

Health Systems Management [HSM]

Cycles included in this report:

Jun 1, 2017 to May 31, 2018

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Program Name: Health Systems Management [HSM]

Reporting Cycle: Jun 1, 2017 to May 31, 2018

1 Is this program offered via Distance Learning?

50-99% Distance/Traditional

2 Is this program offered at an off-site location?

No

2.1 If yes to previous, provide addresses for each location where 50% or more of program credits may be earned.

3 Example of Program Improvement

2015-2016:

Not enough data at this time. Fall 2015 was the first semester of HSM courses. The conclusion of fall 2017 will be the two-year mark for analysis of data from previous two academic years.

2016-2017:

A curriculum change occurred in the 2016-2017 catalog.

Data Management and Health Informatics are part of the core courses for the HSM degree. Systems Analysis (a Healthcare Management concentration course) and Care Coordination in the Community (a Care concentration course) were deleted as faculty felt information was duplicated in Data Management and Health Informatics for Systems Analysis (two courses that are part of the HSM core coursework). In addition, course information for Care Coordination in the Community is discussed in Speciality Practices in the Care Management course. Risk Management, a better option for inclusion in the concentration, was chosen as a replacement course for the Health Management and Care Coordination concentrations.

The Risk Management course offers students opportunities to discuss general and high-risk management strategies within the healthcare industry such as legal concepts, development of risk management programs, and effective governance. Topics include: risk financing, ethics, patient communication, credentialing of providers, contract review concepts, employment liability, and patient and occupational safety.

2017-2018:

The HSM program began admitting students in fall 2015. The first cohort to graduate was in spring 2018. SEI averages for MSU & SELU are used to address "Ensure student satisfaction with course instruction: Course SEI averages will aggregate to 3.75 on a 5.0 scale".

Beginning in fall 2015, global mean scores were combined and averaged for student satisfaction with course instruction from MSU and SELU. The benchmark was met for each semester; however, the global mean score averages were noted to have dropped to 4.15 in the fall 2017 semester. The global mean score increased to 4.30 in the spring 2018 semester but remained lower than the previous five semesters, excluding fall 2017.

Even though we are above the benchmark, SELU and MSU will have a meeting to discuss the fluctuation in global means for satisfaction with course instruction and decide if changes in the delivery of instruction should be made.

Plan: Communicate findings with MSU and SELU Program Coordinators. Continue to monitor and evaluate different strategies in the delivery of content.

4 Program Highlights from the Reporting Year Increase in HSM Enrollment at MSU and SELU

2015-2016:

Enrollment for MSU students increased 65% from the first semester - fall 2015 to the fall 2016 semester according to the fall 2016 MSU enrollment report.

2016-2017:

Enrollment from MSU HSM continued to increase. According to fall 2017 MSU enrollment report, there was a 63.6% increase for fall 2016.

2017-2018:

Spring 2018 - Enrollment and interest in the HSM program continues to grow in the University and the community of interest.

- Enrollment for spring 2018 for MSU: 51, and for SELU: 125. Enrollment continues to grow.
- Due to the high number of students enrolled in HSM 200-level courses for fall 2018, SELU and MSU will each offer HSM 200-level courses at each University. We will continue to share HSM 300 and HSM 400-level courses.
- Community of interest: the seven internship sites used for spring 2018 have agreed to host interns spring 2019. Three new internship sites contacted program coordinator and would like to host interns in spring 2019.

5 Program Mission

The purposes of the HSM program are: to prepare graduates who are able to understand current and future healthcare industry trends and issues; to develop, communicate, and manage resources and solutions to challenges for healthcare systems; and to improve overall quality and outcomes of healthcare systems and services.

6 Institutional Mission Reference

The HSM supports McNeese State University's mission as an institution dedicated to successful education of the undergraduate and graduate students and services to the employers and communities in the southwest Louisiana region. All McNeese programs embrace a broad, general education foundation and foster studied acquisition of content knowledge, the demonstration of discipline-specific skills and dispositions. Our mission specifies that among our programs and services are those in support of allied health fields and industries.

7 Assessment and Benchmark HSM 200 Embedded Questions

Assessment: HSM 200 Embedded Questions.

Benchmark: 85% of students will "meet expectations," or earn a score of 70% (C grade) or higher, when answering questions related to: the impacts of historical, political, social, and cultural events on the access to healthcare services.

Course Links

HSM200 [US Healthcare Organization and Delivery (Lec. 3, Cr. 3)]

Outcome Links**Societal impacts on healthcare [Program]**

Health Systems Management students will be able to critically evaluate the impacts of historical, political, social, and cultural events on healthcare trends and healthcare systems.

