



KLAMATH
Community College

2023-24

Instructional Program
Review

Health Information
Management

Jennifer Briscoe

CONTENTS

1. Program/discipline mission/goals and link to strategic plan	4
1A. Describe progress toward goals set in previous review, annual budget presentations, and/or strategic budget planning.....	5
1B. Have you met your previously set goals? If not, how do you plan to meet them?	6
2. Program/discipline description and overview	6
2A. Provide the catalog description of the program.....	7
2b. Describe how and to what degree the program description reflects the program's overall goals. If it does not, revise program description.	7
2C. Community labor market need analysis and projection	7
2C.i. Has the demand for graduates changed in the past five years? If so how and to what degree? .	9
2C.ii. What is the expected market demand for the future? How might the labor market need projection affect the program? how might the program adjust to these projections?.....	10
2D. Describe the specific curricular, instructional, or other changes made in the previous five years..	10
3. Resources	11
3A. Describe faculty composition, qualifications, and professional development.....	11
3A.i. What percent of faculty are full-time? Part-time?.....	11
3A.ii. Describe faculty degree attainment. What are the minimum degree qualifications? What percent of faculty exceed minimum degree qualifications?	12
3A.iii. List the specific professional development program faculty attended including both on-site and off-site trainings; how did the professional development impact instruction, design, and delivery?	12
3A.iv. Are faculty composition, qualifications, and professional development meeting instructional needs? If not, describe any plans that will address this.	13
3B. Describe the specific facilities, equipment, and materials used by the program.....	13
3B.i. Are facilities meeting instructional needs? If not, describe any plans that will address this.....	13
3B.ii. Is equipment meeting instructional needs? If not, describe any plans that will address this. ...	13
3B.iii. Are instructional materials meeting program needs? If not, describe any plans that will address this.....	13
3C. Describe the instructional support services the program uses.....	14
3C.i. Review LRC holdings for relevancy and currency to program.....	14
3C.ii. Review program student use of tutoring and e-tutoring.	18
3C.iii. Review program student use of testing services.....	19

Klamath Community College Instructional Program Review:

3C.iv. Review other instructional support services (student clubs, advising, TRiO, Veterans Services, etc.) if applicable.....	20
3D. Describe to what degree the program uses the College’s learning management system (Canvas) for all methods of delivery (face-to-face, online, synchronous, hybrid).....	21
4. Effectiveness	21
4A. Student learning outcomes assessment	21
4A.i. Course learning outcomes (CLO)	21
4A.ii Program learning outcomes (PLO)	23
4B. Student success	26
4B.i. Describe enrollment trends and plans to address them.	26
4B.ii. Describe degree awarded trends and plans to address them.....	26
4B.iii. Review transferability of program.....	26
4C. Student engagement and satisfaction	27
4C.i. Course evaluations data and analysis.....	27
4C.ii Job placement data and analysis (if available)	28
5. Budget	28
5A. Provide five-year cost margin data and analysis.....	28
5B. Summarize previous annual program viability study results and explain how changes impacted student learning outcome proficiency. If this has not occurred, describe plans to address this.	29
5C. Explain any budgetary challenges and any plans to address them.....	29
6. Conclusion.....	29
6A. Describe program strengths.....	29
6B. Describe program weaknesses.....	29
6C. Describe support needed.	29
6D. Create new goals and link them to the strategic plan.	30
7. Appendices.....	32
Appendix 7A. Goals	32
APPENDIX 7B. Strategic Plan Overview 2023-26.....	41
Instructional Program Review Rubric	44

1. PROGRAM/DISCIPLINE MISSION/GOALS AND LINK TO STRATEGIC PLAN

The goals that were set five years ago have been met or are in the process of being met.

Goal 1 (Prosperity) Work Experience (PPE). The original goal was to increase work experience (professional practicum experience) sites in Klamath county.

Measurable Target: 100% placement

The Career Center has helped all HIM students to meet the target goal of 100% placement.

Goal 2 (Excellence) Earn Accreditation from CAHIIM (Commission on Accreditation for Health Informatics and Information) This goal has been met. KCC HIM program is in Candidate status, since February 2023.

Measurable Target: 100%

Goal 3. (Community) Increase HIM Student Enrollment

Measurable Target: 2 to 5 students per year from both Klamath County.

Goal 4 (Planning) Increase HIM Student Retention in both general education classes and HIM core program classes.

Measurable Target: 75% or higher pass rate

See a full explanation of goals in [Appendix 7A](#).

For a more readable version of the Strategic Plan overview for 2023-26, please see [Appendix 7B](#).

Strategic Plan Overview

Department

HEALTH - Health Information Management

Plan Years

2023-2026

Mission Statement


Klamath Community College Health Information Management department is dedicated to our students, providing accessible, diverse, quality, and equitable education program. Preparing and mentoring students to become ethical collaborators in health information technology working with clinical personnel and administrative professionals in both healthcare nonhealthcare settings, promoting lifelong learning and meeting the needs of the community and the profession.

GOALS

+ New Entry

Goal	Goal Statement	Initiative	Potential Actions	Modified
1	Completing candidate status, gaining third party accreditation by CAHIM will demonstrate that the HIM program complies with their high standards and will allow our graduates to sit for American Health Information Management Association (AHIMA), Registered	Future-focused educ...	<ol style="list-style-type: none"> Continue to and complete a comprehensive program review as required by CAHIM/Self-Assessment. Prepare for a site review. Graduate the first RHIT ready students. Create a new class for RHIT exam prep, successful pass rate. 	7/17/2023 1:45 PM

Klamath Community College Instructional Program Review:

2	Increase PPE work sites for the HIM students.	Student Success	1. Partner with Cascade Comprehensive Care for paid partnerships. We have talked about "growing and keeping" our HIM professionals. 2. Continue Partnership with the Career Center.	7/17/2023 2:37 PM
3	Bachelor of Applied Science in HIM	Future-focused educ...	1. Research, complete and needs assessment. 2. Involve advisory committee.	7/17/2023 2:39 PM
4	Associate of Science in Health Care Administration.	Future-focused educ...	1. Research-Complete a needs assessment. 2. Involve advisory committee.	7/17/2023 2:41 PM
3	Bachelor of Applied Science in HIM	Future-focused educ...	1. Research, complete and needs assessment. 2. Involve advisory committee.	10/9/2023 9:23 AM
1	Completing candidate status, gaining third party accreditation by CAHIM will demonstrate that the HIM program complies with their high standards and will allow our graduates to sit for American Health Information Management Association (AHIMA), Registered	Future-focused educ...	1. Continue to and complete a comprehensive program review as required by CAHIM/Self-Assessment. 2. Prepare for a site review. 3. Graduate the first RHIT ready students. 4. Create a new class for RHIT exam prep, successful pass rate.	10/9/2023 9:23 AM
1	Completing candidate status, gaining third party accreditation by CAHIM will demonstrate that the HIM program complies with their high standards and will allow our graduates to sit for American Health Information Management Association (AHIMA), Registered	Future-focused educ...	1. Continue to and complete a comprehensive program review as required by CAHIM/Self-Assessment. 2. Prepare for a site review. 3. Graduate the first RHIT ready students. 4. Create a new class for RHIT exam prep, successful pass rate.	10/9/2023 9:23 AM 

1A. DESCRIBE PROGRESS TOWARD GOALS SET IN PREVIOUS REVIEW, ANNUAL BUDGET PRESENTATIONS, AND/OR STRATEGIC BUDGET PLANNING.

There is progress being made in all HIM goals.

The Career Center has helped all HIM students to meet the target goal of 100% work experience placement. Due to this high rate of placement, many of the HIM graduates are now employed in the HIM field. The majority of KCC HIM graduates are employed locally while others are employed in other states, specifically Texas and Arizona. The local organizations placing our graduates include Cascade Comprehensive Care and Sky Lakes Medical Center. Others graduates are working in small to medium healthcare organizations and doctor offices.

The KCC HIM program is seeking accreditation from the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM) and has met the requirements for Candidate Status, starting February 2023. The program has until February 2024 to submit all paper work that is required, this is getting completed, but it is tedious. The goal is to have our site visit within the next 12 months, after the submission of the paper work. Being an accredited program (from a third-party organization) is a voluntary process that will ensure that students are receiving a relevant and up-to-date education that gives them the best qualification and allow them to excel in their career. The curriculum is constantly under review to give students a competitive edge in the workforce.

Klamath Community College Instructional Program Review:

During the last five years, the HIM program has created several career pathway certificates to help both students and community partners.

1. Electronic Health Record (EHR), Less than one-year certificate of completion for 13 credits.
2. Medical Administrative Assistant Career Pathway, these are less than one-year certificate of completion for 29 credits.
3. Certified Coding Specialist Certificate, one-year certificate of completion for 51 credits.

The certificates are stackable starting with the EHR certificate and ending with the Associate degree. The plan is to have high school students complete the first certificate, EHR. Gain employment in either a HIM department or medical front office and continue working on each certificate, ultimately earning their Associate of Applied Science in Health Information Management, 91 credits.

Each certificate also offers a national exam prep class that can be taken, they include HIM 292, CEHRS; HIM 293, CBCS and after the Associate is earned HIM 291, RHIT. All exam prep classes are 1 credit.

Multiple situations have increased and decreased the HIM enrollment and retention status. Closing of IQOR in late 2019 increased the programs enrollment to about 40 students for a two-to-three-year period. Last year, enrollment seemed to take a dip but as of fall 2023 the HIM lead is advising 25 HIM students (and five Exercise Science students).

The HIM department continues to celebrate HIM students and a guest (a potential new student) with the annual HIM Meet and Greet. This event introduces new students to second year students, alumni, and faculty to socialize, ask questions, and support each other as students' progress through the program. The department brings back alumni to encourage all students that completing the program, graduating and finding employment is obtainable.

