SHORELINE COMMUNITY COLLEGE
ADVISORY COMMITTEE MEETING

PROGRAM
Health Care Information Programs

DATE
May 8, 2007

PLACE
Room 2327

TIME
2:00 p.m.

MEMBERS

COLLEGE REPRESENTATIVES
*Donna Wilde, *Gloria Anderson, *Gillian Lewis, Berta Lloyd

STUDENT REPRESENTATIVE
*Amanda Brown

*members present

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

PROGRAM OVERVIEW
Donna provided an HCI Program overview. There will be ten second year Health Information Technology (HIT) students that will graduate this year. The lower numbers were due to a variety of factors including low enrollments in community colleges in general as well as at Shoreline, the number of students who did not do well academically and who dropped out or who switched to a part time basis, etc. However, there are 56 first year students (full and part-time) currently enrolled in the HIT and/or Medical Coding and Reimbursement Specialist (MCRS) programs and it appears that there may be 22 second year HIT students next year. The capacity is 20 students, but these extras will be accommodated. There are eight Dental Business Office Specialist (DBOS) students but only a few will graduate this year and the low numbers are of concern.

Two courses received major attention this year. Gloria completed revisions of HCI 154 Medical Reimbursement to address the concerns raised by students last year when Gloria combined HCI 151 and 152 into this new course. This course is required in both the HIT and MCRS programs. Donna converted the HCI 225 Computers in Health Care course from a hybrid to a total online basis. Donna tried out a new software program, Softchalk, for the College during this course, to determine its effectiveness in online instruction. It enhances the professional look of the materials, provides easy preparation of self-tests, allows creation of online special effects features such as text pop-up definitions, hot spots, and online “games” such as crossword puzzles, etc. Five lectures were incorporated into this software last fall and students overwhelmingly indicated their satisfaction with it. Since then, more lectures were converted this quarter and Gloria is now using it extensively in her online classes as well. This course is required in all three of the HCI Programs.

The Washington State Health Information Management Association (WSHIMA) awarded a $1,500 Technology Grant to Shoreline for a curriculum review to determine what changes, if any, need to be made to accommodate the major move by the HIM industry to the electronic health record. Sheila Green-Shook, the HCI Advisory Committee Chair, has agreed to provide this consultation service for the College. In addition to reviewing general content and projects in the individual classes, she will specifically review the HCI 225 Computers in Health Care and the HCI 232 HIT Capstone courses. Her recommendations are expected by June 30, 2007.

Both Gloria and Donna participated in the AHIMA Virtual HIM Lab project this past year. Gloria provided assistance related to their coding projects and Virtual Encoder activities. Donna provided three sample projects she currently uses for them to review as a possibility for their electronic health record project. Because of this extra assistance, we received a discount on the subscription to the lab project itself. However, because of lack of enough time for Shoreline faculty to devote to the project, Shoreline will pay the full subscription amount next year.
The Tumor Registry project was put on hold for one year to allow HCI faculty time to convert more HCI classes over to the total online basis. In addition to several additional tumor registry classes that need to be created, individuals will also need to take other courses from an existing HIT or HIA program if they do not have RHIA or RHIT credentials prior to entering the new Tumor Registry Program. It has been determined that in order to have sufficient numbers in the new program at Shoreline, all courses will need to be available online to enroll students from outside this geographic area. The Tumor Registry program will be reviewed again this next academic year.

Shoreline submitted is very lengthy self-study for its AHIMA approved Comprehensive Medical Coding Certificate program in May. This involved a great deal of time and included various reports, a Gap Analysis of the curriculum, samples of all syllabi and tests, etc. It is anticipated that we will know by the end of summer or early fall the results of this review. At this time, Shoreline has the only AHIMA approved coding program in the state. One of the major changes the college made to accommodate the new AHIMA requirements was the addition of HCI 228 Medical Coding Practicum as their last course in the sequence. This was approved by the College’s Curriculum Committee this year and by electronic vote of the HCI Advisory Committee members this spring.

Continued meetings have been held regarding our ESL student population. It was noted that 66% of the HIT students who will be in their second year next year are either students of color or ESL. This diverse class make-up is now becoming very typical of HIM programs in this region, which was also reaffirmed by Gretchen Murphy regarding the HIA program at the UW. It is a reflection of the population changes in the region as well. Health occupations faculty have had ongoing meetings with ESL faculty regarding issues related to language difficulties during class, on clinical practice and on the job. One ESL faculty member, who has been the liaison between the two divisions, has this review/research as part of her sabbatical next year. Specialized software has been purchased to assist ESL students with their speaking/listening skills. Copies will be available in the ESL, Nursing/MLT and HCI student computer labs for their use. Gillian Lewis reported that the Shoreline Nursing Program now requires Compass English and Math exams for all students entering their program within one year of the application date. Although the volume of applicants has decreased due to this, the quality of the applicants has increased and there is better student success when students come in to the program with these skills. This could be something we could adopt for the HCI programs.

