WELCOME
All were welcomed to the meeting by Sheila Green-Shook, Chair.

PROGRAM OVERVIEW

Donna Wilde announced the new part-time faculty changes within the program. Toni McKay is teaching the management course this spring; Kelly Johnson, a certified medical technologist, is teaching medical terminology starting this summer; and Ben Hosakul, a pharmacist at the UW, will be teaching pharmacology starting this fall. Ellen Braun, a dental hygienist who currently teaches human diseases, will continue to do so next year. Fran Hunter, a dental assisting/dental office instructor for Clover Park Technical College currently teaches our dental business office courses.

Gloria Anderson discussed the new HCI Student Newsletter. She is the editor, and the first edition was sent to HCI advisory committee members and clinical practice supervisors recently. The students and others have access to the newsletter via the HCI web site. This will come out quarterly.

Gloria also provided information on the new online Job Board linked to the HCI Programs web site. She is coordinating this effort and indicated that employers can contact her to include information about any open HCI related job. This service will be free of charge to employers and replaces our paper-based job announcement bulletin board. This needed to be initiated because the program will be online only. Donna indicated that she checked with WSHIMA President and Office Manager to determine if they had any concerns about doing this, since WSHIMA also has a job announcement page on their web site, although they charge a fee for this service. They indicated that they had no problems with Shoreline doing this.

Donna announced that there are 22 second year Health Information Technology (HIT) students, with one being part time. Of those 22 students, 13 are also obtaining their Medical Coding and Reimbursement Specialist (MCRS) certificates in June and 3 will also receive their Dental Business Office Specialist (DBOS) certificates at that time.

There are 54 first year HIT and/or MCRS students, 39 of which are HIT majors. Approximately 60% of the students are part time. At this time it appears that 15 of these students will continue to the second year of the HIT program next year (there is a capacity of 20 second year students). In October, there were more full-time students who initially planned on moving to the second year, but changed to part-time status due to academic or other reasons. Students who are not doing well academically are encouraged to go part time in the program and advised to take some developmental classes to become more successful.
15 of the first year students are MCRS majors only, almost all are part-time. Many of the HIT students also complete the MCRS certificate as well, since all classes required of the MCRS certificate are completed during the first 5 quarters of the HIT program.

There are 12 students in the DBOS program, but 7 of these have HIT and/or MCRS as their primary majors. 5 of the students have DBOS as their major and will graduate this spring or summer. Fran Hunter did additional intense training with Dentrix Corporation this past year, and is now an official Dentrix Trainer. Because of this, Dentrix has approved her to teach continuing education programs related to Dentrix for current dental office staff. She has met with Shoreline’s Director of Dental Hygiene and Continuing Education Director to develop CE courses for this next year.

**AHIMA VIRTUAL LAB**

Faculty described their work with the AHIMA Virtual HIM Lab. AHIMA has spent millions of dollars and many years working with HIM vendors and educators in developing software, learning management systems, and assignments for students to access via the internet. This includes MPI projects of all types, access to the Cerner Electronic Health Record (with a number of fake patient records), deficiency analysis projects, and the QuadraMed encoder. AHIMA accredited/approved HIM programs have access to the Virtual Lab through an annual subscription fee. Donna recently submitted a request to have Perkins funds used to pay for the next 1-2 years’ subscription fees, which would double in price because we want up to 100 students to access the programs. Berta Lloyd announced at the advisory committee today that this request was approved.

Committee members had a variety of questions relating to the lab. Bev Hillinger asked if there was a limit on the number of students nationwide who could access the lab at the same time. Donna explained that different hosts were accessed for different projects. For some projects, the faculty person has to reserve space for a certain number of students to access at one time because there were limits. For others, such as Cerner, there appeared to be no limit, since students could access it at any time. Donna discussed the major problem she encountered winter quarter was that the written student instructions for a number of the projects were not always well done, and students did not always get the results as expected. So this was difficult for that class because all projects were used for the first time at Shoreline that quarter. Donna took extensive notes and will re-write these instructions this summer and will share with AHIMA for their use if desired.

Gloria reported good success with the QuadraMed encoder which students can access at anytime via the internet. It not only has the encoder function, but also access to many online specialized references including Coding Clinic, CPT Assistant, anatomical illustrations, etc.