To further build the program, both HIM fulltime faculty are teaching program classes along with general education classes – Ms. Dawn Jones is working with Ms. Cathy Saunders and teaching CAS 133 and Lab; Ms. Jennifer Briscoe is teaching HPE 295 and HPE 207. Both HIM faculty talk about HIM in all general education classes. All face-to-face classes are utilizing the HIM computer lab, the HIM program is a fully online program. However, each term there is a scheduled open lab access for students who need assistance, or when there are Hyflex classes. Most of the HIM students are local, with a few students in Lake County and the Oregon coast.

1B. HAVE YOU MET YOUR PREVIOUSLY SET GOALS? IF NOT, HOW DO YOU PLAN TO MEET THEM?

☒ Yes

☐ No

See the above narrative.

2. PROGRAM/DISCIPLINE DESCRIPTION AND OVERVIEW

2A. PROVIDE THE CATALOG DESCRIPTION OF THE PROGRAM.

The Health Information Management (HIM) AAS degree program is designed to meet increasing health industry demands for trained health information specialists. This program includes a combination of human science, computer technology, and health information courses that prepare the student for employment in health care organizations. The program includes both theoretical instruction and practical laboratory experience, either through remote learning or on the Klamath Community College campus.

Health information management professionals hold diverse and unique skill sets. They are experts in data collection, analysis, monitoring, maintenance, and reporting activities in accordance with established data quality principles, legal and regulatory standards, and professional best-practice guidelines. These functions include processing and using health data for treatment, billing, compliance, and surveillance purposes.

The classroom is designed to correlate classroom and lab experience with practical (cooperative work) experience in health care facilities.

Graduates of KCC's HIM program with an AAS degree in Health Information Management are eligible to take the national credential exam for Registered Health Information Technician (RHIT). Students may also pursue a coding credential, the Certified Coding Associate (CCA), through the American Health Information Management Association (AHIMA).

For more information about the program, please see our program page:

<https://www.klamathcc.edu/him>

2B. DESCRIBE HOW AND TO WHAT DEGREE THE PROGRAM DESCRIPTION REFLECTS THE PROGRAM'S OVERALL GOALS. IF IT DOES NOT, REVISE PROGRAM DESCRIPTION.

The overall program description accurately reflects the program goals and outcomes by meeting the training rigor of courses that involve human science, computer technology, and health information courses. The courses prepare the student for entry level employment in health care organizations, specifically health information management.

2C. COMMUNITY LABOR MARKET NEED ANALYSIS AND PROJECTION

Medical Records and Health Information Technicians (292071)

East Cascades (Crook, Deschutes, Gilliam, Hood River, Jefferson, Klamath, Lake, Sherman, Wasco, Wheeler)

Description

Compile, process, and maintain medical records of hospital and clinic patients in a manner consistent with medical, administrative, ethical, legal, and regulatory requirements of the health care system. Process, maintain, compile, and report patient information for health

requirements and standards in a manner consistent with the healthcare industry's numerical coding system. Excludes "File Clerks" (43-4071).

Projections

Area	2021 Employment	2031 Employment	Annual Growth Openings	Annual Replacement Openings	Total Annual Openings
Oregon	4,212	4,656	44	311	355
East Cascades	No projections data is available for this occupation.				

Data Sources and Limitations

Wages

Area	Median Hourly	Avg Annual	Middle Range
Oregon	\$25.30	\$56,104	\$20.92 - \$32.14
East Cascades	\$24.55	\$54,121	\$19.82 - \$30.69

** Wage data is not available for Medical Records and Health Information Technicians, but is available for the related occupation of Medical Records Specialists (292072).

Data Sources and Limitations

Current Job Openings

There are 21 current job listings for this occupation.

Job Title	Location	Order Number	Date Posted
HEDIS Medical Record Analyst - TEMP	Bend	3852096	10/06/2023
Senior Coder, Inpatient *Remote*	Hood River	3849319	10/04/2023
Medical Records Technician	Redmond	3838669	09/22/2023
EPIC Analyst	Redmond	3836972	09/21/2023
Clinical Intake & Correspondence Specialist I	Bend	3830321	09/13/2023

Klamath Community College Instructional Program Review:

Job Title	Location	Order Number	Date Posted
Medical Coding Auditor	Bend	3829084	09/12/2023
HEDIS Medical Record Review Auditor	Bend	3826429	09/09/2023
Health Services Representative II	Bend	3808996	08/22/2023
Medical Coding Auditor	Bend	3800488	08/14/2023
Senior Medical Coding Auditor	Bend	3799336	08/11/2023

*HEDIS Healthcare Effectiveness Data and Information Set

Industries of Employment

Industry breakouts are not available for this occupation.

Occupations with Similar Skills

No occupations with similar skills data is available for this occupation.

Careers in Health Information Management

Median Annual Salary

» United States:
\$46,660

» Oregon State:
\$54,381

» Klamath Region:
\$51,853

2021-2030 Employment Projection

✓ **7% Growth**

Entry Level Educational Requirements:

✓ **Certificate**

Prospective Jobs

Electronic Health Records Clerk	Medical Records Technician	Home Health Aide
Medical Imaging Technologist	Respiratory Therapist	Nursing Aide

All data was gathered from the [State of Oregon Employment Department](#) and [Bureau of Labor Statistics](#).

Data provided for a [medical records technician](#) position. For a different employment forecast, visit the [State of Oregon Employment Department](#).

2C.I. HAS THE DEMAND FOR GRADUATES CHANGED IN THE PAST FIVE YEARS? IF SO HOW AND TO WHAT DEGREE?

☒ Yes

☐ No

The demand has evolved. We are seeing the population age and those professionals are seeking retirement. Some trend towards retirement might be due to the new skill sets that involve the digital shift in healthcare duties. An example could be the role of health data management and information exchange, this leads to more emphasis in privacy and security. We are moving towards enterprise information management – how many small physician offices are owned by Sky Lakes Medical Center? This is an example of enterprise information management. Many HIM professionals are working in all areas of an organization and can work remotely.

This is a significant change; students know this and understand the importance of earning an education in the via distance education. Some are setting themselves up to work remotely. There are several graduates who are in this type of setting who are living in Klamath County and other states, working remotely. This is one of the changes that is occurring – virtual departments and if managed correctly it is successful for both the organization and their employees.

2C.II. WHAT IS THE EXPECTED MARKET DEMAND FOR THE FUTURE? HOW MIGHT THE LABOR MARKET NEED PROJECTION AFFECT THE PROGRAM? HOW MIGHT THE PROGRAM ADJUST TO THESE PROJECTIONS?

There will be more to evaluate as we progress through the future, and there will be changes to the program. Accreditation and CEU trainings are vital in keeping the program and faculty up-to-date on the expected industry changes. Annual reporting to CAHIIM mandates that HIM faculty stay up to date with the new expectations for industry readiness allowing the HIM team to review and improve classes and competencies as the changes occur.

2D. DESCRIBE THE SPECIFIC CURRICULAR, INSTRUCTIONAL, OR OTHER CHANGES MADE IN THE PREVIOUS FIVE YEARS.

During the five years since the initial review the HIM program has been busy adding pathway certificates, additional classes, and refining established classes.

1. **Electronic Health Record** – this was made for high School students/dual credit. NHA EHR professional exam prepared. 4 classes, 13 credit hours
2. **Medical Administrative Assistant** – medical front office. NHA EHR professional exam or NHA CMAA. 9 classes, 29 credit hours
3. **Certified Coding Specialist** - either NHA CBCS or AHIMA CCS-P. 51 credit hours
4. Created a **mini-A&P** for the health science (allied health) professional
5. Improved the class credits and changed a few descriptions to align with outcomes and assessments.
6. Mr. Troy Lanning and the HIM lead are collaborating on a Privacy and Security Certificate for healthcare settings.

3. RESOURCES

3A. DESCRIBE FACULTY COMPOSITION, QUALIFICATIONS, AND PROFESSIONAL DEVELOPMENT.

The HIM lead has over twenty years in the acute care setting as an emergency department Transport and Unit Clerk, Medical Records Analyst, Trauma Registrar, Quality Management/Performance Improvement, and Medical Staff Services professional. The HIM lead holds several degrees – bachelor's in science, with an emphasis in Recreation, PE, and Health. MBA in Healthcare Administration and graduate level post baccalaureate degree in HIM, and has earned the RHIA credential.

According to CAHIIM Standard 8, Program Director Qualifications: The program director must be certified as a Registered Health Information Technician (RHIT) or Registered Health Information Administrator (RHIA); there is no exception to this required credential. The program director must possess a baccalaureate degree. The qualifications and responsibilities of individuals responsible for leadership of the program must be documented. The program director must be a full-time position of the sponsoring institution and have full employee status, rights, responsibilities, and privileges as defined by institutional policy, and be consistent with other similar positions at the institution.

CEU's are completed annually through AHIMA AOE (Assembly on Education) and other resources that AHIMA provides. To maintain the RHIA credential 30 CEU's must be earned during a two-year period.

The program's second full-time faculty, Ms. Dawn Jones, has over twenty years' experience in both medical coding and billing. She is a local business owner in our community and works for several local and distant physicians. She earned her baccalaureate degree from OIT in Psychology. She holds two credentials in Coding, one from AAPC (American Academy of Professional Coders) and one from AHIMA, CCS – P.

CEU's are completed annually through AHIMA and AAPC.

According to Standard 11. Faculty qualifications: The two full-time faculty members must hold an AHIMA credential, and all faculty members must have a degree and/or certification in their assigned teaching area. The qualifications of faculty members must include professional preparation and experience, competence in assigned teaching areas, effectiveness in teaching, and scholarly productivity consistent with their faculty appointment and institutional policy.

Other faculty members are Mr. Michael West and Dr. Kristi Taylor. These two incredible educators provide exceptional instruction in anatomy and physiology, disease process/pathology, and medical terminology. Dr. Taylor follows her CE requirements as mandated by the state.

Folks use LinkedIn Learning, 20-Minute Mentor, and attend any in-services that are provided by KCC.

3A.I. WHAT PERCENT OF FACULTY ARE FULL-TIME? PART-TIME?

