

Health Systems Management

Department of Health Systems Management

Performance Objective 1 Ensure viable levels of student enrollment, retention, and completion appropriate to institutional resources and goals.

1 Assessment and Benchmark

Benchmark: Projected enrollment:

- Year 1: 10 (Fall 2015 - Spring 2016)
- Year 2: 20 (Fall 2016 - Spring 2017)
- Year 3: 25 (Fall 2017 - Spring 2018)
- Year 4: 25 (Fall 2018 - Spring 2019)
- Year 5: 30 (Fall 2019 - Spring 2020)

- HSM - Health Systems Management
 - CCOR - Care Coordination
 - HCMG - Healthcare Management
 - HCQI - Healthcare Quality Improvement

1.1 Data

2015-2016:

Major	Conc.	Fall					Spring				
		F	S	J	Sr	T	F	S	J	Sr	T
HSM	CCOR	1	0	0	1	2	0	0	2	2	4
	HCMG	3	3	4	0	10	3	3	4	4	14
	HCQI	1	2	0	0	3	0	1	2	1	4
	(blank)	3	0	0	2	5	1	0	1	3	5
Grand Total		8	5	4	3	20	4	4	9	10	27

2016-2017:

Major	Conc.	Fall					Spring				
		F	S	J	Sr	T	F	S	J	Sr	T
HSM	CCOR	2	0	0	3	5	1	1	0	3	5
	HCMG	5	5	3	11	24	4	11	3	12	30
	HCQI	0	0	3	0	3	0	0	2	3	5
	(blank)	1	0	0	0	1	2	0	1	1	3
Grand Total		8	5	6	14	33	7	12	6	19	43

2017-2018:

Major	Conc.	Fall					Spring				
		F	S	J	Sr	T	F	S	J	Sr	T
HSM	CCOR	0	3	0	1	4	0	0	1	1	2
	HCMG	7	6	9	12	34	6	6	9	15	36
	HCQI	0	3	2	5	10	0	2	3	7	12
	(blank)	1	2	1	2	6	0	1	0	0	1
Grand Total		8	12	14	20	54	6	9	13	23	51

1.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:

Exceeded projected enrollment Year 2: 20 MSU, 20 SELU. Will continue to monitor.

2017-2018:

Exceeded projected enrollment Year 3: 25 MSU, 25 SELU. Will continue to monitor.

As of July 12, 2018, 64 MSU HSM students were advised for the Fall 2018 semester.

2 Assessment and Benchmark

Benchmark: Projected completers:

- Year 3: 5 (Spring 2018)
- Year 4: 10 (Spring 2019)
- Year 5: 10 (Spring 2020)

- HSM - Health Systems Management
 - CCOR - Care Coordination
 - HCMG - Healthcare Management
 - HCQI - Healthcare Quality Improvement

2.1 Data

Graduate Completers:

Major	Conc.	2017-2018			2018-2019			2019-2020			2020-2021			2021-2022		
		U	F	S	U	F	S	U	F	S	U	F	S	U	F	S
HSM	CCOR	0	1	0												
	HCMG	0	0	5												
	HCQI	0	0	2												
Grand Total		0	1	7												

2.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:

Will begin reporting data after the Spring 2018 semester. One MSU and one SELU student graduate candidate for Fall 2017 commencement.

2017-2018:

Fall 2017 - 1 MSU and 1 SELU HSM graduate. Spring 2018 - 7 MSU and 7 SELU HSM graduates.
Exceeded the projection for year 3: 5 MSU and 5 SELU graduates.

3 Assessment and Benchmark

Benchmark: Maintain or exceed 2015-2016 retention rate.

3.1 Data

Year	# of Retained Students	Retention Rate
Fall 2015-Fall 2016	10	50.0%
Fall 2016-Fall 2017	23	69.7%
Fall 2017-Fall 2018		

3.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:

Exceeded 2015-2016 retention rate.

2017-2018:

Performance Objective 2 Provide a comprehensive curriculum that reflects disciplinary foundations and remains responsive to contemporary developments, student and workforce demand, and university needs and aspirations.

1 Assessment and Benchmark

Benchmark: Conduct at least one faculty meeting per term within the institution to review student progress, program implementation, and progress toward goal achievement.

