

Health Services Policy and Management - MHA

Group 1: Cycle 1 - Fall 2017 - Summer 2019

Currently status is: Report Accepted

ASSESSMENT REPORT FOR Group 1: Cycle 1 - Fall 2017 - Summer 2019

Mission Statement

The mission of the MHA program is to prepare healthcare managers with both the competencies required to manage effectively in a market-driven healthcare system and understand the approaches needed to address the social and population health responsibilities of healthcare organizations.

Goal 1.

The program's goal is to prepare:

- (1) individuals without previous health services management experience for entry level managerial positions and facilitate their career advancement;
- (2) health service professionals for promotion and further career advancement.

[Curriculum Map](#)
[MHA Competency Model](#)

Curriculum

The 58-hour curriculum of the Master in Health Administration addresses management (31 hours), accounting and finance (9 hours), biostatistics and quantitative methods (3 hours), public health (3 hours), managerial epidemiology and statistics for healthcare (3 hours), health planning (3 hours), electives (3 hours) and a management residency (3 hours). During the academic year 2013-14 curricula have been mapped to competency areas required by the Commission on Accreditation of Healthcare Management Administration. All instructors have aligned the required measurement of competency mastery into their teaching and assessment plans. See attached MHA Program Competency Model.

Learning Outcome 1.

Students will be able to apply Critical Thinking, Analysis, and Problem-Solving competencies to health services organizations.

Measures and Criteria

1. Our goal for the mean student self-assessment of competency level in Domain 1 (Critical Thinking, Analysis, and Problem-Solving) at the end of the program is ≥ 2.88 .
2. Our goal for the mean preceptors' competency assessment of students' Knowledge/Planning/Financial Management (Q 2.3 and 2.6) in the MHA Preceptor Evaluation of the Residency form is ≥ 4.0 , using a 5-point scale with 5 being "Excellent".

Methods

1. Monitoring of student competency self-assessment ratings at the end of the program by the MHA Director.
2. Monitoring of preceptor's assessment of student competency levels at the end of the program utilizing (Q 2.3 and 2.6) on the MHA Preceptor Evaluation of the Residency form.

The program director will conduct a half-day MHA annual curriculum retreat including all full-time and adjunct faculty to review all the above measures of student performance, curriculum content and global issues affecting the MHA program and make recommendations for changes to the curriculum and program as needed.

Results

Measure 1: Average score on self-assessment for this domain:

AY2017-18: 3.7
AY2018-19: 3.5

Measure 2: Average score on preceptors' assessment for this domain:

AY2017-18: 4.8
AY2018-19: 4.7

These criteria were met.

Use of Results

No changes to either the curriculum or the assessments are warranted at this time based on the assessment results.

Learning Outcome 2.

Students will be able to apply Management and Leadership competencies to health services/organizations.

Measures and Criteria

1. Our goal for the mean student self-assessment of competency level in Domain 2 (Management and Leadership) at the end of the program is ≥ 2.96 .
2. Our goal for the mean preceptors' competency assessment of students' Knowledge/Planning/Financial Management competencies (Q 2.4, 2.5, and 2.7) in the MHA Preceptor Evaluation of the Residency form is ≥ 4.0 , using a 5-point scale with 5 being "Excellent".

Methods

1. Monitoring of student competency self-assessment ratings at the end of the program by the MHA Director.
2. Monitoring of MHA Residency (HSPM 797) preceptor's assessment of student competency levels at the end of the program focusing on items Q 2.4, 2.5, and 2.6 on the MHA preceptor evaluation of the residency form by the MHA Director.

The program director will conduct a half-day MHA annual curriculum retreat including all full-time and adjunct faculty to review all the above measures of student performance, curriculum content and global issues affecting the MHA program and make recommendations for changes to the curriculum and program as needed.

Results

Measure 1: Average score on self-assessment for this domain:

AY2017-18: 3.7
AY2018-19: 3.6

Measure 2: Average score on preceptors' assessment for this domain:

AY2017-18: 4.7
AY2018-19: 4.5

These criteria were met.

Use of Results

No changes to either the curriculum or the assessments are warranted at this time based on the assessment results.

Learning Outcome 3.

Students will be able to apply Communications and Interpersonal Effectiveness competencies to health services organizations.