**HIT CLINICAL PRACTICE**

The Committee discussed the two clinical practice courses in the HIT program. The first course, HCI 122 Clinical Practice I, is four days in length at a hospital, and is taken by students who will complete the first year of the program during the summer (fourth quarter). The students go out either the week between spring and summer quarters or the week prior to the beginning of fall quarter. The first practicum is designed for them to become acquainted with the HIM Department, see its activities first hand, practice some of the clerical activities (filing, chart analysis, release of information) that they have learned their first year. The second course, HCI 231 Clinical Practice II is 15 days in length, is offered during the winter quarter of their second year, and includes both hospital and non-hospital health care facility experience. During this time students practice coding and other HIM activities.

Many of these experiences have been beneficial to students and assist them in their understanding of HIM practice. However, there have been a number of concerns that students have discussed with Shoreline HCI faculty and Advisory Committee assistance is needed. The concerns include:

- Many facilities do not have a schedule prepared for the students ahead of time and students often are at a loss what to do next when an assigned activity is completed the site supervisor is not present.
- Some facilities have students spend long hours doing very basic clerical activities, such as filing loose sheets, but not higher level activities.
- Some facility HIM staff do not understand the purpose of clinical practice and may make negative comments to the students when the supervisor is not present.
- Some facilities will not allow students to access or use the electronic health records.
- Some facilities will only allow students to observe activities, making very long days for them.
- Some facilities will give students something to do, such as code a “stack” of charts, but do not review their work to see if it was done correctly.

Student satisfaction regarding sites, however, are also important to list. They include:
• Some sites have a detailed schedule showing date, time, activity, and name of person who will be the student’s contact person.
• Many site supervisors bring students to various meetings during their rotation which the students find to be very interesting and helpful.
• Many sites have students cleared ahead of time, so that they can access the electronic health records while at the facility.
• A number of sites let their staff know the importance of taking students on clinical and their role in providing the students’ experience – and staff are very cordial and inviting.
• One site has scanned medical records onto CDs that are good practice records for coding which can be reused for more than one student.
• Most of the site supervisors review the activities at the end of the clinical practice and provide a very useful evaluation to the students and college.

During the meeting several ideas were discussed:
• Do we need a different model for clinical practice?
• Should we incorporate more field trips, tours, or videos of practice sites rather than individual experiences.
• What are the basic CAHIIM requirements for clinical practice in terms of hours, activities, etc.
• What are the standards for criminal background checks, immunizations, etc.
• Do we need new evaluation forms and grading system.

It was the consensus of the group that Shoreline HIT faculty will host a meeting of clinical practice site supervisors this summer to review best practices, concerns, possible new models, etc. [Please note: after the meeting, Becky Foley indicated her willingness to facilitate this discussion.]

**DENTAL BUSINESS OFFICE SPECIALIST (DBOS)**
The DBOS program has just completed its second year of existence and the program numbers are very small. The program was initially begun as a joint project of Dental Hygiene, Business Technology, and HCI faculty at the recommendation of the dentists on the Dental Hygiene Advisory Committee regarding the need for trained dental office staff. There is a continuing need, demonstrated by the number of calls Shoreline receives from dental offices regarding openings and the number of newspaper advertisements. However, it has been very difficult to get volumes of students enrolled in the program. The college has sent out two sets of postcards to over a thousand dental offices in the area regarding the program, has gone to a joint local high schools career fair, sent emails to local dental offices, spoke at worker retraining meetings, sent letters to dental hygiene applicants who were not accepted into the program, and included information on the Shoreline HCI web site. It will place ads this summer in the Health Care Section of the Job Openings section of the local newspapers. Committee members suggested that it should also advertise in Craig’s List as well. The college has spent considerable funds in acquiring Dentrix dental office software, as well as time for faculty to develop the new courses. One of the main faculty members, Fran Hunter, has just received official Dentrix trainer status and is now in a position to provide continuing education for existing dental office staff who want Dentrix training, as well as to teach the software to the students. Fran is reviewing the DBOS program to recommend changes as needed and to assist in providing marketing ideas. Her proposal will be available early June and will be reviewed by Dental Hygiene and HCI faculty along with the Division Dean early this summer. A report will be provided to the Advisory Committee this fall.

**STUDENTS AT WSHIMA MEETINGS**
Donna reported that very few Shoreline students attended the WSHIMA meeting in Lynnwood this year, although there were many students from Tacoma, Spokane and the UW. Students were given a special $25 per day rate to attend by WSHIMA, but this was still too high for the students to pay. In the past students were allowed to attend free if they assisted in registration or other activities, but this was not available this year. After discussion with the Program Directors, it was learned that Tacoma CC charges an extra lab fee of the students throughout the year and they use those funds to pay for their students’ registration fees. Their clinical practice is in the Spring (rather than winter like at Shoreline), and students can use attendance at the WSHIMA meeting towards fulfilling their clinical practice time. Spokane had a special fund raiser to help pay for students’ fees and travel, which they aren’t sure will be available next year. Donna and Gloria will continue to review options for the future.

**ADJOURNMENT**
The meeting was adjourned at 3:30 p.m.