7.1 Data

Term	Students with 70% or higher		Benchmark Met?
	#	%	
Fall 2015	18/19	94.73%	Yes
Fall 2016	37/40	92.50%	Yes
Fall 2017	33/40	82.5%	No
Spring 2018	15/15	100%	Yes

Course Links

HSM200 [US Healthcare Organization and Delivery (Lec. 3, Cr. 3)]

7.1.1 Analysis of Data and Plan for Continuous Improvement HSM 200

2016-2017:

No actions needed at this time. Will continue to monitor each semester until several semesters of data are available to monitor for trends.

2017-2018:

In the fall 2017 semester, the average for students passing HSM 200 fell below the benchmark of 85% to 82.5%. HSM 200 was offered in spring 2018. The benchmark of 85% was met for the spring 2018 semester as 100% of students passed. Will continue to monitor for trends. A deficiency noted for three semesters will be addressed and changes will be made.

Course Links

HSM200 [US Healthcare Organization and Delivery (Lec. 3, Cr. 3)]

8 Assessment and Benchmark HSM 210 Case Study Critique

Assessment: Students will critique health care management of a real world case study in HSM 210.

Benchmark: 85% of students will “meet expectations,” or earn a score of 70% (C grade) or higher, when applying and critiquing healthcare management theory to real world case studies.

Files: See list of attachments to view. (Requires Adobe Reader or compatible viewer).

HSM 210 Grading rubric Case Study 1 Critique

Course Links

HSM210 [Principles of Healthcare Management (Lec. 3, Cr. 3)]

Outcome Links

Research and Evaluation [Program]

Health Systems Management students will be able to conduct research and evaluation to improve healthcare outcomes.

Utilize healthcare management principles [Program]

Health Systems Management students will utilize principles of health care management to design and improve healthcare management programs.

8.1 Data

Term	Students with 70% or higher		Benchmark Met?
	#	%	
Fall 2015	13/15	86.66%	Yes
Fall 2016	36/37	97.29%	Yes
Fall 2017	41/43	95.34%	Yes

Course Links

HSM210 [Principles of Healthcare Management (Lec. 3, Cr. 3)]

8.1.1 Analysis of Data and Plan for Continuous Improvement [Approved]

2016-2017:

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

2017-2018:

A revised edition of the textbook was used in fall 2017. The same case study was used; however, more components were addressed related to new information regarding health care management and motivation theory from the new edition textbook. 95.34% of students successfully completed the Case Study Critique assignment (Chapter 3 - Set up for failure?) with a grade of C or higher. Will continue to monitor and change information as needed.

Course Links**HSM210 [Principles of Healthcare Management (Lec. 3, Cr. 3)]****9 Assessment and Benchmark HSM 270 Research Article Critique [Approved]**

Assessment: Students will complete a critique of research and/or evaluation methods and findings found in related literature through critique of a research article in HSM 270.

Benchmark: 85% of students will “meet expectations,” or earn a score of 70% (C grade) or higher, when completing a critique of research and/or evaluation methods and findings found in related literature.

Course Links**HSM270 [Applying Evidence to Improve Healthcare Outcomes (Lec. 3, Cr. 3)]****Outcome Links****Research and Evaluation [Program]**

Health Systems Management students will be able to conduct research and evaluation to improve healthcare outcomes.

9.1 Data Research Article Critique Project

Term	Students with 70% or higher		Benchmark Met?
	#	%	
Spring 2016	46/46	100%	Yes
Fall 2016	8/10	80%	No
Fall 2017	30/31	96.8%	Yes

Course Links**HSM270 [Applying Evidence to Improve Healthcare Outcomes (Lec. 3, Cr. 3)]****9.1.1 Analysis of Data and Plan for Continuous Improvement [Not Approved]**

2016-2017:

Rubric was developed and available to students prior to use as a guide when completing the assignment. No actions needed at this time. Will continue to monitor each semester.

2017-2018:

30/31 students met expectations for this assignment. 96.8% of students successfully completed the research article critique assignment with a grade of C or higher. No action needed at this time. Will continue to monitor and make revisions to the assignment as needed.

Course Links**HSM270 [Applying Evidence to Improve Healthcare Outcomes (Lec. 3, Cr. 3)]****10 Assessment and Benchmark HSM 270 Data Analysis Assignment**

Assessment: Students will analyze data with descriptive statistics through the evaluation and analysis of varied data assignment in HSM 270.