Instructor Contact List by CMA

Taught a courses in HIM Between selected dates

FIRST NAME	LAST NAME	EMAIL ADDRESS
Jennifer	Briscoe	briscoe@klamathcc.edu
Dawn	Jones	jonesd@klamathcc.edu
Michael	West	west@klamathcc.edu

3A.II. DESCRIBE FACULTY DEGREE ATTAINMENT. WHAT ARE THE MINIMUM DEGREE QUALIFICATIONS? WHAT PERCENT OF FACULTY EXCEED MINIMUM DEGREE QUALIFICATIONS?

ID	Instructor Name	Taught DC	Taught RG	Sub Group	Original Hire Date	School	Degree	Major
520270	Briscoe, Jennifer	Y	Y	F9MO	4/29/2008	Grand Canyon Univ	Bachelor of Science	PE, Recreation, & Health
520270	Briscoe, Jennifer	Y	Y	F9MO	4/29/2008	University Of Phoenix	Master in Business Administration	Business Administration/Health Care Management
520270	Briscoe, Jennifer	Y	Y	F9MO	4/29/2008	University of Illinois	Master of Science	Health Information Management
513727	Jones, Dawn	N	Y	F9MO	5/2021	Oregon Institute of Technology	Bachelor of Science	
569111	West, Michael	N	Y	FT	2/11/2019	University of Oregon	Bachelor of Science	

3A.III. LIST THE SPECIFIC PROFESSIONAL DEVELOPMENT PROGRAM FACULTY ATTENDED INCLUDING BOTH ON-SITE AND OFF-SITE TRAININGS; HOW DID THE PROFESSIONAL DEVELOPMENT IMPACT INSTRUCTION, DESIGN, AND DELIVERY?

The HIM Lead returned to school to earn her HIM degree/RHIA credential and the program was framed around her own education. After attending professional development and listening to the HIM advisory committee, many adjustments have been made and improved for the community partners, student knowledge, and job placement.

Professional development has directed the program to follow the industry needs and standards, along with government policy (HIPAA is an example).

Accreditation has mandated that we follow standards and competencies for industry readiness, that will benefit both the employers and the community.

3A.IV. ARE FACULTY COMPOSITION, QUALIFICATIONS, AND PROFESSIONAL DEVELOPMENT MEETING INSTRUCTIONAL NEEDS? IF NOT, DESCRIBE ANY PLANS THAT WILL ADDRESS THIS.

☒Yes

☐No

☐Somewhat

The HIM Lead and Full-Time faculty would appreciate continued funding from KCC's Faculty Senate for our annual CEU's.

3B. DESCRIBE THE SPECIFIC FACILITIES, EQUIPMENT, AND MATERIALS USED BY THE PROGRAM.

3B.I. ARE FACILITIES MEETING INSTRUCTIONAL NEEDS? IF NOT, DESCRIBE ANY PLANS THAT WILL ADDRESS THIS.

☒Yes

☐No

☐Somewhat

Facilities has always had the rooms set up for HIM Advisory and HIM Meet and Greet, textbook delivery and cleanliness in both the HIM Lab and our offices. Much appreciated for your hard work and get-it-done attitude.

3B.II. IS EQUIPMENT MEETING INSTRUCTIONAL NEEDS? IF NOT, DESCRIBE ANY PLANS THAT WILL ADDRESS THIS.

☒Yes

☐No

☐Somewhat

Canvas and HIM Lab are the main components for the program. CTL and IS, specifically Ms. Edis Worden and Mr. Dale Severns, are always available and very helpful and on occasion, prevent faculty meltdown.

3B.III. ARE INSTRUCTIONAL MATERIALS MEETING PROGRAM NEEDS? IF NOT, DESCRIBE ANY PLANS THAT WILL ADDRESS THIS.

☒Yes

☐No

☐Somewhat

The HIM team appreciates the bookstore manager, Ms. Carly Glider, for always working with both Ms. Briscoe and Ms. Jones. We have many textbooks, but we are trying to combine textbooks with certain classes, to ease the financial burden to the student.

The HIM lead also looks to Dean Stickle for grant funding for bundled coding manuals in the spring. For students to complete any coding exams they need the most recent coding manuals – the coding exams are in the spring after all coding classes are completed. Students check the manuals out from Ms. Jones; there are four manuals required for the CCS and CBCS exam, and once the exams are completed, the manuals are returned, if not returned student grades are held, at least in theory.

Electronic Health Record (EHR Go) simulation is another tool used for student success, part of the student technology fee which allows students hands-on experience with the electronic health record. This may include medical record analysis, data analytics, release of information, management and employee production, and HIPAA.

3C. DESCRIBE THE INSTRUCTIONAL SUPPORT SERVICES THE PROGRAM USES.

The HIM lead would like to mention the use of the LRC and the extensive list of material that can be used in both HIM and HPE classes - what excellent resources for students.

Recently, Ms. Maribel Pagan and I met to review and update the core textbook list; there were a few adjustments and additions made to the list.

3C.1. REVIEW LRC HOLDINGS FOR RELEVANCY AND CURRENCY TO PROGRAM.

Consortium

The library belongs to the Sage Library System, which consists of over 70 libraries including public and academic libraries. Students are able to interlibrary loan materials from all of these libraries.

Electronic Database Resources:

Main

1. Alt HealthWatch
2. Biomedical Reference Collection: Basic
3. CINAHL Plus with Full Text
4. Consumer Health Reference eBook Collection
5. Gale Health and Wellness
6. Gale OneFile: Health and Medicine
7. Gale OneFile: Nursing and Allied Health
8. Gale OneFile: Physical Therapy and Sports Medicine
9. Health Source – Consumer Edition
10. Health Source – Nursing/Academic Edition
11. MedicLatina
12. MEDLINE

Generic/Supplementary/Supportive

1. CQ Researcher
2. Credo Reference
3. DOAJ – Directory of Open Access Journals
4. Gale OneFile
5. Gale OneFile: Popular Magazines
6. General Science Full Text (H.W. Wilson)
7. MAS Reference eBook Collection
8. MasterFILE Reference eBook Collection
9. ProQuest Ebook Central
10. Public Affairs Index
11. Readers' Guide Full Text Mega (H.W. Wilson)
12. Science Reference Center

Reserves

Prerequisites

1. Technology for Success: Microsoft Office 365 & Office 2019
2. Understanding Rhetoric: A Graphic Guide to Writing (2nd ed.) – Losh, Elizabeth M. (Elizabeth Matthews), (author); Alexander, Jonathan (author); Cannon, Kevin (illustrator); & Cannon, Zander (illustrator) (2 copies)
3. Conspiracy Theories in American History: An Encyclopedia – Knight, Peter (2 volumes)
4. Conspiracies and Secret Societies: The Complete Dossier – Steiger, Brad & Hansen Steiger, Sherry
5. They Say I Say (5th ed.) – Graff, Gerald; Birkenstein, Cathy (2 copies)
6. Rules for Writers (9th ed.) – Hacker, Diana; Sommers, Nancy I.; & Huster, Kimberli
7. A Survey of Mathematics with Applications – Angel, Allen R.; Abbott, Christine D.; & Runde, Dennis C. (2 copies)
8. College Algebra: Building Concepts and Connections (2nd ed.) – Narasimhan, Revathi
9. Psychology Contemporary Perspectives – Okami, Paul (2 copies)
10. Human Anatomy and Physiology (11th ed.) – Marieb, Elaine Nicpon & Hoehn, Katja (2 copies)
11. BIO 231 232 233: Human Anatomy and Physiology Laboratory Manual – Li, Hui-Yun; McVay, Tanya; and Connors, Thomas J.

Core + Electives

1. Legal and Ethical Aspects of Health Information Management (4th ed.) – McWay, Dana C.
2. Stedman's Medical Dictionary for the Health Professions and Nursing (Illustrated 7th ed.)
3. Essentials of Health Information Management: Principles & Practices (4th ed.) – Bowie, Mary Jo
4. Health Information Management Technology: An Applied Approach (6th ed.) – Sayles, Nanette B.; Gordon, Leslie L.; & American Health Information Management Association
5. Introduction to Health Information Privacy and Security (2nd ed.) – Rinehart-Thompson, Laurie A., & American Health Information Management Association (2 copies)

6. Legal and Ethical Aspects of Health Information Management (5th ed.) – McWay, Dana C.
7. Health Information Management Technology: An Applied Approach (5th ed.) – Sayles, Nanette B.; Gordon, Leslie L.; & American Health Information Management Association (2 copies)
8. Documentation for Health Records (2nd ed.) – Gregg Fahrenholz, Cheryl; & American Health Information Management Associations
9. A Practical Approach to Analyzing Healthcare Data (4th ed.) – White, Susan E.; American Health Information Management Associations
10. Basic ICD-10-CM and ICD-10-PCS Coding (2019 ed.) – Schraffenberger, Lou Ann; Palkie, Brooke N.; & American Health Information Management Association
11. ICD-10-CM 2023: The Complete Official Codebook – American Medical Association
12. ICD-10-PCS 2023: The Complete Official Codebook – American Medical Association
13. ICD-10-PCS Code Book 2023 – Casto, Anne B., & AHIMA
14. Enterprise Health Information Management and Data Governance – Johns, Merida L., & American Health Information Management Association
15. Introduction to Human Disease: Pathophysiology for Health Professionals (7th ed.) – Loeffler, Agnes Gertrud, & Hart, Michael N.
16. Essentials of Pharmacology for Health Professions (7th ed.) – Woodrow, Ruth; Colbert, Bruce J.; & Smith, David M.
17. Essentials of Pharmacology for Health Professions (9th ed.) – Colbert, Bruce J.
18. Basic Current Procedural Terminology and HCPCS Coding – Smith, Gail I., & American Health Information Management Association
19. Principles of Healthcare Reimbursement and Revenue Cycle Management (7th ed.) – Casto, Anne B.; White, Susan; & American Health Information Management Association
20. Clinical Coding Workout 2022: Practice Exercises for Skill Development, with Odd-Numbered Online Answers – American Health Information Management Association
21. Medical Coding in the Real World (3rd ed.) – Roberts, Elizabeth
22. Management for the Health Information Professional (2nd ed.) – Kelly, Janette R., & Greenstone, Pamela S.
23. Quality and Performance Improvement in Healthcare: Theory, Practice, and Management (7th ed.) – Shaw, Patricia; Carter, Darcy; & American Health Information Management Association (2 copies)
24. The Language of Medicine (12th ed.) – Chabner, Davi-Ellen
25. Essentials of Biology (6th ed.) – Mader, Sylvia S., & Windelspecht, Michael (2 copies)
26. Discover Biology (6th ed.) – Singh-Cundy, Anu, & Shin, Gary (2 copies)
27. Microsoft Office 365 Excel 2019: Comprehensive – Carey, Patrick
28. Database Systems: Design, Implementation, and Management (12th ed.) – Coronel, Carlos
29. American Red Cross First Aid CPRAED Participant's Manual (4th ed.) – American Red Cross
30. Heartsaver: First Aid, CPR, AED Student Workbook – American Heart Association