**MEDICAL CODING AND REIMBURSEMENT SPECIALIST PROGRAM**

Gloria discussed the MCRS program in terms of course revisions and her work with online software (see discussion below). The major activity now underway is converting paper records to scanned records for access to online students. Some records she was able to obtain in digital format through AHIMA and other sources. She and a second year hourly-paid HIT student are now going through the remaining paper records to determine which charts to scan, determining which documents will be used since the records are often very thick and not all forms in the records are reviewed for coding, and assuring that all patient and provider information is redacted. Students will then have access to these records via links on Blackboard.

Several committee members commented that students may not realize what a paper medical record is like on clinical practice or on the job after graduation if they go to a facility that does not have an electronic health record. Faculty agreed that discussions and illustrations of paper records and individual documents need to be included in their online lessons as well.
**CONVERSION TO ONLINE PROGRAM**

Donna and Gloria described the ongoing work to convert the HIT and MCRS programs to a total online basis. This has been a three-year process which involved not only transitioning individual classes to this method of teaching, but also involved college and AHIMA/CAHIIM administrative issues. In addition to the use of Word documents in Blackboard, the online course software system the college uses, HCI faculty experimented with other software for their courses.

- **Gloria described her work with Skype** this quarter, which is free software to allow up to 10 people to communicate orally with each other via computer using a speaker and microphone. Webcams can also be used to allow faculty and students to see each other as well. She has been using this to meet online with students in her CPT class and finds this to be an excellent tool for online education. She has also recently completed one podcast in which she recorded a short lecture using Audacity software which was downloaded to Blackboard as an MP3 file. Shoreline can only handle up to 20 minutes for one podcast file due to bandwidth limits. This was also a successful tool.

- Donna and Gloria discussed their work this year using Wiki software in which students can work in groups on documents. This assists in being able to update their projects while tracking comments, etc. One Capstone Project group this quarter is using Microsoft’s Office Space for this purpose. However, Nancy Gladish was concerned about privacy issues if students include work from or comments about area facilities. There was consensus in the Committee that students should utilize the features within Blackboard if this is an issue. Donna indicated she will check on this further. The students used the Wiki feature winter quarter to develop a type of website to replace the Storyboard/poster assignments in the Quality Improvement course. While not required, students can also use this in the HIT Capstone course this quarter. This is tied in with the Blackboard.

- **Donna described Camtasia**, a software that allows the faculty member to record voice along with capturing the computer screen at the same time and allows this to be compressed into a file which students can access via Blackboard. This is perfect for lessons in which one needs to teach students HIM-specific software, or if you wish to record a lesson with PowerPoint. Camtasia is very difficult to learn how to use and both HCI faculty will be attending a day-long seminar on this software in May.

In addition to the conversion of all the courses, faculty also worked with the administrative side of a total online program. This included working with AHIMA, CAHIIM, college administrative staff, and now the faculty union on issues related to this type of program. Gloria and Donna met with Kathy Peterson, who lives in Tacoma, who is currently the Director of the HIM Program at Santa Barbara City College. They have 900 students, although 200 of these are non-HIM majors taking some of their classes. She discussed with us the importance of planning for growth very carefully, and provided insights into a number of other issues that are important to consider, such as home offices, faculty living many miles away, long distance advising, etc.
CLINICAL PRACTICE

Many Advisory Committee members at the meeting also attended the Clinical Practice Supervisors meeting held at Shoreline October 31, 2007, facilitated by Sheila Green-Shook. All agreed that it was a successful meeting, and the minutes for that session were provided to the members present. Donna prepared a list of objectives for Clinical Practice I (inpatient), Clinical Practice II (inpatient), and Clinical Practice II (outpatient) based on the suggestions and ideas provided by those present at that meeting. These were given to site supervisors for the winter quarter practicum and were handed out at the advisory meeting. Jean Iverson, a member of the Advisory Committee representing long term care facilities, agreed to work with faculty this summer on preparing objectives for these types of facilities. The student evaluation form was also revised based on input from the group and Donna found it to be more informative for her related to students’ experiences. Those present at this meeting indicated that it also worked well for them. The members indicated that they enjoyed the discussion back and forth about what they do on their practicums and received ideas from each other. Sheila and others recommended that this be done again next fall.

All commented that the group of students this year were very well trained and performed their clinical practice activities extremely well. Nancy commented on the fact that two students requested a meeting with her later to discuss some activities done at her facility, and she was impressed with their professionalism and courage in doing so.