Benchmark: 85% of students will “meet expectations,” or earn a score of 70% (C grade) or higher, when analyzing data with descriptive statistics.

Course Links**HSM270 [Applying Evidence to Improve Healthcare Outcomes (Lec. 3, Cr. 3)]****Outcome Links**

Research and Evaluation [Program]

Health Systems Management students will be able to conduct research and evaluation to improve healthcare outcomes.

10.1 Data Descriptive Data Analysis

Term	Students with 70% or higher		Benchmark Met?
	#	%	
Spring 2016	44/46	91.3%	Yes
Fall 2016	8/10	80%	No
Fall 2017	28/32	87.5%	Yes

Course Links

HSM270 [Applying Evidence to Improve Healthcare Outcomes (Lec. 3, Cr. 3)]

10.1.1 Analysis of Data and Plan for Continuous Improvement [Not Approved]

2016-2017:

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

2017-2018:

In fall 2017, 28/32 students met expectations for this assignment. 87.5% of students successfully completed the descriptive data analysis assignment with a grade of C or higher. No actions needed at this time. Will continue to monitor and revise assignment as needed.

Course Links

HSM270 [Applying Evidence to Improve Healthcare Outcomes (Lec. 3, Cr. 3)]

11 Assessment and Benchmark HSM 365 Research Article Critique [Approved]

Assessment: Students will complete a critique of research and/or evaluation methods and findings found in related literature through critique of a research article in HSM 365.

Benchmark: 85% of students will “meet expectations,” or earn a score of 70% (C grade) or higher, when completing a critique of research and/or evaluation methods and findings found in related literature.

Course Links

HSM365 [Healthcare Quality and Safety Measurement and Outcomes Analysis I (Lec. 3, Cr. 3)]

Outcome Links**Research and Evaluation [Program]**

Health Systems Management students will be able to conduct research and evaluation to improve healthcare outcomes.

11.1 Data Research Article Critique II

Term	Students with 70% or higher		Benchmark Met?
	#	%	
Spring 2016	18/18	100%	Yes
Fall 2016	37/42	88%	Yes
Fall 2017	37/37	100%	Yes

Course Links

HSM365 [Healthcare Quality and Safety Measurement and Outcomes Analysis I (Lec. 3, Cr. 3)]

11.1.1 Analysis of Data and Plan for Continuous Improvement [Not Approved]

2016-2017:

Rubric was developed and available to students prior to use as a guide when completing the assignment. No actions needed at this time. Will continue to monitor each semester.

2017-2018:

37/37 students met expectations for this assignment. 100% of students successfully completed the research article critique assignment with a grade of C or higher. No action needed at this time. Will continue to monitor and make revisions to the assignment as needed.

Course Links**HSM365 [Healthcare Quality and Safety Measurement and Outcomes Analysis I (Lec. 3, Cr. 3)]****12 Assessment and Benchmark** HSM 375 Data Analysis Assignment

Assessment: Students will analyze data with descriptive statistics through the evaluation and analysis of varied data assignment in HSM 375.

Benchmark: 85% of students will "meet expectations" when analyzing data with descriptive statistics.

Course Links**HSM375 [Data Management (Lec. 3, Cr. 3)]****Outcome Links****Research and Evaluation [Program]**

Health Systems Management students will be able to conduct research and evaluation to improve healthcare outcomes.

12.1 Data Evaluation and Analysis of varied Data Assignments

Term	Students with 70% or higher		Benchmark Met?
	#	%	
Fall 2016	16/16	100%	Yes
Spring 2017	20/30	93%	Yes
Spring 2018	20/20	100%	Yes

Course Links**HSM375 [Data Management (Lec. 3, Cr. 3)]****12.1.1 Analysis of Data and Plan for Continuous Improvement** Evaluation and Analysis of Varied Data Assignments [Approved]

2016-2017:

Data Management topics: Master Data Management, Health Data Management, Data Mining, Predictive Analytics, Cloud Computing, Interoperability of Protected Health Information, MACRA, Risk Management, Privacy, De-Identification vs Patient Consent in Data Sharing. HSM 365 is rich in relevant information according to trends and issues occurring in today's healthcare environment. A Descriptive Data Analysis assignment was evaluated in a lower level course HSM 270. In HSM 365, students are required to evaluate, analyze, and discuss use of the above topics in real-life scenarios. Due to the abundance of current information delivered in this course, the final course grade is relevant for evaluating the benchmark. 93% of MSU/SELU students successfully completed the course with a grade of C or higher. No actions needed at this time. Will continue to monitor each semester and make changes as needed.