31. First Aid, CPR, and AED Advanced (7th ed.) – Thygerson, Alton L.; Thygerson, Steven M.; Gulli, Benjamin; Mell, Howard K.; Elling, Bob
32. Delivering Health Care in America: A Systems Approach (7th ed.) – Shi, Leiyu, & Singh, Douglas A.
33. Comparative Health Information Management (4th ed.) – Peden, Ann H.
34. Managing Stress: Principles and Strategies for Health and Well Being (9th ed.) – Seaward, Brian Luke
35. Managing Stress: Skills for Self-Care, Personal Resiliency, and Work-Life Balance in a Rapidly Changing World (10th ed.) – Seaward, Brian Luke
36. Wardlaw's Contemporary Nutrition: A Functional Approach (6th ed.) – Wardlaw, Gordon M.; Smith, Anne M.; Collene, Angela; Spees, Colleen K
37. Nutrition & You (5th ed.) – Blake, Joan Salge
38. Questions and Answers: A Guide to Fitness and Wellness (6th ed.) – Liguori, Gary, & Carroll, Sandra
39. Questions and Answers: A Guide to Fitness and Wellness (5th ed.) – Liguori, Gary, & Carroll, Sandra

Shelf

Core

1. Management and the Health Information Professional
2. Essentials of the U.S. health care system
3. The social transformation of American medicine
4. State medical licensure requirements and statistics 2009
5. Quality and performance improvement in healthcare: a tool for programmed learning
6. Health disparities in the United States: social class, race, ethnicity, and the social determinants of health
7. Betrayal of trust: the collapse of global public health
8. Community health workers in action: the efforts of "promotores de salud" in bringing health care to marginalized communities
9. Sex matters: how male-centric medicine endangers women's health and what we can do about it
10. Between hope and fear: a history of vaccines and human immunity
11. The panic virus: the true story behind the vaccine-autism controversy
12. HIV and AIDS in Africa: beyond epidemiology
13. And the band played on: politics, people, and the AIDS epidemic
14. Influenza: the hundred-year hunt to cure the deadliest disease in history
15. Diabetes in women: early detection, prevention, and management
16. The home care companion's quick tips for caregivers
17. EMS supervisor: principles and practice
18. Health care worker safety checklists: protecting those who serve
19. Introduction to EMS systems
20. Rescue 471: a paramedic's stories
21. My ambulance education: life and death on the streets of the city
22. Epidemics and society: from the Black Death to the present

23. The color of hope: people of color, mental health narratives
24. Mad in America: bad science, bad medicine, and the enduring mistreatment of the mentally ill
25. Principles of community psychology: perspectives and applications
26. Management and the health information professional
27. Leadership for health professionals: theory, skills, and applications
28. Mobile integrated healthcare: approach to implementation
29. Five days at Memorial: life and death in a storm-ravaged hospital
30. Emergency triage
31. Comparative health information management
32. Principles of healthcare reimbursement
33. Documentation for Health Records
34. Quality and Performance Improvement in Healthcare: A Tool for Programmed Learning
35. Basic ICD-10-CM and ICD-10-PCS Coding
36. Basic Current Procedural Terminology and HCPCS Coding 2018
37. Clinical Coding Workout: Practice Exercises for Skill Development, with Odd-numbered Online Answers 2020
38. Electronic Health Records: A Practical Guide for Professionals and Organizations
39. Computers in the Medical Office
40. Introduction to the Health Professions
41. Taber's Cyclopedic Medical Dictionary
42. Overcoming Mobbing: A Recovery Guide for Workplace Aggression and Bullying
43. Ethics for Addiction Professionals
44. Certified coding associate (CCA) exam preparation
45. ICD-10-CM 2022: the complete official codebook
46. Basic current procedural terminology and HCPCS coding 2018
47. Henry's clinical diagnosis and management by laboratory methods
48. Mosby's diagnostic and laboratory test reference
49. Davis's comprehensive handbook of laboratory & diagnostic tests with nursing implications
50. Phlebotomy handbook: blood collection essentials
51. Manual of clinical laboratory immunology

3C.II. REVIEW PROGRAM STUDENT USE OF TUTORING AND E-TUTORING.

Fall Term 2021		Winter Term 2022	
Tutoring Center Users		Tutoring Center Users	
Accounting/Business/Computers	72	Accounting/Business/Computers	48
	16		17
Math/Nursing/Science	1	Math/Nursing/Science	2
Literature/Speech/Writing	32	Literature/Speech/Writing	76

Klamath Community College Instructional Program Review:

Other	11
	2
	37
Total	7

Other	68
	36
Total	4

Spring Term 2022	
Tutoring Center Users	
Accounting/Business/Computers	56
Math/Nursing/Science	168
Literature/Speech/Writing	23
Other	36
Total	283

Summer Term 2022	
Tutoring Center Users	
Accounting/Business/Computers	15
Math/Nursing/Science	95
Literature/Speech/Writing	18
Other	16
Total	144

Fall Term 2022	
Tutoring Center Users	
Accounting/Business/Computers	53
Math/Nursing/Science	500
Literature/Speech/Writing	151
Other	35
Total	739

Winter Term 2023	
Tutoring Center Users	
Accounting/Business/Computers	43
Math/Nursing/Science	695
Literature/Speech/Writing	180
Other	46
Total	964

Spring Term 2023	
Tutoring Center Users	
Accounting/Business/Computers	16
Math/Nursing/Science	386
Literature/Speech/Writing	238
Other	50
Total	690

Summer Term 2023	
Tutoring Center Users	
Accounting/Business/Computers	34
Math/Nursing/Science	171
Literature/Speech/Writing	9
Other	232
Total	446

3C.III. REVIEW PROGRAM STUDENT USE OF TESTING SERVICES.

This is a fun update. Mr. Rick Ball has hired a HIM alumni and she is a nice fit and understands the ins and outs of professional testing as she has completed two herself. Ms. Elizabeth Heard-Pitt is also working part time in Ms. Jones' billing office.

As of the Fall term, HIM students will be using the testing center for the RHIT exam. Additionally, Ms. Jones used the KCC testing center for her CCS credential. Staff and students no longer need to travel to Medford or beyond for certification testing.

3C.IV. REVIEW OTHER INSTRUCTIONAL SUPPORT SERVICES (STUDENT CLUBS, ADVISING, TRIO, VETERANS SERVICES, ETC.) IF APPLICABLE.

TRIO is a necessary staple to many KCC students, especially in HIM. The HIM lead works closely with Mr. Zach Jones to help our students succeed in their academic goals.

The KCC Career Center is an essential part of HIM student success! Ms. Amy Fox and Ms. Michelle Horne are always willing to go the extra mile to get HIM students placed in healthcare settings. I tell the students this is their time to highlight their skills – and it is a successful combination. We have recently added a mock interview into the HIM 280 class, this is a graded assignment. Students must make an appointment with the career center and complete an interview process. They are graded on 5 topics and are provided feedback from the career center team. The assignment details are below:

Details:

As the title states, this is a mock interview (the actual interview at the Career Center should have been completed earlier in the term). I like to think of it as a practice session with human resource professionals, in a controlled setting. This allows you, the student, to practice your interview answers and improve your interaction with a potential HIM hiring committee. Yes, hiring committees are a thing, get used to answering a variety of questions from a lot of people - three to five in some instances. Questions might range from HIM skills (release of information to working with testy physicians), to ethical and value-based questions (Did you see our Code of Conduct/Ethics on our website?), and finally, how are you with people, leading and so on...

Expectations:

Go into the mock interview to learn. To make mistakes, to be coached, and to improve your interview skills.

Next, in a written document, share what you learned in your mock interview. Include the questions, your answers, and feedback from the committee. **Reflect** on the experience and share your personal reflections. Recognize the questions that you answered well and your answer to questions that need improvement.

Word count should be 400-to-500. Title page, body, and conclusion are required, along with correct spelling and grammar.

Another important feature that the HIM program uses are the Open Labs in HIM classroom 813, the idea is that students collaborate and help each other to be successful and ultimately work in teams, as they will be doing in the healthcare setting.

3D. DESCRIBE TO WHAT DEGREE THE PROGRAM USES THE COLLEGE'S LEARNING MANAGEMENT SYSTEM (CANVAS) FOR ALL METHODS OF DELIVERY (FACE-TO-FACE, ONLINE, SYNCHRONOUS, HYBRID).

The HIM program is a distance education program. Canvas is used for all learning platforms this includes distance education, Hyflex and face to face classes.

