

Assurance of Student Learning 2018-2019	
CHHS	Public Health
Master of Health Administration (MHA): #153	

Use this page to list learning outcomes, measurements, and summarize results for your program. Detailed information must be completed in the subsequent pages.

Student Learning Outcome 1: Demonstrate knowledge of the US health system

Instrument 1	DIRECT: MHA comprehensive examination.
Instrument 2	
Instrument 3	

Based on your results, circle or highlight whether the program met the goal Student Learning Outcome 1.	Met	Not Met
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Student Learning Outcome 2: Preparations for Practices in Specific Fields of Healthcare Management

Instrument 1	DIRECT: A project on managerial finance for health services. HCA 545
Instrument 2	DIRECT: Term paper on human resources issues in health services. HCA 542
Instrument 3	

Based on your results, circle or highlight whether the program met the goal Student Learning Outcome 2.	Met	Not Met
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Student Learning Outcome 3: Develop Skills to Actively Address Community Needs

Instrument 1	DIRECT: Graduate Internship in Health Administration. HCA 546
Instrument 2	
Instrument 3	

Based on your results, circle or highlight whether the program met the goal Student Learning Outcome 3.	Met	Not Met
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Program Summary (Briefly summarize the action and follow up items from your detailed responses on subsequent pages.)

The program has been successful in its mission of preparing students for administrative and managerial roles in the healthcare system through its different local, state and federal agencies. The program is currently undergoing an accreditation process through the Commission for the Accreditation of Healthcare Management Education (CAHME). One of the aims of seeking accreditation is to appeal to both students and potential employers on the standard of education provided and the degree of preparation the students receive in the program. In 2019-2020, the accreditation self-study will be submitted.

Student Learning Outcome 1

Student Learning Outcome	Demonstrate knowledge of the US health system.		
Measurement Instrument 1	Students in the MHA are required to take the comprehensive exam for the assessment of their knowledge of the healthcare system and the environment of care. The test examines the knowledge of students on the different components of the healthcare system and how they function together to meet the goals of the system.		
Criteria for Student Success	MHA Comprehensive Exam Rubric Attached. Score 16 or higher.		
Program Success Target for this Measurement	At least 90% of the students in the MHA program will attain an overall score of 16 or higher out of 20 on their comprehensive exam the first time they take it.	Percent of Program Achieving Target	100% of the students in the MHA program passed the exam the first time they took it.
Methods	The program assessed 10 students during the assessment period. Written exam that covered all core areas of health administration (Communication and Relationship Management, Leadership, Professionalism, Knowledge of the Healthcare Environment, Business Skills and Knowledge). Assessment was made to determine any areas of weakness among the students.		
Measurement Instrument 2			
Criteria for Student Success			
Program Success Target for this Measurement		Percent of Program Achieving Target	
Methods			
Measurement Instrument 3			
Criteria for Student Success			
Program Success Target for this Measurement		Percent of Program Achieving Target	

Methods		
Based on your results, circle or highlight whether the program met the goal Student Learning Outcome 1.	Met	Not Met
Actions (Describe the decision-making process and actions planned for program improvement. The actions should include a timeline.)		
Student performance was assessed in the overall exam as well as in specific areas of health system. In addition, a review was made to see if there were any areas of concern in which the students had struggled with in the exam.		
Follow-Up (Provide your timeline for follow-up. If follow-up has occurred, describe how the actions above have resulted in program improvement.)		
There were no areas of concern, but the program will continue to monitor the exam results in the same manner to ensure students demonstrate knowledge in the healthcare system.		