2017-2018:

100% of MSU/SELU students successfully completed the course with a grade of C or higher. New topics were added to the course information to stay current with present healthcare data trends. No actions needed at this time. Will continue to monitor each semester and make changes as needed.

Course Links

HSM375 [Data Management (Lec. 3, Cr. 3)]

13 Assessment and Benchmark HSM 420 Embedded Questions

Assessment: HSM 420 Embedded Questions.

Benchmark: 85% of students will “meet expectations,” or earn a score of 70% or higher, when answering questions related to: the impacts of historical, political, social, and cultural events on the access to healthcare services.

Course Links

HSM420 [Healthcare Innovation: Managing Effectively in a Changing Environment (Lec. 2, Cr. 2)]

Outcome Links

Societal impacts on healthcare [Program]

Health Systems Management students will be able to critically evaluate the impacts of historical, political, social, and cultural events on healthcare trends and healthcare systems.

Utilize healthcare management principles [Program]

Health Systems Management students will utilize principles of health care management to design and improve healthcare management programs.

13.1 Data

Term	Students with 70% or higher		Benchmark Met?
	#	%	
Fall 2016*	7/8	87.5%	Yes
Fall 2017	30/40	88.23%	Yes

*HSM 420 offered in Fall 2016 for the first time.

Course Links

HSM420 [Healthcare Innovation: Managing Effectively in a Changing Environment (Lec. 2, Cr. 2)]

13.1.1 Analysis of Data and Plan for Continuous Improvement [Not Approved]

2016-2017:

87.5% of MSU/SELU students successfully completed the course with a grade of C or higher. No actions needed at this time. Will continue to monitor each semester and make changes as needed.

2017-2018:

88.23% of MSU/SELU students successfully completed the course with a grade of C or higher. No actions needed at this time. Will continue to monitor each semester and make changes as needed.

Course Links

HSM420 [Healthcare Innovation: Managing Effectively in a Changing Environment (Lec. 2, Cr. 2)]

14 Assessment and Benchmark HSM 420 Case Study Critique

Assessment: Students will critique healthcare management of a real world case study in HSM 420.

Benchmark: 85% of students will “meet expectations,” or earn a score of 70% or higher when

applying and critiquing health care management theory to real world case studies.

Course Links

HSM420 [Healthcare Innovation: Managing Effectively in a Changing Environment (Lec. 2, Cr. 2)]

Outcome Links

Research and Evaluation [Program]

Health Systems Management students will be able to conduct research and evaluation to improve healthcare outcomes.

Utilize healthcare management principles [Program]

Health Systems Management students will utilize principles of health care management to design and improve healthcare management programs.

14.1 Data

Term	Students with 70% or higher		Benchmark Met?
	#	%	
Fall 2016	7/8	87.5%	Yes
Fall 2017	25/33*	75.75%	No

*One withdrew from the course.

Course Links

HSM420 [Healthcare Innovation: Managing Effectively in a Changing Environment (Lec. 2, Cr. 2)]

14.1.1 Analysis of Data and Plan for Continuous Improvement Feasibility Study [Not Approved]

2016-2017:

The Case Study Critique is a Feasibility Study that looks at the viability of an idea. The Feasibility Case Study was related to creating a stand alone, for profit, primary care and urgent care clinic in areas close to the student's residence. Criteria for successful completion of the assignment is provided for the students to use as they complete the case study.

87% of MSU/SELU students successfully completed the Case Study Critique (Feasibility Case Study) assignment with a grade of C or higher in HSM 420. Will continue to monitor each semester.

2017-2018:

75.75% of MSU/SELU students successfully completed the Case Study Critique (Feasibility Case Study) assignment with a grade of C or higher in HSM 420. The percentage fell below the benchmark. This is the second time this course was taught in the HSM curriculum. Will continue to monitor and make changes if a trend is noted.

Course Links

HSM420 [Healthcare Innovation: Managing Effectively in a Changing Environment (Lec. 2, Cr. 2)]

15 Assessment and Benchmark HSM 420 Theoretical Program Design [Approved]

Assessment: HSM 420 Healthcare Innovations: Managing Effectively in a Changing Environment - Theoretical program design assignment. Rubrics to be developed.

Benchmark: 85% of students will "meet expectations," or earn a score of 70% or higher, when designing and evaluating healthcare management programs.