4. EFFECTIVENESS

4A. STUDENT LEARNING OUTCOMES ASSESSMENT

ADV_REQ_CDE	Course	Number of assessments
HIM1041	Intro to Health Data and Content I	2
HIM105	Legal & Ethical Aspects of Healthcare	2
HIM131	Medical Coding	1
HIM180	Coop Wk Exp: HIM Prof Prac Exp I	1
HIM204	Healthcare Delivery & Technology	3
HIM210	Disease Process	2
HIM212	Intro to Pharmaceuticals	1
HIM231	CPT Coding	2
HIM2321	Medical Revenue – Insurance and Billing	1
HIM 234	Advanced Medical Coding	3
HIM272	HIM Leadership and Management	2
HIM275	Quality Improvement in Healthcare	3
HIM280	Coop Wk Exp: HIM Prof Prac II	3
HIM 291	Exam Prep: RHIT	1
HIM292	Exam Prep: EHR	1
HIM293	Exam Review: CBS	1

4A.I. COURSE LEARNING OUTCOMES (CLO)

Course Code Key	
	Has Plan Submitted
	Has Result Submitted
	Has Plan And Result Submitted

CLOs		
Course Code	Term Year	Instructor
<u>HIM 104 01 DE</u>	FA2021	Jones, Dawn 513727
<u>HIM 105 01 HX</u>	SP2023	Jones, Dawn 513727
<u>HIM 131 01 DE</u>	SP2023	Jones, Dawn 513727
<u>HIM 180 01H</u>	SP2020	Briscoe, Jennifer 520270
<u>HIM 210 01 H</u>	SP2022	West, Michael 569111
<u>HIM 212 01 DE</u>	WI2022	Osita - Oleribe, Princess 574568
<u>HIM 231 01 DE</u>	FA2020	Jones, Dawn 513727
<u>HIM 231 01 DE</u>	FA2021	Jones, Dawn 513727
<u>HIM 232 01 DE</u>	WI2019	Jones, Dawn 513727

4A.I.1 DESCRIBE EVIDENCE OF STUDENT PROFICIENCY IN CLOS. IF THERE IS NO EVIDENCE, DESCRIBE PLANS TO ADDRESS THIS.

Proficiencies for all outcomes are done each term as assigned by Mr. David Edgell. The evidence has been successful, as 85% of the students have successfully passed the “assignment” with an 85% or higher score.

In the past, there was evidence that one of the classes, HIM 204, needed revamping, this included textbook adjustment. Students were simply not getting the material – the resource was a higher-level textbook. It took a couple of different textbooks and discussion with the publisher, to meet the needs of the students and for the students to grasp the material correctly; that allowed them to successfully be proficient in the class outcomes.

4A.I.2 DESCRIBE THE SPECIFIC PROCESS FOR ADVISORY COMMITTEES FOR REVIEWING COURSE CONTENT AND OUTCOMES GUIDES (CCOGS). IF THERE IS NO PROCESS, DESCRIBE PLANS TO ADDRESS THIS.

The HIM Advisory Committee meets quarterly, a strong committee is being developed, with alumni and a local HIM department director.

Klamath Community College Instructional Program Review:

Recently, the committee reviewed the HIM 280 handbook and suggested changes to the HIM mid-term and final term evaluation form – this is being changed as suggested. The committee appreciated the addition of the mock interview in the class.

The committee strongly believed that the mini-A&P (MDA 128 and 129) class incorporates an A&P lab. Mr. West and the HIM lead will be taking the changes to the appropriate committees in the very near future.

Future meetings the team will be reviewing other class syllabi, course content, and outcomes.

4A.I.3 WHICH COURSES HAD LEARNING OUTCOMES REVISED/UPDATED AND WHY?

The learning outcomes were not updated, but the descriptions, credits and contact hours were changed to align with the outcomes and to meet the needs of the community, as recommended by the HIM Advisory Committee.

HIM 291 New Course

HIM 131 – contact hours changed

HIM 204 – contact hours changed

HIM 205 – contact hours changed

HIM 210 – contact hours changed

HIM 231 – contact hours changed

HIM 234 – contact hours changed

HIM 275 – contact hours changed

HIM 104 – description, credits, and contact hours changed

HIM 106 – description, contact hours changed

HIM 232 – course title, description and pre-requisites changed

HIM 292 – course title, description changed

4A.I.4 IDENTIFY AND GIVE EXAMPLES OF CHANGES MADE IN INSTRUCTION THAT OCCURRED AS THE RESULT OF CLO ASSESSMENT. IF THIS HAS NOT OCCURRED, DESCRIBE PLANS TO ADDRESS THIS.

This is ongoing, as discussed above we are following industry standards, when the standards change, we will bring the changes to the HIM advisory committee for recommendation. We will incorporate the change as soon as possible.

CAHIIM standards will be changing in 2024, so in the next five years there will be a potential of either insignificant or significant change to HIM classes. From the training that the lead attended, we are in good standing – changes will be minor.

4A.II PROGRAM LEARNING OUTCOMES (PLO)

Sort Order	PLO Description
1	Demonstrate correct documentation, appropriately manage and use health data in the healthcare setting.

Klamath Community College Instructional Program Review:

2	Evaluate and/or implement the use of clinical quality measures and/or core objectives for patient care by healthcare providers.
3	Analyze classification and terminology systems for diagnosis and procedure codes according to current guidelines.
4	Collect, report, and interpret database information and computer related health care statistics.
5	Research and apply specific scenarios of laws and policies and procedures within the health care delivery system as related to payment systems, healthcare provider information needs, and patient privacy, security, disclosure, and the ethical standards of practice.
6	Implement leadership and team collaboration to facilitate change, mentor and engage stakeholders in the healthcare environment.
7	Apply professionalism skills in the practicum setting, meeting all HIM learning objectives and competencies.

Course Code Key	
	Has Plan Submitted
	Has Result Submitted
	Has Plan And Result Submitted

PLOs		
Course Code	Term Year	Instructor
HIM 104 01 DE	SP2019	Briscoe, Jennifer 520270
HIM 204 01 DE	FA2018	Briscoe, Jennifer 520270
HIM 204 01 DE	FA2020	Briscoe, Jennifer 520270
HIM 231 01 DE	FA2021	Jones, Dawn 513727
HIM 275 01	WI2018	Briscoe, Jennifer 520270
HIM 275 01	WI2018	Briscoe, Jennifer 520270
HIM 275 01 DE	WI2021	Briscoe, Jennifer 520270
HIM 275 01 DE	WI2021	Briscoe, Jennifer 520270
HIM 275 01 DE	WI2022	Briscoe, Jennifer 520270
HIM 280 01	SP2018	Briscoe, Jennifer 520270
HIM 292 01 DE	SP2022	Briscoe, Jennifer 520270
HIM 293 01	SP2020	Jones, Dawn 513727

4A.II.1 DESCRIBE EVIDENCE OF STUDENT PROFICIENCY IN PLOS. IF THERE IS NO EVIDENCE, DESCRIBE PLANS TO ADDRESS THIS.

HIM professional exams are evidence of proficiency. The pass rate of CBCS is 95 to 100%, the pass rate for CEHRS is 85 to 90%, and the new RHIT is not currently available.

4A.II.2 IDENTIFY AND GIVE EXAMPLES OF CHANGES MADE IN INSTRUCTION THAT OCCURRED AS THE RESULT OF PLO ASSESSMENT. IF THIS HAS NOT OCCURRED, DESCRIBE PLANS TO ADDRESS THIS.

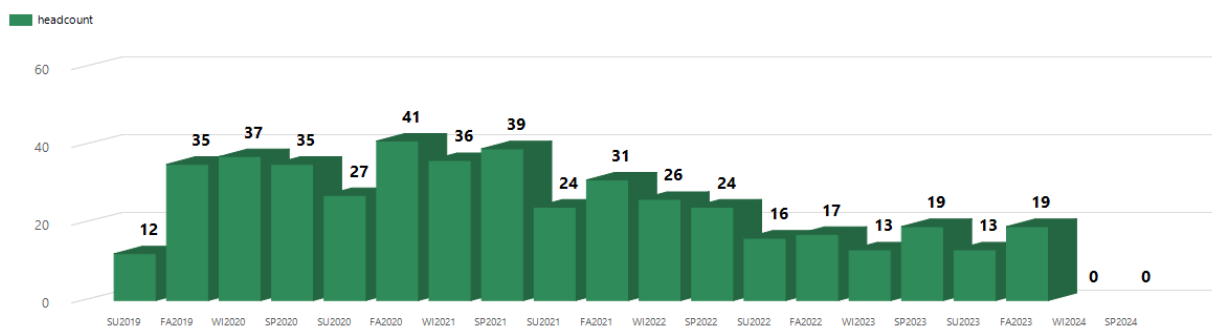
There was no actual change in instruction, there was re-wording and an additional outcome added to the PLO, this was recommended in the HIM 280 evaluations. Number seven was added: *Apply professionalism skills in the practicum setting, meeting all HIM learning objectives and competencies.*

4B. STUDENT SUCCESS

4B.I. DESCRIBE ENROLLMENT TRENDS AND PLANS TO ADDRESS THEM.

5 Year Headcount Comparison

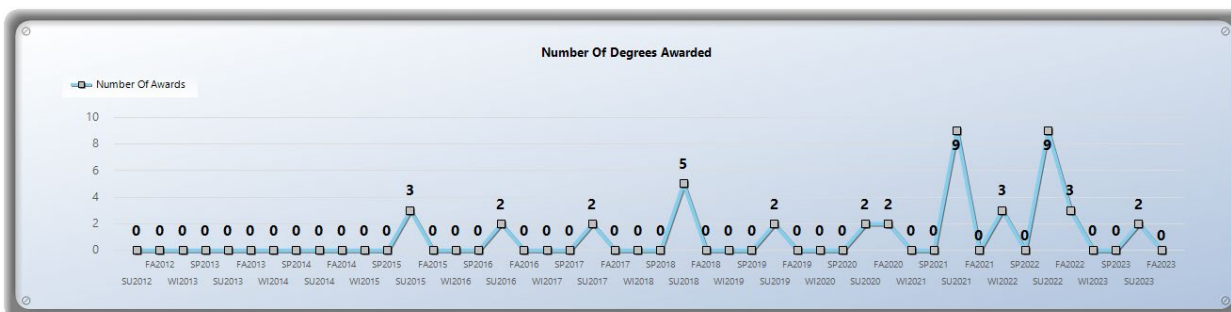
Academic Year	Term Year	Headcount
AY 2019-20	Total	119
AY 2020-21	Total	143
AY 2021-22	Total	105
AY 2022-23	Total	65
AY 2023-24	Total	32
Total		464



4B.II. DESCRIBE DEGREE AWARDED TRENDS AND PLANS TO ADDRESS THEM.

