SHORELINE COMMUNITY COLLEGE  
ADVISORY COMMITTEE MEETING  

**PROGRAM**  
Health Care Information Programs  

**DATE**  
December 3, 2008  

**PLACE**  
Room 2327  

**TIME**  
3:00 p.m.  

**MEMBERS**  

**COLLEGE REPRESENTATIVES**  

**STUDENT REPRESENTATIVE**  
*Nicole Dupler-Steen  

*members present  

**WELCOME**  
All were welcomed to the meeting by Sheila Green-Shook, Chair. Members were asked to make corrections to addresses, phone numbers, email addresses, and position titles on the membership list.  

**PROGRAM OVERVIEW**  
Donna reported that there are 14 second year students who plan to graduate from the HIT program June 2009. One moved to Portland, Oregon at the end of summer and another student is moving to Georgia at the end of Fall 2008. Both students will continue to finish the Shoreline program via distance learning. There are approximately 85 first year students – either in the Medical Coding and Reimbursement Specialist Program or first year of the HIT program. Most are part-time. About 50-60% are Washington state residents, and the remainder are from out of state including New York, Pennsylvania, Georgia, Wisconsin, Missouri, Oregon, etc. There are many in-state students who reside outside this area as well, including Chehalis, Yakima, Bellingham area, etc. Many students are working and need to go to school only part time and cannot come to campus for courses. Some are parents with very young children who need to stay at home. Discussion took place with the members regarding ongoing education for their current employees who need to be retrained due to ever increasing automation of health information, and that Shoreline could play role in this, especially since online instruction is now available. Donna indicated that the HIM Director at the University Medical Center is interested in discussing education at Shoreline for her managers who are not credentialed, but who have experience that could possibly be used toward fulfilling some course requirements, eventually leading to an associate degree and credentials. Nancy Gladish, Health Information Director at Swedish Medical Center, indicated that she would like to have further discussions with Shoreline faculty regarding retraining of her staff with this in mind as well.  

Gloria and Donna have been working with staff from the Health Occupations Division, Distance Learning (eLearning) Department, Enrollment services, Advisors, Testing center, etc. Since April 1 we have had about 200+ inquiries into the program. Because the Medical Coding program has AHIMA approval status and because the HIT program is CAHIIM accredited, our program is listed on both the AHIMA and CAHIIM web sites and this is how we are receiving so many inquiries into the program. About 20-25% of these inquiries turn into actual students for the college. HCI faculty will be working this year on refining the systems for handling the applications, etc. to make it a more efficient process. We will also be developing a podcast and FAQs for the HCI programs web site as well.  

HCI Program Faculty wanted to acknowledge the tireless effort of the college administrators, supervisors, and staff in Recruitment and Enrollment Services for their enormous assistance and support to the HCI program faculty and students in the conversion to a total online program. Faculty have heard a number of
students from other states indicate that one of the major reasons they decided to attend Shoreline was due to the friendliness and helpfulness of the staff in that department.

Gloria was able to convert 100 paper medical records into scanned documents to be used in her coding programs. Laura Koster, a member of the advisory committee, helped with coding the records with current codes. Donna reported that Stevens Hospital donated medical records for use in the program as well.

Faculty work from their official home offices two days a week on opposite days so that at least one HCI faculty member is usually present to assist with student questions, etc.

The college has continued to subscribe to the AHIMA Virtual lab – for 100 students. AHIMA has revised many of its products and projects during the summer. The subscription fee for the Virtual Lab was paid by Perkins funds.

Gloria has continued to be the editor of the online HCI programs Student Newsletter – we try to feature 1-3 articles written by students for each publication. Gloria has also taken the lead in the online Job Board that is part of the HCI programs web site. In addition to advertising positions potential students find it helpful because very often their funding sources look at these openings to get an idea of the type of positions for which the students would be qualified after graduation.

The committee then discussed ways to get the distance students involved in their professional associations. Sheila suggested that we encourage them to attend their state or local meetings and then report back to the class as a whole – compare differences around the country. Gloria indicated that she was going to ask them to discuss different state laws in her legal class – compare same or differences.