Donna indicated that she did not have enough hospital sites for students this winter and that 5 had to do their visits this spring. The UW and Harborview each agreed to take two, and Northwest agreed to take one student this spring. Discussion then took place regarding the possibility of changing quarters when clinical practice would be offered. All present did not think there would be an issue if the first clinical was changed from summer to fall and if the second clinical would be changed from winter to spring.

DENTAL BUSINESS OFFICE SPECIALIST PROGRAM

Donna indicated that due to low enrollments, HCI faculty, the Director of the Dental Hygiene Program, the Health Occupations/Physical Education Dean and the DBOS faculty member recommended that the DBOS program be discontinued at Shoreline. Much time and effort was put forth in developing the program and an extensive advertising campaign was conducted over several years. Although there is a need in the community for trained dental office specialists, it was difficult to get students to enroll in the program, even after Shoreline shortened the program from three quarters to two quarters this year. It was a consensus of those present that the DBOS program be discontinued at the college.

MATHEMATICS LEVELS

The state requires that industry determine the level of mathematics/quantitative reasoning students in certificate programs should attain by graduation. Since the college advisory committees represent the industry, a discussion took place regarding the type of math needed for both the HIT and MCRS program students. Donna explained that Elementary Algebra is a prerequisite for students to enter both the HIT and MCRS programs at the present time. Students can either test out of this requirement if placement exams show they are ready for a higher level math class, or they can take the Math 080 class and pass with a 2.0 or higher. Once the prerequisite is met, then students take a math/quantitative reasoning (QR) course as part of their regular curriculum. There is a list of Shoreline approved QR classes. Since a computer applications class (or equivalent skill) is required for both programs by AHIMA/CAHIIM, and since CIS 105 Computer Applications is on the QR list for the college, students meet their QR requirements through this class. If they have these skills, faculty encourage them to take BusTc 150 Excel instead, which is also on the college’s QR list. Math 80 is a prerequisite to both CIS 105 and Excel. There was active discussion by most members of the committee on this issue. They discussed the types of mathematics one does on the job in HIM for both HIT and MCRS positions. Most indicated that that math was important, although Sue Quigley, a coder, indicated that she does not use math on the job, especially algebra. Susan Lingle indicated that mathematics is used a great deal in working with
reimbursement issues, productivity reports, etc. The content of Shoreline’s Business Math class was reviewed, and the committee felt that it did not have the content used/required in the HIM industry. It was the consensus of those present that the current requirements for math/QR be retained in the curriculum.

**PROGRAM EVALUATIONS**

A handout was provided to the committee which outlined the results of the Graduate Survey, Employer Survey, Annual Program Assessment Report which included the RHIT exam results and Gap Analysis, and the June 2007 Shoreline Graduating Students. The results were discussed with the group. Overall the results were satisfactory in all areas except the following: Some June 2007 graduates wanted more information on medical reimbursement and some wanted more on CPT instruction. This was the last of the students which were in the group where two medical reimbursement courses were merged with the confusion that resulted. That group of students were not required to take the Medical Coding practicum which includes extensive practice coding ICD-9-CM and CPT on records, which is now required. It appears that both issues were resolved for the current group, so we will be reviewing the June 2008 graduating student results to see if there are any remaining issues. The RHIT exam results did not include any June 2007 graduating student results, and of those taking the exam, one graduated in 2003 and one in 2004. Both were ESL students/graduates, both struggled academically while in school, and both failed the national exam. Their extremely low scores pulled down the overall average. Only a few remaining 2006 students took the exam and they passed. Because this exam was difficult to analyze, we will be reviewing the next report very carefully because it will include those June 2007 graduates who have taken the exam. The committee discussed the problem regarding having graduates taking so long to take the national exam. The longer they wait, the lower the results because they begin to forget information.

An Executive Summary was provided to the Advisory Group prepared by Sheila Green-Shook who reviewed the HIT curriculum last summer, especially HCI 225 Computers in Health Care and the HCI 232 HIT Capstone Course. She provided suggestions regarding additional content and exercises. Many of the suggestions were incorporated this academic year. But because HCI 225 was a 3 credit class when Sheila reviewed it, this course was changed to a 5 credit class starting this fall to finish incorporating her remaining suggestions.

The meeting adjourned at 3:45 p.m.