Student Learning Outcome 2

Student Learning Outcome	Preparations for Practices in Specific Fields of Healthcare Management		
Measurement Instrument 1	For the term project, students will perform a strategic financial analysis on a publicly traded health care entity such as a hospital (e.g. Tenet Health Systems, Triad Health Systems), or health insurance providers (e.g. United Health Care Group, Aetna, WellPoint). This will require that students contact investor relations to get a copy of their annual report, or 10 K filing report. After completion of this project students will demonstrate a familiarity with basic financial statements such as: balance sheet, income statement, and the statement of cash flows. In addition students will analyze the financial statements of healthcare organizations and characterize the financial condition of the organization.		
Criteria for Student Success	See Rubric. Score 80 or higher.		
Program Success Target for this Measurement	At least 80% of the students in the MHA program will attain an overall score of 80 or higher out of 100 on the project.	Program Success Target for this Measurement	80% of the students in the MHA program passed the exam the first time they took it.
Methods	19 students attempted the project during the assessment period. The project covered balance sheet, income statement, and the statement of cash flows. In addition students will analyze the financial statements of healthcare organizations and characterize the financial condition of the organization.		
Measurement Instrument 2	DIRECT: HCA 542 Term Paper assignment allow the student an opportunity to learn more about challenges faced by human resources within healthcare organizations.		
Criteria for Student Success	Score of 70% or higher.		
Program Success Target for this Measurement	At least 70% of the students will pass with a score of 70% or higher in the term paper.	Percent of Program Achieving Target	100% of the students passed the assignment in the assessment period.
Methods			
Measurement Instrument 3			
Criteria for Student Success			
Program Success Target for this Measurement		Percent of Program Achieving Target	
Methods			
Based on your results, circle or highlight whether the program met the goal Student Learning Outcome 2.			Met
Actions (Describe the decision-making process and actions planned for program improvement. The actions should include a timeline.)			

Students had been given a choice to turn in a draft to receive feedback on how well they are addressing the term paper guidelines such as (e.g. background, literature review, methodology used). After recommendations were given on the drafts students performed better.

Follow-Up (Provide your timeline for follow-up. If follow-up has occurred, describe how the actions above have resulted in program improvement.)

HCA 545 Project: Most students scored below 70% on the first draft, and were able to pull up their score if they incorporate feedback from first draft submission. Moving forward, further feedback will be provided to help students comprehend project purpose and content.

Student Learning Outcome 3

Student Learning Outcome	Develop Skills to Actively Address Community Needs		
Measurement Instrument 1	Preceptor Evaluation: The program assigns eligible students to internship sites where they are involved in supervised internships that include rotations in the agency for assignments with administration and management personnel.		
Criteria for Student Success	Preceptors at internship sites conduct evaluations of the internship experience among the students based on health management skills the student have to demonstrate during the internships. See evaluation instrument. Overall score of 4 or higher.		
Program Success Target for this Measurement	Over 90% of the traditional MHA students participating in internship program will receive an overall score of at least 4 on a scale of 5 in their internship evaluations.	Percent of Program Achieving Target	100% of the students who were engaged in MHA internship received a score of 4 or higher on a scale of 5 in their internship experience.
Methods	Prior to the start of the internship, students are required to give their preceptor an internship manual, which discusses the requirements for the successful completion of the internship. The preceptor evaluation form is part of this requirement. Preceptors are asked to return the following to the internship course coordinator: project agreement form, project completion form, and preceptor evaluation. This information can be email or faxed. The internship course coordinator also works with the students to ensure that all material is returned before a final internship grade is given.		
Measurement Instrument 2			
Criteria for Student Success			
Program Success Target for this Measurement		Percent of Program Achieving Target	
Methods			

Measurement Instrument 3			
Criteria for Student Success			
Program Success Target for this Measurement		Percent of Program Achieving Target	
Methods			
Based on your results, circle or highlight whether the program met the goal Student Learning Outcome 3.			Met
Not Met			
Actions (Describe the decision-making process and actions planned for program improvement. The actions should include a timeline.)			
During 2019-2020, the MHA program will review accreditation competencies and alignment with the of the internship assessment tool for the internship experience.			
Follow-Up (Provide your timeline for follow-up. If follow-up has occurred, describe how the actions above have resulted in program improvement.)			
Accreditation competencies were reviewed in 2019-2020. The assessment tool is being evaluated, as well as development of a more systematic way to gather information on student performance.			