Course Links

HSM420 [Healthcare Innovation: Managing Effectively in a Changing Environment (Lec. 2, Cr. 2)]

Outcome Links

Utilize healthcare management principles [Program]

Health Systems Management students will utilize principles of health care management to design and improve healthcare management programs.

15.1 Data

Term	Students with 70% or higher		Benchmark Met?
	#	%	
Fall 2016	8/8	100%	Yes
Fall 2017	31/32	97%	Yes

Course Links

HSM420 [Healthcare Innovation: Managing Effectively in a Changing Environment (Lec. 2, Cr. 2)]

15.1.1 Analysis of Data and Plan for Continuous Improvement Business Plan

2016-2017:

The theoretical program design assignment was the development of a business plan, that the students chose with mentoring from faculty, and was related to the healthcare environment. The Business Plan Rubric contained nine required sections: executive summary, company summary, products and services, market analysis summary, strategy summary, financial plan, and standard tables and charts. The students were required to pitch their Business Plan to the faculty and classmates via a power point presentation. The purpose of the assignment was to simulate a project that may be assigned in their professional career.

100% of MSU/SELU students successfully completed the theoretical program design (Business Plan) assignment with a grade of C or higher in HSM 420. No changes were made, will continue to monitor.

2017-2018:

97% of MSU/SELU students successfully completed the theoretical program design (Business Plan) assignment with a grade of C or higher in HSM 420. No changes were made, will continue to monitor.

Course Links

HSM420 [Healthcare Innovation: Managing Effectively in a Changing Environment (Lec. 2, Cr. 2)]

16 Assessment and Benchmark HSM 480/481/482

Assessment: Design and evaluation of on-site program in HSM 480 - Healthcare Management Concentration; HSM 481 - Healthcare Quality Improvement Concentration; and HSM 482 - Care Coordination Concentration. The course is the same; however, the focus for the student is related to the student's concentration.

Benchmark: 85% of students will "meet expectations" when designing and evaluating healthcare management programs.

Course Links

HSM480 [Project Management Fundamentals for Healthcare Systems (Lec. 3, Cr. 3)]

HSM481 [Project Management Fundamentals in Healthcare Quality Improvement (Lec. 3, Cr. 3)]

HSM482 [Project Management Fundamentals in Care Coordination (Lec. 3, Cr. 3)]

Outcome Links

Utilize healthcare management principles [Program]

Health Systems Management students will utilize principles of health care management to design and improve healthcare management programs.

Employment or Grad School Preparedness [Program]

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

16.1 Data HSM 480/481/482 Project Management

Term	Students with 70% or higher		Benchmark Met?
	#	%	
Spring 2018	20/20	100%	Yes

HSM 480:

Term	Students with 70% or higher		Benchmark Met?
	#	%	

HSM 481:

Term	Students with 70% or higher		Benchmark Met?
	#	%	

HSM 482:

Term	Students with 70% or higher		Benchmark Met?
	#	%	

Course Links**HSM480 [Project Management Fundamentals for Healthcare Systems (Lec. 3, Cr. 3)]****HSM481 [Project Management Fundamentals in Healthcare Quality Improvement (Lec. 3, Cr. 3)]****HSM482 [Project Management Fundamentals in Care Coordination (Lec. 3, Cr. 3)]****16.1.1 Analysis of Data and Plan for Continuous Improvement HSM 480/481/482**

2016-2017:

The focus of this course is to provide students an overview of various healthcare systems and projects associated with these systems. This course reviews the basics of project management and includes hands-on application through a work-related project. Students learn to maximize time, money and personnel by using efficient techniques for managing projects in the healthcare arena.

Data from the assessment will be collected in spring 2018.

2017-2018:

100% of MSU/SELU students successfully completed the course with a grade of C or higher. No changes were made; will continue to monitor.

Course Links**HSM480 [Project Management Fundamentals for Healthcare Systems (Lec. 3, Cr. 3)]****HSM481 [Project Management Fundamentals in Healthcare Quality Improvement (Lec. 3, Cr. 3)]****HSM482 [Project Management Fundamentals in Care Coordination (Lec. 3, Cr. 3)]****Program outcomes**

Societal impacts on healthcare

Health Systems Management students will be able to critically evaluate the impacts of historical, political,

social, and cultural events on healthcare trends and healthcare systems.

Research and Evaluation

Health Systems Management students will be able to conduct research and evaluation to improve healthcare outcomes.

Utilize healthcare management principles

Health Systems Management students will utilize principles of health care management to design and improve healthcare management programs.

Employment or Grad School Preparedness

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

End of report