**ONLINE COURSE DEMONSTRATIONS**

Donna demonstrated her online course for HCI 225 Computers in Health Care. It was acknowledged that Sheila Green-Shook, HCI Advisory Board member and Chair, assisted with much of the updates for this course. Demonstrated were:

- Overall structure of Blackboard, the software used for online classes
- General information regarding the course, course schedule, objectives, course requirements, etc.
- Lectures – demonstrations of Softchalk software to make courses interactive, regular MS Word documents, use of print screens, to provide instruction for such software programs as PowerPoint and Visio flowcharting, the use of videos available through Google Videos and U-Tube, etc.
- Discussion forum
- Assignment Manager – with viewing of the Visio assignment done by the HCI Advisory Committee student member
- Tests

Gloria demonstrated the use of podcasts in her coding class and discussed its ability, as an MP3 file, to be downloaded into an IPod or saved to computer, flash drive, CD, etc. There is difficulty for deaf students, so Gloria is working with Dragon Naturally speaking software to convert voice files to text files for them. We will start experimenting with the use of podcasts by guest speakers.

She also discussed Skype, the ability to talk with up to 10 people at a time through the computer via web cam, earphones or speakers and microphone. This technology is great for office hours, assisting a large group of students at one time, students working with each other in study groups, students giving oral presentations, and use of this technology in listening to students speak medical terminology.

Gloria and Donna plan to learn Camtasia, the software that allows the recording of the instructor’s voice along with computer screen activity at the same time to allow for better instruction of software as well as for PowerPoint use while the instructor is speaking.
**ICD-10 INSTRUCTION**

Gloria described her basic instruction of ICD-10 with the students at this time and with plans to expand this teaching once the new coding version is adopted for use in the U.S. officially.

**PROGRAM EVALUATIONS**

The results of the Graduating HIT Students evaluation of the HIT program Spring 2008 were reviewed. Although there were several courses where a few students wanted less instruction, most were satisfied with the courses taught. Classes where five or more students wanted additional instruction included pharmacology, human diseases, medical reimbursement, coding and management. In looking at the results by topic area, 80% indicated all met or exceeded expectations. Filing, release of information/HIPAA, quality improvement, and computers in health care showed the highest satisfaction. Medical reimbursement and tumor registry showed the lowest ratings, but still 81% were satisfied. Although the results showed that they wanted more medical reimbursement, the national exam scores showed satisfactory results in this area. Students also expressed concern during the course itself that they wanted less work in this topic area. Although coding was mentioned by a number of students as an area where they would like additional instruction, it was noted that there are fewer students now reporting this interest compared to previous years. It was also noted that we need to cover many topics in a two-year program and that with 4 coding classes and a reimbursement course, there is less ability to have additional coding instruction or other topics would have to be reduced.

The AHIMA RHIT exam results were reviewed for the period of time between 10/2/07 and 9/30/08. Seven graduates took the exam and all passed. The only area noted as very below the percent of national score was for health data structure and health information requirements/standards. However this was during that time when only two students took the exam and so inferences cannot be made with this low a number. However, faculty will monitor this area when reviewing future exam results. AHIMA has been concerned about the low number of people taking the exam each year and the committee discussed this as an issue. AHIMA is going to allow students in the last quarter of their program to take the national exam, rather than waiting until after graduation. However, they won’t know the results of their exam until they have actually graduated.

**ASSISTANCE FROM COMMITTEE MEMBERS REQUESTED RE CURRICULUM**

Last spring, Gloria and Donna did a Gap Analysis, required by AHIMA, in which Entry Level Competencies tested in the RHIT credentialing exam, and the Knowledge Cluster Content and Assessment topics required in CAHIIM accredited Associate Degree Educational Programs were reviewed. Both CAHIIM and AHIMA require programs to identify all classes in the curriculum where all or part of the content is covered. Issues related to the level of instruction are of concern to faculty, especially in the area of human subjects research and some areas related technology, since a number of them require courses to be taught and students assessed at the high 4 and 5 levels (analysis and synthesis). Discussion took place during the meeting and advice was given. A number of committee members agreed to obtain information at their facilities and names of contact people who could assist Shoreline faculty in these areas.

**NEXT MEETING**

At this meeting, a May meeting date was selected for the next HCI Advisory Committee meeting. However, it has just been learned that this is the exact same date as the UW’s Health Information and Informatics Advisory Board is meeting, so a new date needs to be selected, probably early May. Donna will contact the HCI Advisory Committee re a new date for the spring meeting.

**ADJOURNMENT**

The meeting adjourned at 3:45 p.m.