

**Course Assessment Report  
Washtenaw Community College**

Discipline	Course Number	Title
Medical Billing and Coding	185	MBC 185 04/16/2019- Medical Computer Skills and Electronic Health Records
Division	Department	Faculty Preparer
Health Sciences	Health Science	Sheryl Krey
Date of Last Filed Assessment Report		

**I. Review previous assessment reports submitted for this course and provide the following information.**

1. Was this course previously assessed and if so, when?

No

2. Briefly describe the results of previous assessment report(s).

3.

4. Briefly describe the Action Plan/Intended Changes from the previous report(s), when and how changes were implemented.

5.

**II. Assessment Results per Student Learning Outcome**

Outcome 1: Describe the process involved for the transition from paper-based medical records systems to Electronic Health Records (EHRs).

- Assessment Plan
  - Assessment Tool: Departmental Test
  - Assessment Date: Fall 2015
  - Course section(s)/other population: All Sections
  - Number students to be assessed: All Students

- How the assessment will be scored: Objective portions of the test will be scored using an answer key. Essay questions will be scored using a departmentally-developed rubric.
- Standard of success to be used for this assessment: 80% of the students will score 75% or better on the exam.
- Who will score and analyze the data: Program Director/Faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2018, 2017	2018	

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
72	72

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

All students that were enrolled in this class were assessed.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

This was a face to face class and all were requested to complete assignments, quizzes and exams to show progression, knowledge and understanding of the course throughout the semester.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

For the assessment of this course, the outcomes were evaluated using the course semesters assignments, quizzes and exams. The percentage was determined by dividing the grades of 75% and above by the number of students to give an accurate count of student who passed the course outcomes.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

100% of the students scored 75% or higher. For the assessment, the students needed to show that they are capable of processing a paper based medical record or document to an Electronic Health Record. This is completed by following directions and building a patient record within a software data base, while reading a hard copy of a medical document.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Weekly assignments, weekly quizzes and exams proved that the students were capable of completing the assigned tasks. Students became familiar with the tasks and demonstrated an understanding of transitioning paper records to electronic records.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

Possibly greater discussion on the patient data and the transition to electronic health records.

Outcome 2: Identify laws regarding the accessibility and security of patient and healthcare data within EHR systems.

- Assessment Plan
  - Assessment Tool: Departmental Test
  - Assessment Date: Fall 2015
  - Course section(s)/other population: All Sections
  - Number students to be assessed: All Students
  - How the assessment will be scored: Objective portions of the test will be scored using an answer key. Essay questions will be scored using a departmentally-developed rubric.
  - Standard of success to be used for this assessment: 80% of the students will score 75% or better on the exam.
  - Who will score and analyze the data: Program Director/Faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2018, 2017	2018	

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
72	72

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

All students enrolled in this course were assessed in course.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

This is a face to face class and the students' assessments were based on the assignments, quizzes and exams. By using the exam, students were able to identify specific health care laws regarding the accessibility and security of a patient and their healthcare data within the Electronic Health Record.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

The process used was the evaluation of the tests to obtain the scores for the students. The test identified the laws regarding the accessibility and security of patient and healthcare data with the electronic health records. This exam showed the knowledge of the privacy rules and regulations for both HIPAA and HI-TECH.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

The test scores were evaluated for this process. The scores of students who earned between 75-100% were divided by the number of students. 83% of students passed with 75% or above.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

The students gained a knowledge and understanding of the laws of accessibility and security while moving patient information within the electronic health record. The students had to show the use of HIPAA and HI-TECH policies.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

Students met the outcome, but students can be better prepared with more instruction and definition of the laws that apply to electronic health records.

Outcome 3: Create and log a patient visit from start to finish (from making an appointment to posting the payment) in an EHR system.

- Assessment Plan
  - Assessment Tool: Skills Summary Sheet
  - Assessment Date: Fall 2015
  - Course section(s)/other population: All Sections
  - Number students to be assessed: All Students
  - How the assessment will be scored: Each skill performed will be evaluated and logged by the completion of the task.
  - Standard of success to be used for this assessment: 80% of students will successfully pass 100% of the skills checked off in class.
  - Who will score and analyze the data: Program Director/Faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

Fall (indicate years below)	Winter (indicate years below)	SP/SU (indicate years below)
2018, 2017	2018	

2. Provide assessment sample size data in the table below.

# of students enrolled	# of students assessed
72	72

3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

All students in this class were assessed within this course.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

This was a face to face class and all students were assessed by the assignments, quizzes and exams within this course.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

The students were assessed on the creation of a patient visit log from the start to finish. This would include the patient data and retrieving data entries to build an Electronic Health Record. This assessment was taken from assignments where patient appointments were created.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

97% of the students scored 100%. The total number of students who received 100% was divided by the total number of students within the class to determine the final percentage.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

The outcome proved that the students had a very good understanding of how to enter a patient from start to finish. The students became extremely aware of the process, entered the proper information and remained compliant within the patient record.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

The majority of the class was successful. The student that scored below 100% simply displayed a lack of reading the directions to the fullest. This process allowed the student to continue with the assignment, even if the student had an error. This assignment provided a real life scenario showing how one mistake can create a negative effect on a patient's chart.

