

Program-Level Assessment: Annual Report

Program Name (no acronyms): BS in Health Management	Department: Undergraduate Public Health Programs
Degree or Certificate Level: BS	College/School: CPHSJ
Date (Month/Year): Oct 2021	Assessment Contact: Lauren Arnold
In what year was the data upon which this report is based collected? 2020-2021 Academic Year	
@	reviewed/updated? 2020

1. Student Learning Outcomes

Which student learning outcomes were assessed in this annual assessment cycle? (Please list the full, complete learning outcome statements and not just numbers, e.g., Outcomes 1 and 2.)

This assessment cycle focused on LOs 1, 3, and 4:

LO1: Describe the impact of social, cultural, economic, financial and political factors on health care organizations

LO4: Apply the principles and core functions of management and decision theory

LO5: Based on audience characteristics develop, organize and express ideas and information clearly

2. Assessment Methods: Artifacts of Student Learning

W1 0 0 1 54 56 BT34 436.27 Tm0 g0 G89 RG6v2 0.286 0 g0 .11 0 0 3g0 G(Ap)6(p)3(I3I50 G(1 0 0 1 54 56)BCID 436.96 473.47 C

4. Data/Results

What were the results of the assessment of the learning outcome(s)? Please be specific. Does achievement differ by teaching modality (e.g., online vs. face-to-face) or on-ground location (e.g., STL campus, Madrid campus, other off-campus site)?

A review of assessment data indicated that the majority of students demonstrated achievement of LO1 and LO4 assessed. LO5 showed some gaps in the three final exam questions (2 fall, 1 spring) were answered correctly by 80% of students. Specifically:

In Spring 2020, the Program Director (Lauren Arnold, PhD, MPH, CPH), HMP Chair (Rhonda BeLue, PhD), and HMP Department Curriculum Liaison (Kevin Syberg, DrPH) met several times to discuss how to handle these core classes once the new University core is implemented in Fall 2022. The recommendation was to:

- Move pre-requisite courses into a major course pre-requisite category;
- Require PUBH4100 as a major course (recognizing the importance of majors having an understanding of the biology behind disease and how that biology informs population health policies and interventions);
- Remove the major-related classes from the curriculum (and included them on a list of courses for students to consider as general electives)

The recommendation was presented to the HMP Department (August 2021, unanimous support), approved by the Undergraduate Public Health Steering Committee (Sept 2021), and approved by the CPHSJ Coordinating Council (Sept 2021). The changes are currently pending UAAC approval.

If no changes are being made, please explain why.

Due to the tumultuous academic year with in-person hybrid classes (which required teaching and engaging students simultaneously in-person and by Zoom) and the need for flexibility in modifying class delivery and content as the year progressed in response to student needs (e.g. due to quarantine/isolation), data collected this year are not comparable to prior years. Thus, no cur

7. Closing the Loop: Review of [Previous Assessment Findings and Changes](#)

A. What is at least one change your program has implemented in recent years as a result of assessment data?

One change implemented in recent years was a revision of the BSHM Program Learning Outcomes; these were reduced from 9 PLOs to 5 PLOs based on prior assessment data and University guidance for PLO development.

Appendix A: HMP4500 Midterm and Final Exam Questions Mapped to LO1, LO4, and LO5.

Program Learning Outcome	Question	Midterm	Final
LO1: Describe the impact of social, cultural, economic, financial, and political factors on health care organizations.	A symbiotic relationship exists between operations management and strategic management. T/F	X	
	One of the four decision making strategies discussed under decision making uncertainty Laplace is the only one that addresses the probability of one alternative and state of nature occurring more than another. T/F	X	
	States of nature, best practices and expected outcomes are three components of a basic decision making process. T/F	X	
	Assignable variation related to control charting is the variation that can be traced to a modifiable reason or cause. T/F		X
	Suboptimization is one of the factors to be considered in the formation of a task force. T/F		X
LO4: Apply the principles and core functions of management and decision theory.	Hospitals have lagged behind most organizations in adopting the use of quantitative analysis-health operations management in managing continuous improvement. T/F	X	
	Developing alternatives to address opportunities for improvements is the most important step of the decision making process. T/F	X	
	The inability in absolute amounts to know the outcome of certain "states of nature" is referred to as sub-optimization.	X	
	Expected utilization and vacation and sick time (PTO) are among the adjustment made to direct service hours to determine the total staffing requirement. T/F		X
	Being dictatorial vs. having a participatory management style is a requisite attribute to being an effective project management. T/F		X
LO5: Based on audience characteristics develop, organize and express ideas and information clearly.	Dashboards/score cards are used primarily in the preparation of process maps. T/F	X	
	Two advantages of Value Stream Mapping are that it can be done quickly and to a large extent is an automated process. T/F	X	

The Pay Off Table shows the expected pay off for each alternate under various assumptions. See (total) 2 (i) 13 (v) 4 (b) 7 (m) 3 (p) 3 (r)