Grading Rubric for Comp Exams: MHA Program, Department of Public Health, WKU

Dimensions of the Exam	Outstanding 4 Points	Very Good 3 Points	Fair 2 Points	Unacceptable 1 point	Score
Overall Understanding of Healthcare	Shows a deep/robust understanding of the field with a fully developed knowledge of the major components of the system	Shows a limited understanding of the field, not quite a fully developed knowledge of HC system	Shows a superficial understanding of the field, argument not developed enough in the knowledge of the system	Shows no understanding of the field and no strong arguments developed	
Argument in Healthcare Issues	Clearly articulates a position or argument in specific areas of curriculum/system	Articulates a position or argument that is incomplete or limited in scope	Articulates a position or argument that is unfocused or ambiguous	Does not articulate a position or argument	
Evidence on What Should be the Basis for Decisions in Healthcare Issues	Presents evidence that is <i>relevant and accurate</i> Presents <i>sufficient</i> amount of evidence to support argument	Presents evidence that is <i>mostly relevant and/or mostly accurate</i> Presents <i>limited</i> evidence to support argument	Presents evidence that is <i>somewhat inaccurate and/or irrelevant</i> , but corrects when prompted Does <i>not</i> present <i>enough</i> evidence to support argument, but augments when prompted	Presents <i>a lot of inaccurate and/or irrelevant</i> evidence Doesn't present enough evidence to support argument, even when prompted repeatedly	
Implications for Future & Career in HC	Fully discusses the major expectations in HC trends and has goals for future in HC	Adequately discusses some of the major trends	Discusses minor implications (missing the major ones) OR does not have goals set for future in HC	Doesn't discuss the implications for future trends or goals in HC	
Candidate Prompting/Level of Understanding	Did not have to prompt with probing questions at all	Prompted minimally (one or two probing questions)	Prompted a lot (a series of probing questions)	Could not discuss, questions had to be rephrased all the time	
				TOTAL	

Faculty: _____

Student Name: _____

Total Points _____/20

Average: _____

Grading Rubric for Strategic Financial Project: MHA Program, Department of Public Health, WKU

Dimensions of the Exam	Outstanding 20 Points	Very Good 15 Points	Fair 10 Points	Unacceptable 0-5 point	Score
Literature Review of the chosen company	Shows a deep/robust understanding of the field with a fully developed knowledge of the major components of the company	Shows a limited understanding of the field, not quite a fully developed knowledge of HC company	Shows a superficial understanding of the field, argument not developed enough in the knowledge of the company	Shows no understanding of the field and no strong arguments developed	
Assessing Financial position of the company	Clearly and accurately identifies financial health of the company using theories from lectures	Identifies financial health of company to some degree of accuracy and clarity using theories from lectures	Poorly identifies financial health of company using theories from lectures	Does not identify financial health of company	
Assessing Total Assets and Debts	Able to identify all assets and debts, as well as use formulas to determine and interpret assets and debts of the company accurately and extensively.	Able to identify some assets and debts, as well as use formulas to determine and interpret assets and debts of the company to some degree of accuracy.	Able to identify few assets and debts, and use a few use a few formulas to determine and interpret assets and debts of the company	Cannot identify any assets and debts, or use formulas to determine and interpret assets and debts of the company	
Assessing Organization's Strategic Trends	Comprehensively identifies and breaks down the strategic plan of the company and describes how the theories are applied to practice.	Identifies and breaks down parts of the strategic plan of the company and describes how the theories are applied to practice.	Identifies a few parts of the strategic plan of the company.	Doesn't identify and breaks down parts of the strategic plan of the company and describes how the theories are applied to practice.	
SWOT Analysis	Able to comprehensively and extensively conduct internal (strengths & weaknesses) and external (opportunities & threats).	Able to identify most strengths, weaknesses, opportunities and threats.	Able to identify a few strengths, weaknesses, opportunities and threats.	Unable to identify any strengths, weaknesses, opportunities and threats.	
				TOTAL	

Faculty: _____

Student Name: _____

Total Points _____/20

Average: _____

HCA 542 Human Resources Management

Research Project Guidelines and Grading Criteria

Guidelines:

Purpose: The objective of this assignment is to allow the student an opportunity to learn more about challenges faced by human resources within healthcare organizations.

The following items MUST be included in the paper. Failure to adhere to these guidelines will result in a failing grade.