AAS in Health Information Management is a terminal degree; most of the alumni are working in the healthcare field, particularly medical records/health information management, coding and revenue, medical offices, the VA, and health insurance companies/managed care organizations.

There have been a few graduates that have continued their education to earn a bachelors in either psychology or population health (OIT).



4B.III. REVIEW TRANSFERABILITY OF PROGRAM.

Klamath Community College Instructional Program Review:

As mentioned above, the HIM is a terminal degree; but the lead does advise all HIM students and if there are students interested in transfer, they are advised into the BIO 231, 232, and 233 series.

4B.III.1 DESCRIBE TRANSFERABILITY FROM HIGH SCHOOL TO KCC TO OUS.

The EHR certificate was created for the high school population, but this really is an opportunity for improvement. The HIM lead is working with the local high schools, Ms. Elizabeth Stiller, and KCC marketing team to encourage high school juniors and seniors to complete the four classes as a foundation for “anything healthcare related.”

There is an opportunity for KCC and OIT to partner together for a 2+2 in Population Health Management degree.

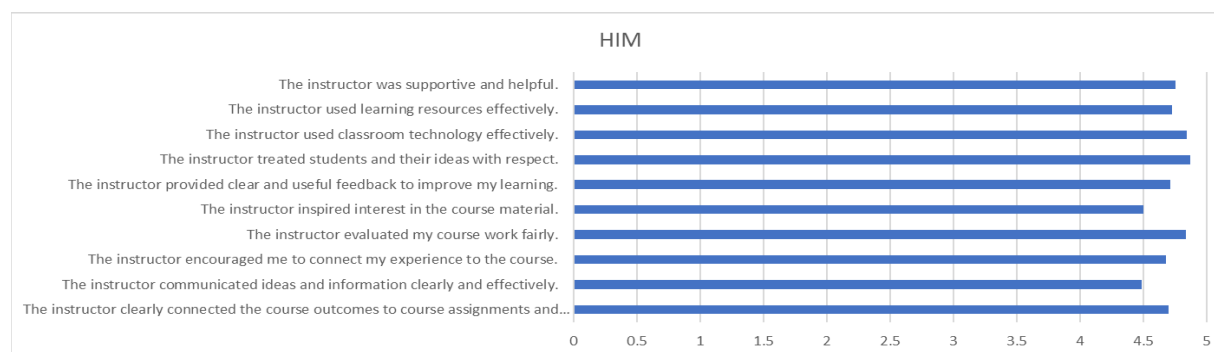
4B.III.2 HAS THIS CHANGED OVER THE LAST FIVE YEARS? IF SO, WHY? WHAT ARE THE IMPACTS ON STUDENTS AND THE PROGRAM?

This is a foundational degree; the core classes have not changed. But we have added additional (elective) classes and certificates to help students meet their needs. This was discussed in sections 1.A and 2.D

4C. STUDENT ENGAGEMENT AND SATISFACTION

4C.I. COURSE EVALUATIONS DATA AND ANALYSIS

HIM: 126 surveys were sent, and 95 responses were received. Which gives us a 75% response rate.



4C.I.1 DESCRIBE CHANGES MADE IN INSTRUCTIONAL METHODS BASED ON STUDENT COURSE EVALUATION DATA. IF THIS HAS NOT OCCURRED, DESCRIBE PLANS TO ADDRESS THIS.

The HIM program is essentially a DE program with both faculty members incorporating weekly recordings for the classes and detailed written feedback for the all assignments.

4C.I.2 DESCRIBE CHANGES MADE TO THE COURSE BASED ON STUDENT COURSE EVALUATION DATA.

Klamath Community College Instructional Program Review:

MDA 101 and 102 had major changes made to all DE classes. Both Mr. West and Dr. Taylor worked together on this project, the success rate has been great. They are meeting to make changes in a few of the exams to prevent cheating.

In the spring, both faculty team teach a section on the cardiovascular system, where students come into class to dissect elk and/or deer hearts and learn how the heart works, hands on style.

4C.II JOB PLACEMENT DATA AND ANALYSIS (IF AVAILABLE)

This is by no means a formal analysis and I do not have dates of when alumni were hired. Date range: 2015 to 2023

Sky Lakes Medical Center: 5

Pine Tree Chiropractic: 1 to 3

Innate Wellness: 1

Wholesome Family Medicine: 1to 2

Klamath Basin Behavior: 2

Cascade Comprehensive Care: 6, additionally one is completing her internship fall term 2023 and one retired, a couple of years ago, 2015 graduate

Open Door: 3

ATRIO: 1

New Horizons: 1

5. BUDGET

5A. PROVIDE FIVE-YEAR COST MARGIN DATA AND ANALYSIS.

Academic Year	AY 2018-19	AY 2019-20	AY 2020-21	AY 2021-22	AY 2022-23
Tuition	\$ 55,247	\$ 87,156	\$ 97,525	\$ 71,285	\$ 43,080
Enrollment	150	235	262	194	130
Cost In Progress	\$ 52,165	\$ 102,617	\$ 90,243	\$ 98,164	\$ 135,587
Margin In Progress	\$ 3,082	\$ (15,461)	\$ 7,282	\$ (26,879)	\$ (92,507)
FTE	14.88	22.99	27.09	20.53	10.31

5B. SUMMARIZE PREVIOUS ANNUAL PROGRAM VIABILITY STUDY RESULTS AND EXPLAIN HOW CHANGES IMPACTED STUDENT LEARNING OUTCOME PROFICIENCY. IF THIS HAS NOT OCCURRED, DESCRIBE PLANS TO ADDRESS THIS.

The impact of the cost margin is due to hiring a full-time faculty member. The full-time faculty member is an expert in everything regarding medical coding. As discussed earlier, the medical coding pass rates are at 90%, the CCS exam has not been tracked at this time.

5C. EXPLAIN ANY BUDGETARY CHALLENGES AND ANY PLANS TO ADDRESS THEM.

The challenge is due to the two full time faculty. We are working with academics to increase student enrollment for the program by teaching general education classes, while we continue to teach our program classes. The desire is to recruit students who want a career in healthcare but “don’t like the yuk”.

6. CONCLUSION

6A. DESCRIBE PROGRAM STRENGTHS.

Dedicated faculty, both having strong knowledge in their subject matter.

Continuing education to keep up with cutting edge changes in the HIM field.

High pass rate in all HIM core classes, and students sitting for the national exams.

Job placement for students who have completed the program is growing.

Open access

Online learning

Excellent institutional support as discussed throughout the document.

6B. DESCRIBE PROGRAM WEAKNESSES.

The lead is currently recruiting members of the community with management level experience for the advisory committee, due to some previous members retiring.

Enrollment and retention is a constant concern; we are addressing this challenge as mentioned throughout the document.

6C. DESCRIBE SUPPORT NEEDED.

The HIM program has great support from our community partners – Sky Lakes Medical Center, Cascade Comprehensive Care, Cascade Health Alliance, and many physician’s offices.

The program always uses assistance from the KCC community, including marketing, student services, CTL, the career center, the Deans, Vice Presidents, and the College President.

Klamath Community College Instructional Program Review:

I suppose I need students who want to learn about everything HIM and who want to help healthcare providers take care of patients.

6D. CREATE NEW GOALS AND LINK THEM TO THE STRATEGIC PLAN.

Strategic Plan Overview

Department

HEALTH - Health Information Management

Plan Years

2023-2026

Mission Statement

Klamath Community College Health Information Management department is dedicated to our students, providing accessible, diverse, quality, and equitable education program. Preparing and mentoring students to become ethical collaborators in health information technology working with clinical personnel and administrative professionals in both healthcare nonhealthcare settings, promoting lifelong learning and meeting the needs of the community and the profession.

GOALS

+ New Entry

Goal	Goal Statement	Initiative	Potential Actions	Modified
1	Completing candidate status, gaining third party accreditation by CAHIM will demonstrate that the HIM program complies with their high standards and will allow our graduates to sit for American Health Information Management Association (AHIMA), Registered	Future-focused educ...	1. Continue to and complete a comprehensive program review as required by CAHIM/Self-Assessment. 2. Prepare for a site review. 3. Graduate the first RHIT ready students. 4. Create a new class for RHIT exam prep, successful pass rate.	7/17/2023 1:45 PM
2	Increase PPE work sites for the HIM students.	Student Success	1. Partner with Cascade Comprehensive Care for paid partnerships. We have talked about "growing and keeping" our HIM professionals. 2. Continue Partnership with the Career Center.	7/17/2023 2:37 PM
3	Bachelor of Applied Science in HIM	Future-focused educ...	1. Research, complete and needs assessment. 2. Involve advisory committee.	7/17/2023 2:39 PM
4	Associate of Science in Health Care Administration.	Future-focused educ...	1. Research-Complete a needs assessment. 2. Involve advisory committee.	7/17/2023 2:41 PM
3	Bachelor of Applied Science in HIM	Future-focused educ...	1. Research, complete and needs assessment. 2. Involve advisory committee.	10/9/2023 9:23 AM
1	Completing candidate status, gaining third party accreditation by CAHIM will demonstrate that the HIM program complies with their high standards and will allow our graduates to sit for American Health Information Management Association (AHIMA), Registered	Future-focused educ...	1. Continue to and complete a comprehensive program review as required by CAHIM/Self-Assessment. 2. Prepare for a site review. 3. Graduate the first RHIT ready students. 4. Create a new class for RHIT exam prep, successful pass rate.	10/9/2023 9:23 AM
1	Completing candidate status, gaining third party accreditation by CAHIM will demonstrate that the HIM program complies with their high standards and will allow our graduates to sit for American Health Information Management Association (AHIMA), Registered	Future-focused educ...	1. Continue to and complete a comprehensive program review as required by CAHIM/Self-Assessment. 2. Prepare for a site review. 3. Graduate the first RHIT ready students. 4. Create a new class for RHIT exam prep, successful pass rate.	10/9/2023 9:23 AM

Klamath Community College Instructional Program Review:

The HIM lead is focused on continuing to work on the goals that are listed above. They do meet all the strategic initiatives: student success, future focused education, organization viability, community engagement and advanced planning.