1.1 Data

Meetings conducted in:

- December 2015
- May 2016
- August 2016
- January 2017
- August 2017
- January 2018

1.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:

Will continue to have at least one meeting per semester with faculty teaching HSM courses. Additional meetings will be scheduled as needed.

2017-2018:

Fall 2017 - discussed revision of time allotted for online, multiple-choice exams. Changed time allowed from a 24-hour window to a 2-hour window. Time for online exams are 1.5 hours for 50-question multiple-choice exams and 2 hours for comprehensive final exams. Students are notified of date and times on the first day of class and the dates and times are posted in the Calendar of Weekly Requirements on Moodle. Implement revision for Spring 2018 semester.

Spring 2018 - Implemented the revised timeline for online, multiple-choice exams. No problems were noted.

Discussed late submissions or missed exam policies. No late submissions are allowed, as stated in the syllabus, unless for an emergency or prior arrangements are made between faculty and student. Plan to discuss results of Graduate Exit Exam analysis during the Fall 2018 faculty meeting.

2 Assessment and Benchmark

Benchmark: Conduct at least one consortial meeting per year between MSU and SELU to review student progress, program implementation, and progress toward goal achievement.

2.1 Data

Meetings conducted in:

- September 2015
- January 2016
- September 2016
- January 2017
- July 2017
- January 2018
- July 2018

2.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:

We met at the Baton Rouge SELU campus for the three meetings listed. We had numerous phone conferences and web meetings using MSU BBB site on Moodle and SELU Polycom program. Will continue to have at least one formal meeting each semester between MSU and SELU. Additional meetings will be scheduled as needed.

2017-2018:

Four formal meetings using Skype or phone conferences were held to discuss future course development, coordination of course schedule of HSM courses, student enrollment, potential changes to curriculum, student evaluation procedures, renaming of concentrations, student academic integrity issues, technical issues with Polycom equipment, etc. Informal meetings, via email or phone, were conducted as needed. Due to the increase in student enrollment in the HSM degree, each university agreed to teach own 200 level courses for Fall 2018 but will continue to share faculty resources for 300 and 400 level courses. Additional meetings will be scheduled as needed.

3 Assessment and Benchmark

Benchmark: Ensure comparable student success in cases where same course is taught in both on-site/online modalities by evaluating:

- SLO assessment results (if applicable)
- Pass rates

- Withdrawal rates
- Course GPAs

(Data available from SEI reports.)

3.1 Data

N/A

3.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017; 2017-2018:

At this time, we do not have any courses that are taught in both on-site and online modalities.

4 Assessment and Benchmark

Benchmark: Ensure student satisfaction with course instruction; course SEI averages will aggregate to 3.75 on a 5.0 scale.

4.1 Data

Semester	Aggregate course SEI averages Global Mean - MSU and SELU combined score
Fall 2015	4.74
Spring 2016	4.39
Fall 2016	4.64
Spring 2017	4.56
Fall 2017	4.15
Spring 2018	4.30

4.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:

No actions needed at this time. Will continue to monitor each semester.

2017-2018:

Benchmark met; however, the trend is showing that the global mean is decreasing. Results of the SEI for Fall 2017 and Spring 2018 will be shared with faculty at MSU and SELU. Discussions will address ways to improve satisfaction with SEI. Changes were made in Spring 2018 on the delivery of instruction including time limit for online multiple-choice exams, not accepting late assignments, and use of different formats for evaluation of student learning (essay exams, individual and group projects, case studies, and group presentations). Will continue to monitor.

Performance Objective 3 Health Systems Management students will demonstrate preparedness for employment or graduate school in Healthcare Management, Healthcare Quality Improvement, Care Coordination, or a closely related field.

1 Assessment and Benchmark

Benchmark: 85% of the students will demonstrate "Exceeds expectations-Usually meets expectations" in the concentration's internship skills behaviors.