1. **Title page**
2. **Abstract page** (begins on page 2): This is a brief summary of your paper. It should include the same elements as in the paper: *Introduction, Background, Literature Review, Findings, and Conclusion*. Your abstract should be *no more than 250 words*.
3. **Introduction (begins on page 3):** In this section, you will introduce the topic. This is where you need to capture the audience's attention. Why is this topic important, and why should the reader be interested?
4. **Background:** Provide background on the issue or challenge

The Background section should include:

- If your topic is about a health care related law, act, or policy you need to describe its **purpose, when it was enacted, how it is enforced, and the events leading up to its development/implementation**.
 - If you focus on an issue not related to a law or policy, please use appropriate **statistics and data** to present your issue/challenge.
5. **Literature Review:** The narrative should be **comparative** (compare and contrast what different researchers and writers have to say). You also need to identify any gaps in the literature. Please be able to adequately describe the selected issue or challenge and how it affects human resources within a healthcare organization.

Please keep these tips in mind when constructing the review:

- Group research studies and other types of literature (reviews, theoretical articles, case studies, etc.) according to common denominators such as qualitative versus quantitative approaches, conclusions of authors, specific purpose or objective, chronology, etc.
 - Summarize individual studies or articles with as much or as little detail as each merit according to its comparative importance in the literature, remembering that space (length) denotes significance.
6. **Methodology:** Please describe how you gathered your information (literature review, interviews, secondary data, reports, etc.)
 7. **Major Findings and Recommendations:** Please describe the major findings and then present appropriate recommendations to address the overall issue/challenge. If applicable, also detail ways in which the recommendations can be implemented.
 8. **Conclusion:** For this section you will summarize your major findings. Evaluate the literature, focusing on major methodological flaws or gaps in research, inconsistencies in theory and findings, and areas or issues applicable to future studies.
 9. **References page:** This is the last page of your document. All items in APA format.

Length Guidelines:Individual Completion:

Your paper must be a **minimum** of 7 pages and maximum of 10 pages (excluding title page, Abstract page and References page), double spaced, Times New Roman 12 point font, with one-inch margins. All citations must be in APA format, with a **minimum** of 10 references. Acceptable references include: peer reviewed articles, reports, data and statistics (from NIH, CDC, WHO, or similar sites), book chapters, and appropriate websites (.org, .gov, .edu). All articles or PDF documents must be found in full format on Google Scholar.

Group (max of 2 students) Completion:

Your paper must be a **minimum** of 15 pages and maximum of 20 pages (excluding title page, Abstract page and References page), double spaced, Times New Roman 12 point font, with one-inch margins. All citations must be in APA format, with a **minimum** of 20 references. Acceptable references include: peer reviewed articles, reports, data and statistics (from NIH, CDC, WHO, or similar sites), book chapters, and appropriate websites (.org, .gov, .edu). All articles or PDF documents must be found in full format on Google Scholar.

The final copy must have a **title page**, including **page numbers** in the top right hand corner, **subheadings**, and a **References** page. **Papers turned in without these elements will NOT be accepted and will result in a grade reduction.**

Grading Criteria:

GRADING CRITERIA	Possible Points	Points Awarded
<i>Format/Layout (Weight 10%)</i>		
Presentation of the text, margins, page numbers, Follows requirements of length, font size, spacing	5	
<i>Content/Information (Weight 55%)</i>		
Main idea about the topic is clear	10	
Critical elements of the topic are addressed and developed	15	
The information is coherent, scientifically sound and based on careful research	20	
Information is relevant with integrated HR management concepts	10	
<i>Quality of Writing (Weight 20%)</i>		
Clarity of sentences and paragraphs	5	
Zero spelling and grammar errors. Demonstrate proper use of English	5	
Organization and coherence of ideas, fluency, sequencing	5	
Appropriateness of terms and concepts	5	
<i>References and use of Credible Sources (Weight 15%)</i>		
Use of scholarly/peer reviewed references (no blogs!)	5	
Appropriate citation of sources, no plagiarism (reasonable Safe Assign score)	5	
APA format followed	5	
Total	100	