Outcome 4: Demonstrate the ability to access specific data when requested in the electronic record.

- Assessment Plan

- Assessment Tool: Skills Summary Sheet
- Assessment Date: Fall 2015
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- Number students to be assessed: All Students
- How the assessment will be scored: Each skill performed will be evaluated and logged by the completion of the task.
- Standard of success to be used for this assessment: 80% of students will successfully pass 100% of the skills checked off in class.
- Who will score and analyze the data: Program Director/Faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

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2. Provide assessment sample size data in the table below.

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3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

All students in the course were assessed.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

This was a face to face class so all students were assessed on the assignments, quizzes and exams.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

Using assignments, the students were assessed on their ability to create, retrieve, add and delete specific patient information and data to the electronic health record. Students would gather information from the past medical history, and apply new information showing a continuum of care.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

89% of the students passed this section successfully at a 100%. Compiling and retrieving past patient medical history, retrieving past lab results and medications showed that the students understood the assignments and quizzes.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Using the students' assignments, the students displayed an understanding of how to retrieve a patient history and apply new information to an existing patient record using electronic information. The outcome was successful as 89% of the students passed with 100%.

8. Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

As the outcome was very successful, students who may have had trouble showed that it may have been due to the lack of following directions. The wording on assignments was intended to cause the students to stop and think about their process. As similar scenarios are completed, each process is still different. Emphasizing definitions may assist in this area.

Outcome 5: Identify key data elements, quality issues, and the associated vocabulary.

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  - Number students to be assessed: All Students
  - How the assessment will be scored: Objective portions of the test will be scored using an answer key. Essay questions will be scored using a departmentally-developed rubric.
  - Standard of success to be used for this assessment: 80% of the students will score 75% or better on the exam.

- Who will score and analyze the data: Program Director/Faculty

1. Indicate the Semester(s) and year(s) assessment data were collected for this report.

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3. If the number of students assessed differs from the number of students enrolled, please explain why all enrolled students were not assessed, e.g. absence, withdrawal, or did not complete activity.

All students enrolled in this class were assessed.

4. Describe how students from all populations (day students on campus, DL, MM, evening, extension center sites, etc.) were included in the assessment based on your selection criteria.

This was a face to face class and all information from assignments, quizzes and exams were used in the developing of the assessment.

5. Describe the process used to assess this outcome. Include a brief description of this tool and how it was scored.

The students were given an exam and were assessed on the identification of data elements, quality issues, while using medical terminology and appropriate vocabulary.

6. Briefly describe assessment results based on data collected for this outcome and tool during the course assessment. Discuss the extent to which students achieved this learning outcome and indicate whether the standard of success was met for this outcome and tool.

Met Standard of Success: Yes

By using an exam, 94% of the students successfully passed this assessment with a score of 75% or greater. This was calculated by taking the total number of students who passed with 75% or greater and dividing it by the total number of students.

7. Based on your interpretation of the assessment results, describe the areas of strength in student achievement of this learning outcome.

Students displayed strength with this outcome using the vocabulary and data elements. 94% of the students show that the excessive use of the vocabulary, defining the quality issues and identifying data was proved through the exam.

- Based on your analysis of student performance, discuss the areas in which student achievement of this learning outcome could be improved. If student met standard of success, you may wish to identify your plans for continuous improvement.

This outcome was met successively but strong encouragement to students who may have had lower assignment and quiz scores would find additional time studying would prove successful.

### III. Course Summary and Intended Changes Based on Assessment Results

- Based on the previous report's Intended Change(s) identified in Section I above, please discuss how effective the changes were in improving student learning.

N/A

- Describe your overall impression of how this course is meeting the needs of students. Did the assessment process bring to light anything about student achievement of learning outcomes that surprised you?

The instructor shows by the outcomes that the students learning through assignments, quizzes and exams is meeting the needs. The students appear to be gaining knowledge by proving their grades to excel. The large percentage of assessment outcomes shows that there is an understanding with the material and instructions.

- Describe when and how this information, including the action plan, was or will be shared with Departmental Faculty.

This information will be submitted to the Department Division Head. This information will be shared with the instructor prior to the next scheduled course.

- Intended Change(s)

Intended Change	Description of the change	Rationale	Implementation Date
Course Materials (e.g. textbooks, handouts, on-line ancillaries)	Add additional discussion opportunities prior to and after the assignments related to patient data and	This would assist students when preparing for the assignment to understand the expectations and to	2019

	the transition to electronic health record.	discuss questions they have following the assignments.	
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5. Is there anything that you would like to mention that was not already captured?

6.
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**III. Attached Files**

[MBC 185 Data](#)

**Faculty/Preparer:** Sheryl Krey **Date:** 04/18/2019  
**Department Chair:** Rene Stark **Date:** 04/22/2019  
**Dean:** Valerie Greaves **Date:** 04/23/2019  
**Assessment Committee Chair:** Shawn Deron **Date:** 06/25/2019