i>Action 01: Gather Benchmarking Data</i>	<i>CAHME standards. Competitor programs.</i>	<i>Full-time faculty</i>	<i>In Progress</i>	<i>02/2012</i>
<i>Action details:</i>	<i>Review other programs and the Commission on Accreditation Healthcare Management Education standards to evaluate HCA program requirements and recommended sequence.</i>			
OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
<i>Action 02: Gather Assessment Data by Course</i>	<i>Drop rate per class. Student End of Course Surveys Final Assignment Grades.</i>	<i>Full-time faculty, Assessment Analyst</i>	<i>In Progress</i>	<i>02/2012</i>
<i>Action details:</i>	<i>Gather data on drop rate per course, student end of course surveys, and key measure outcomes (e.g. final assignment grade). Student End of Course Survey questions: #3, 4, 5, 6, and 11</i>			
OUTCOME	MEASURE	KEY/RESPONSIBLE PERSONNEL	STATUS	ANTICIPATED DATE OF COMPLETION
<i>Action 03: Modify/Implement Course Content Review Rubric (as appropriate for HCA programs)</i>	<i>Course Content Review Rubric</i>	<i>Executive Dean, Full-time faculty, Program Manager</i>	<i>Completed</i>	<i>02/2012</i>
<i>Action details:</i>	<i>Review and modify (as appropriate) the Course Content Review Rubric currently being used to evaluate/measure HCA course content appropriate for each degree profile.</i>			