The HIM lead is completing a study for an Associate Degree in Healthcare Administration (HCA). A significant number of HIM and MDA classes can be used in the HCA degree, and from the research, a few classes from the business department will be incorporated. For example, Human Resources, Accounting, Macroeconomics; and of course, general education classes. The plan is to work with SOU in a 2+2 pathway in Healthcare Administration.

The HIM lead is examining the possibility of a 2+2 pathway with OIT in the Population Health degree.

The Bachelor of Applied Science in HIM is still brewing, we need to get the first step of accreditation completed for the Associate degree. There is a progression that must be followed; but from the recent trainings that the program lead has attended, a Bachelors of Applied Science will align with what the industry is moving towards, in the future, some experts are estimating as soon as 2025. The HIM lead believes this is where the updated CAHIIM standards will come into play.

As you can see this is an ongoing process with many partnerships. The partnerships help with the quality of the program and the success of KCC HIM students. Ultimately, the viability of the program is important to student success, while continuing to look towards the future and involving the community for advanced planning.

7. APPENDICES

APPENDIX 7A. GOALS

Goal	Goal Title	Initiative	Explanation
1	Increase work experience/professional practicum clinical sites in both Klamath and Deschutes County for students to participate in the work experience with our community contracted partners.	Prosperity	Increase the number of healthcare settings to include Sky Lakes, dental offices, dialysis centers, animal clinics, and long-term care facilities, behavioral and correctional facilities.
Measurable Target			
100% of students complete HIM 280 (PPE)			
Action Items			
<ul style="list-style-type: none"> PPE or work experience will lead to student employment 			
Progress Notes			
<p>The HIM lead has been in contact with healthcare facilities in the community and is in the process of setting up professional practicum (work) experience (PPE) sites for spring. (12/6/2019)</p> <p>The HIM Lead has had to re-think the PPE sites do to COVID 19. There are five students that have moved their PPE from Spring to Summer term. If healthcare facilities are not allowing work site practicums, students will be using the EHR simulation while creating a portfolio. In theory, the portfolio would represent visuals of what students have been utilizing medical record, data analysis, and coding simulations and couple of phone or zoom conferences with the potential healthcare setting. (5/27/2020)</p> <p>This year with the Career Center helping, I have had success in placing HIM 2021 graduates into a number of local health care facilities. This includes Sky Lakes Medical Center: HIM and IS department; Klamath Open Door Clinic: students have been involved entering data for COVID, Plum Ridge Transitional Care, records department; and two local small physician offices. Summer is looking hopefully for another new site: a local dental office that has two practicing physicians. (4/15/2021)</p>			
Successes			

Klamath Community College Instructional Program Review:

(No Successes)			
Status			
Not Started			
Goal	Goal Title	Initiative	Explanation
2	Earn accreditation from CAHIIM (Commission on Accreditation for Health Informatics and Information Management) Continue to use NHA, National Healthcareer Association exams for certificates.	Excellence	CAHIIM, Commission on Accreditation for Health Informatics and Information Management. The purpose of accreditation assures the consumer that the program they are completing meets the highest standards available. There are standards for curriculum outcomes as well as for HIM faculty. NHA, National Healthcareer Association – Electronic Health Record Specialist and Billing and Coding Specialist
Measurable Target			
100% accreditation			
Action Items			
<ul style="list-style-type: none"> • Successful pass rates for the HIM student, leading to job placement and higher than average wages • To earn accreditation from CAHIIM the school will need to financial support the HIM program, initial cost is roughly \$20,000. and \$10,500. yearly to maintain accreditation. • Increase student enrollment, to help offset the yearly fee. 			
Progress Notes			
<p>Recently, the HIM lead met with Peter Lawson to discuss grant funding for Commission on Accreditation for Health Informatics and Information Management (CAHIIM) and scholarships for second year students that will need to prepare and sit for a professional examination. As a reminder, the cost break down is listed below:</p> <p>CAHIIM Initial Accreditation Fees Pre-application Fee\$500 Candidacy Status Fee \$7,500 Site Visit Fee \$8,000 Self-assessment Late Fee \$500 Appeals Procedures Processing Fee \$5,000 The accreditation will allow students to earn the prestige</p>			

Registered Health Information Technician (RHIT) and improve enrollment and job placement. As the HIM lead continues to prepare the program for 3rd party accreditation, she has found reputable professional certifications that students can chose to prepare for in their final term of the program, alongside completing their professional practicum experience. Each certification is typically \$300.00 to 500.00. As a reminder, these two certifications will increase job placement.

Certified Coding Specialists (CCS) Coding accuracy is highly important to healthcare organizations, and has an impact on revenues and describing health outcomes. In fact, certification has become an implicit industry standard. Accordingly, the CCS credential demonstrates a practitioner's tested data quality and integrity skills, and mastery of coding proficiency. Professionals experienced in coding inpatient and outpatient records should consider obtaining this certification. Eligibility By Education: The following courses MUST be completed; anatomy & physiology, pathophysiology, pharmacology, medical terminology, reimbursement methodology, intermediate/advanced ICD diagnostic/procedural and CPT coding Exam Fee: Member Price: \$299 or Non-member price: \$399

Certified Professional Healthcare Quality (CPHQ)
Performance and process improvement,
care coordination,
population health,
data analytics, measurement, and analysis,
patient safety,
risk management, and compliance with standards and regulations. In performing these functions, the healthcare quality professional applies information management, general administrative, and program development and evaluation skills. Exam Fee: Member Price: \$423 or Non-member price: \$529 More to come as I continue to work with Mr. Larson.

(12/6/2019)

I have been APPROVED to move forward on third party accreditation from CAHIIM!
Graduated 10 HIM students: 2 earned EHR Certificates, 8 earned both EHR Certificate and HIM AAS –100% pass rate, EHR Certification through NHA (6/6) –80% pass rate, CBCS Certificate through NHA (4/5 students) –100% pass rate, CCA through AHIMA (3/3) ›Student Graduation to Employment/Transfer ›New Certificate –Medical Administrative Assistant, see attachment 1 ›2 Adjunct instructors added to the HIM Program ›Celebrate Student Success Fall Meet and Greet and annual HIM Hoodie promotion (4/15/2021)

Successes			
(No Successes)			
Status			
Not Started			
Goal	Goal Title	Initiative	Explanation
3	Increase HIM student enrollment	Community	Marketing via social media, merchandise, job fairs, HIM Meet and Greet, and the use of advisory committee
Measurable Target			
Increased HIM student population. 2-5 per year all ages and 2-5 Klamath County HS students			
Action Items			
<ul style="list-style-type: none"> Outreach with community education, work force development and high school students. Introducing all students to the HIM classes that lead to the EHR Pathway certificate. 			
Progress Notes			
<p>In the spirit of increasing HIM student enrollment the second annual Meet and Greet was held November 11, 2019 on campus in the conference building from 5:30 pm to 7:30 pm. It was a successful event with roughly 25 students, 5-7 faculty & alumni and 2-3 advisory committee members present. The HIM lead spent approximately 15 minutes in round robin introductions and briefly described the program outcomes, academic rigor and cost of the program. Then the floor was open to graduates, faculty and all HIM students. They talked about expectations, best practice for workload and study habits, how to prepare for graduation and job placement. Great feedback by the advisory committee members regarding industry readiness and professionalism as a graduate and explanations as to why professional practicum experience (PPE/CWE) is vital to graduates success in establishing employment. In closing, it was felt that meet and greet was a success and winter enrollment is staying steady with the HIM students enrolling for winter term. (12/2/2019)</p> <p>The Fall Meet and Greet and HIM Hoodie is always a fun event that brings second-</p>			

and first-year students together to encourage and discuss the best approach for a successful program experience. It also allows the faculty and the advisory board members to become acquainted with the students. During this event students receive the latest and greatest HIM Hoodie, great way to prompt the program in the community and on campus; and it brings the cohorts together. (4/15/2021)

On the Horizon, an Applied Baccalaureate HIM program, all DE. Continue the RHIT accreditation and introduce the RHIA accreditation, this will align with the Applied Baccalaureate. (4/15/2021)

Partnering with C. Saunders in business technology allows our students to earn both an associate and certificate that increases enrollment in both programs. (4/15/2021)

Successes

The success in this section is adjunct faculty. The adjunct faculty will teach more HIM classes so the lead can work on the documents for CAHIIM and teach health science classes and intro to technology class. The goal, of course is recruiting for the HIM program. Additional success: Graduates are passing all of their professional exams. CCA, Certified Coding Associate: 100% rate for 2020, overall pass rate, starting 2018, 91%. CEHR, Certified Electronic Health Record Specialist 100% pass rate for 2020, overall pass rate, starting 2015, 90%. CBCS, Certified Billing and Coding Specialist, 8% pass rate for 2020, overall pass rate, starting 2016, 91%. (4/28/2021)

Five-year comparison enrollment has steadily increased. 2016-17 104 Students 2017-18 83 Students 2018-19 97 Students 2019-20 126 Students 2020-2021 142 Students Total Students 552 (4/28/2021)

Status

Not Started

Goal	Goal Title	Initiative	Explanation
4	Increase HIM Student retention	Planning	Hybrid classroom modality, use of tutors in science classes and HIM open lab – includes recorded lectures for students in Deschutes County

Measurable Target

Improved HIM retention in general education (BIO) classes and core program classes. Students pass rate 75% or higher

Action Items

- Hybrid classroom modality, use of tutors in science classes and HIM open lab – includes recorded lectures for students in Deschutes County

Progress Notes

During winter term the HIM lead worked on a new career pathway certificate. Medical Administrative Assistant Career Pathway Certificate the Medical Office Administration Assistant Certificate prepares students for a supporting role as a medical receptionist, information clerk, or medical secretary. Students will perform administrative duties in a medical, clinical, or healthcare related office environment. Students develop skills in medical office procedures and tasks, along with medical terminology, keyboarding, editing and formatting, office software applications, office computations, records management, medical insurance and billing, medical legal and ethical issues, electronic health records, oral and written communication, critical thinking, team building, and problem solving. The certificate is available online or hybrid format. This certificate aligns with the Health Information Management Associate of Science degree.
(5/27/2020)

The Fall Meet and Greet and HIM Hoodie is always a fun event that brings second- and first-year students together to encourage and discuss the best approach for a successful program experience. It also allows the faculty and the advisory board members to become acquainted with the students. During this event students receive the latest and greatest HIM Hoodie, great way to prompt the program in the community and on campus; and it brings the cohorts together.