- Measure: HSM 497, HSM 498, HSM 499 Internship Rubric to be developed

[Internship Grading Rubric with Descriptors](#) [DOCX 12 KB 10/3/18]

1.1 Data

Term	# of students scoring at least "Usually Meets Expectations"	Average Score
Fall 2017	1/1	5.00
Spring 2018	7/7	4.93

1.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:

First internship will be Fall 2017. Internship rubric was developed and completed by the students' mentors at the end of the internship rotation. The competencies evaluated are Industry Issues and Trends, Human Diseases, Organization and Management, Policy and Law, Leadership, Professionalism, and Communication.

2017-2018:

Fall 2017: 1/1 student - benchmark met.

1/1 student demonstrated "Exceeds expectations" in the concentration's internship skills behaviors.

Spring 2018: 7/7 students - benchmark met.

7/7 students demonstrated "Exceeds expectations" in the concentration's internship skills behaviors.

Next internship course to be offered Spring 2019. Will continue to monitor.

2 Assessment and Benchmark

Benchmark: 70% of graduates completing the Exit Survey will indicate satisfaction with their internship experience.

- Measure: University Exit Survey, Program Exit Survey to be collected at student internship presentations.

[HSM Graduate Exit Survey Sp 2018](#) [DOCX 30 KB 10/3/18]

2.1 Data

2016-2017:

Survey to be given Fall 2017 - one student.

2017-2018:

Fall 2017:

HSM Graduate Exit Survey sent to the Fall 2017 graduate. No response received from student.

1/1 student completed the Internship Analysis Paper. Section C - Analysis portion of the paper required students to answer these questions:

1. Describe the internship project at this institution in relation to the HSM program.
2. Report if your goals and objectives were met. Why or why not?
3. Analyze situational factors and/or leadership styles that affected your internship, in a positive or negative.
4. Describe the internship's contribution to the organization.
5. Identify at least two lessons learned through this internship and at this organization.

1/1 student's comments regarding satisfaction with the internship are listed below:

- "This internship was my first time working in a healthcare setting, and even though I was sure I wanted to work in the healthcare field, this opportunity made me want it even more. This internship made me realize how it is to be part of a healthcare team. I believe that the main advantage of working successfully with others is that you can benefit from the skills of others that you may not have yourself, and share your own skills. I found it very interesting to work with professionals who had different backgrounds and degrees."

Spring 2018:

6/7 students completed the Spring 2018 HSM Graduate Exit Survey. 100% of students strongly agreed with the statement, "Overall, I am satisfied with the HSM Program at McNeese State University".

7/7 students completed the Internship Analysis Paper. Section C - Analysis portion of the paper required students to answer these questions:

1. Describe the internship project at this institution in relation to the HSM program.
2. Report if your goals and objectives were met. Why or why not?
3. Analyze situational factors and/or leadership styles that affected your internship, in a positive or negative.
4. Describe the internship's contribution to the organization.
5. Identify at least two lessons learned through this internship and at this organization.

7/7 students' comments regarding satisfaction with the internship - refer to attachment - Spring 2018.

[Spring 2018 Student Comments Satisfaction w program](#) [DOCX 14 KB 8/27/18]

2.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:

Health Systems Management Exit Survey developed for graduate candidate Fall 2017.

2017-2018:

Even though questions on the exit survey did not address the internship specifically, the information provided in each student's internship analysis paper addressed student satisfaction with the internship program.

8/8 students voiced satisfaction with the internship they completed in the final project - Internship Analysis paper. 6/8 students reported satisfaction with the HSM program at McNeese State University.

Action plan: A question will be added to the Graduate Exit Survey that is directly related to the following statement:

"70% of graduates completing the Exit Survey will indicate satisfaction with their internship experience."

Attached to the Assessment and Benchmark field is the revised Graduate Exit Survey - Next Graduating HSM cohort is Spring 2019

The requirements and questions for the Internship Analysis paper will remain the same.

3 Assessment and Benchmark

Benchmark: 70% of graduates completing the Alumni Survey will indicate placement in a major field-related employment or a graduate program.

- Measure: Alumni Survey, HSM Program Alumni Survey to be collected one year after graduation by the HSM program coordinator.

3.1 Data

The first Alumni Survey will be sent January 2019.

3.1.1 Analysis of Data and Plan for Continuous Improvement

2016-2017:

Alumni survey not completed as no students have graduated.

2017-2018:

The first alumni survey will be sent January 2019.