The HIM program has moved to distance education, the HIM Lab is open for students to collaborate and work on project and complete EHR Go (simulated software) assignments.

The next goal with DE is to market to a bigger population and continue to grow the program. Third party accreditation will help drive this opportunity for program growth and increase student success in employability. As CAHIIM is looked in the industry as gold standard.

The career pathway certificates, the NHA & CCA credentials will help provide a well-rounded employable individual. That counts toward retention, but the goal is

<p>to increase student retention with the RHIT credential. This credential will allow students to move in either revenue management or data management tracks, this is what large hospital systems are now wanting in new graduates. (4/15/2021)</p>			
Successes			
(No Successes)			
Status			
Not Started			
Goal	Goal Title	Initiative	Explanation
A	Maintain wellbeing for HIM lead and adjunct faculty.	Community	<p>Wellness tips at each staff meeting and increase awareness of the wellness of faculty.</p> <p>2021 Spring: Continued Wellness tips from each staff meeting. We also now have a wellness coordinator who sends out weekly news letter - these have great recipes and write ups that encourage small but positive wellness changes.</p>
Measurable Target			
<p>100% continuing education is required for HIM faculty.</p> <p>Summer breaks for all adjunct,</p> <p>2021: CEU's are still required and all breaks: winter, spring and summer; hopefully rejuvenate our hearts and souls for continued teaching.</p>			
Action Items			
Progress Notes			
<p>2021 Spring: Continued Wellness tips from each staff meeting. We also now have a wellness coordinator who sends out weekly newsletter - these have great recipes and write ups that encourage small but positive wellness changes.</p> <p>(4/19/2021)</p>			

Klamath Community College Instructional Program Review:

	Successes
	(No Successes)
	Status
	Not Started

Goal	Goal Title	Initiative	Explanation
B	Well-being of students	Community	Provide social and physical wellbeing with activities on campus and even child care for our families with the use of our early education students.
Measurable Target			
Action Items			
<ul style="list-style-type: none"> CCSSE Survey, Student satisfaction, support services. 100% of respondents select highest two categories. Make time in the core classes to check in with students - physically, emotionally and advise to seek help if necessary via Title IX director 			
Progress Notes			
<p>Trained with Tom on the new tool. (2/19/2019)</p> <p>Two things: 1. New advising tool in Share point is great - I simply use an Excel spreadsheet. Post here on SharePoint and folks can find the students advising map. 2. Technology has allowed faculty and students to stay connected during COVID-19. HIM students and faculty have been zooming and it does allow some form of normality – the human connection. (5/27/2020)</p> <p>2021 Advising is done all online for the HIM program. There is some zooming or small groups in the HIM Lab, as we are respecting social distancing rules. (4/19/2021)</p>			

Klamath Community College Instructional Program Review:

	Successes
	(No Successes)
	Status
	Not Started

APPENDIX 7B. STRATEGIC PLAN OVERVIEW 2023-26

Strategic Plan Overview

Department

HEALTH - Health Information Management

Plan Years

2023-2026

Mission Statement

Klamath Community College Health Information Management department is dedicated to our students, providing accessible, diverse, quality, and equitable education program. Preparing and mentoring students to become ethical collaborators in health information technology working with clinical personnel and administrative professionals in both healthcare nonhealthcare settings, promoting lifelong learning and meeting the needs of the community and the profession.

GOALS


+ New Entry

Goal	Goal Statement	Initiative	Potential Actions	Modified
1	Completing candidate status, gaining third party accreditation by CAHIM will demonstrate that the HIM program complies with their high standards and will allow our graduates to sit for American Health Information Management Association (AHIMA), Registered	Future-focused educ...	<div>1. Continue to and complete a comprehensive program review as required by CAHIM/Self-Assessment.</div> <div>2. Prepare for a site review.</div> <div>3. Graduate the first RHIT ready students.</div> <div>4. Create a new class for RHIT exam prep, successful pass rate.</div>	7/17/2023 1:45 PM

Klamath Community College Instructional Program Review:

2	Increase PPE work sites for the HIM students.	Student Success	<ol style="list-style-type: none"> 1. Partner with Cascade Comprehensive Care for paid partnerships. We have talked about "growing and keeping" our HIM professionals. 2. Continue Partnership with the Career Center. 	7/17/2023 2:37 PM
3	Bachelor of Applied Science in HIM	Future-focused educ...	<ol style="list-style-type: none"> 1. Research, complete and needs assessment. 2. Involve advisory committee. 	7/17/2023 2:39 PM
4	Associate of Science in Health Care Administration.	Future-focused educ...	<ol style="list-style-type: none"> 1. Research-Complete a needs assessment. 2. Involve advisory committee. 	7/17/2023 2:41 PM
3	Bachelor of Applied Science in HIM	Future-focused educ...	<ol style="list-style-type: none"> 1. Research, complete and needs assessment. 2. Involve advisory committee. 	10/9/2023 9:23 AM
1	Completing candidate status, gaining third party accreditation by CAHIM will demonstrate that the HIM program complies with their high standards and will allow our graduates to sit for American Health Information Management Association (AHIMA), Registered	Future-focused educ...	<ol style="list-style-type: none"> 1. Continue to and complete a comprehensive program review as required by CAHIM/Self-Assessment. 2. Prepare for a site review. 3. Graduate the first RHIT ready students. 4. Create a new class for RHIT exam prep, successful pass rate. 	10/9/2023 9:23 AM

Klamath Community College Instructional Program Review:

1	Completing candidate status, gaining third party accreditation by CAHIM will demonstrate that the HIM program complies with their high standards and will allow our graduates to sit for American Health Information Management Association (AHIMA), Registered	Future-focused educ...	<ol style="list-style-type: none">1. Continue to and complete a comprehensive program review as required by CAHIM/Self-Assessment.2. Prepare for a site review.3. Graduate the first RHIT ready students.4. Create a new class for RHIT exam prep, successful pass rate.	10/9/2023 9:23 AM	
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INSTRUCTIONAL PROGRAM REVIEW RUBRIC				
	Highly Developed	Developed	Emerging	Initial
1—Accomplishments in Achieving Goals	Exhibits ongoing and systematic evidence of goal achievement.	Exhibits evidence of goal achievement.	Exhibits some evidence that some goals have been achieved.	Minimal evidence that progress has been made toward achieving goals..
2—Labor Market Projection	Thoroughly explains projected market demand and potential effects on program; presents highly developed plan to address projection.	Explains projected market demand and discusses several possible actions to address projection.	Minimally explains projected market demand and lists one or two actions to address projection.	Presents labor market demand without analysis/explanation and fails to list possible actions to address projection.
3—Resources				
Professional Development	Exhibits ongoing and systematic support of professional development opportunities.	Exhibits support of regular professional development opportunities.	Evidence of intermittent professional development opportunities.	Minimal evidence of professional development opportunities.
Faculty Meeting Instructional Needs	Employs a sufficient number of highly qualified faculty to meet instructional needs.	Employs an adequate number of qualified faculty to meet instructional needs.	Has a plan to employ an adequate number of qualified faculty to meet instructional needs.	Faculty numbers and/or qualifications are insufficient to meet instructional needs.
Facilities and Equipment	Facilities and resources meet current and future needs.	Facilities and resources meet current needs.	Evidence of a plan to have facilities and resources meet current and future needs.	Minimal evidence that facilities and resources meet current and future needs.
4—Effectiveness				

Klamath Community College Instructional Program Review:

Student Learning Outcomes Assessment	Exhibits ongoing and systematic SLO assessment to adjust instruction.	Exhibits student learning outcomes assessment and uses results to change instruction.	Has a plan to engage in ongoing and systematic SLO assessment, including using results to change instruction.	Minimal evidence of SLO assessment.
Student Success	Thoroughly analyzes trends in enrollment, degrees awarded, time-to-completion rates, and formulates comprehensive plans to address them.	Describes trends in enrollment, degrees awarded, time-to-completion rates, and formulates plans to address them.	Describes trends in enrollment, degrees awarded, time-to-completion rates, and makes an attempt to plan to address them.	Minimal description of trends and/or fails to formulate plan to address them.
5—Budget	Financial resources meet current needs and are projected to meet future needs.	Financial resources meet current needs.	Evidence of a plan to acquire financial resources to meet current needs.	Minimal evidence that financial resources meet current needs.
6—Strengths and Weaknesses	Strengths and weaknesses are described accurately and thoroughly.	Most strengths and weaknesses are described accurately and thoroughly.	Some strengths and weaknesses are described accurately and thoroughly.	Minimal evidence that strengths and weaknesses are described accurately and thoroughly.
7—New Goals and Plan	Multiyear planning process with evidence of use of assessment data in planning.	Multiyear planning process with some assessment data.	Short-term planning process recently implemented.	Minimal evidence of planning process.
8—Overall Evaluation	Evidence of ongoing systematic use of planning in selection of programs and services.	Exhibits evidence that planning guides program and services selection that supports the college.	There is evidence that planning intermittently informs some selection of services to support the college.	Minimal evidence that plans inform selection the of services to support the college.
	Highly Developed	Developed	Emerging	Initial