Measures and Criteria

1. Our goal for the mean student self-assessment of competency level in Domain 3 (Communications and Interpersonal Effectiveness) at the end of the program is ≥ 3.2 .
2. Our goal for the mean preceptors' assessment of students' Communication and Interpersonal skills (Q 2.2, 2.8, 2.9) on the MHA preceptor evaluation of the residency form is ≥ 4.0 , using a 5-point scale with 5 being "Excellent."
3. Our goal for the mean faculty advisor and preceptor evaluations on the Residency Presentation Rubric (mean of all questions) is ≥ 3.2 . This is the program target for the sub-competency, Personal Communication and Presentation skills (item 3.1 of MHA Competency Model).

Methods

1. Monitoring of student competency self-assessment ratings at the end of the program by the MHA Director.
2. Monitoring of Preceptor rating of the residency at end of program by MHA Director utilizing (Q 2.2, 2.8, 2.9) in the MHA preceptor evaluation of the residency form.
3. Monitoring of preceptor and faculty advisor rating of the residency Presentation Rubric at end of program.

The program director will conduct a half-day MHA annual curriculum retreat including all full-time and adjunct faculty to review all the above measures of student performance, curriculum content and global issues affecting the MHA program and make recommendations for changes to the curriculum and program as needed.

Results

Measure 1: Average score on self-assessment for this domain:

AY2017-18: 3.9

AY2018-19: 3.8

Measure 2: Average score on preceptors' assessment for this domain:

AY2017-18: 4.8

AY2018-19: 4.6

Measure 3: Average score on presentation rubric

AY2017-18: 3.7

AY2018-19: 3.8

These criteria were met.

Use of Results

Curriculum retreat discussion: While score results in this learning objective have remained steady, during the 2018 meeting, faculty discussed concerns regarding some student poor writing skills. After discussion, all agreed that this must be stressed from the start of the first semester. The group agreed that it would be beneficial to have language included in the syllabus that requires instructors to refer students with writing deficiencies to the USC Writing Center for assistance. The student must show evidence of using the writing center before submitting the next assignment. Information regarding this should also be communicated to the program Director as evidence that the deficit was communicated to the student. The program Director drafted language for the process to include in all syllabi. This is now included in MHA specific syllabi.

Learning Outcome 4.

Students will be able to apply Professionalism and Ethics competencies to health services organizations.

Measures and Criteria

1. Our goal for the mean student self-assessment of competency level in Domain 4 (Professionalism and Ethics) at the end of the program is ≥ 2.96 .
2. Our goal for the mean preceptors' assessment of students' Professionalism (Q 2.1, 2.10, 2.11) in the MHA preceptor evaluation of the residency form is ≥ 4.0 , using a 5-point scale with 5 being "Excellent."

Methods

1. Monitoring of student competency self-assessment ratings at the end of the program by the MHA Director.
2. Monitoring of preceptor's assessment of student competency levels at the end of the program by MHA Director utilizing (Q 2.1, 2.10, 2.11) in the MHA preceptor evaluation of the residency form.

The program director will conduct a half-day MHA annual curriculum retreat including all full-time and adjunct faculty to review all the above measures of student performance, curriculum content and global issues affecting the MHA program and make recommendations for changes to the curriculum and program as needed.

Results

Measure 1: Average score on self-assessment for this domain:

AY2017-18: 4.0

AY2018-19: 3.7

Measure 2: Average score on preceptors' assessment for this domain:

AY2017-18: 4.9

AY2018-19: 4.8

These criteria were met.

Use of Results

No changes to either the curriculum or the assessments are warranted at this time based on the assessment results.

Learning Outcome 5.

Students will be able to apply Population Health Management competencies to health services planning and management, including social determinants of health.

Measures and Criteria

1. Our goal for the mean student self-assessment of competency level in Domain 5 (Population Health) at the end of the program is ≥ 2.64 .
2. Our goal for the mean residency preceptor assessment of the student's competency level in Domain 5 (Population Health) at the end of the program is ≥ 4.0 using a 5-point scale with 5 being "Excellent".

Methods

1. Monitoring of student competency self-assessment ratings at the end of the program by the MHA Director.
2. Monitoring of MHA Residency (HSPM 797) Preceptor rating of the Residency at end of program by MHA Director.

In addition to the above measures, at the end of every semester, student key informant interviews in a group format are conducted separately with first year and second year students to discuss/review required MHA courses offered during the semester. The structured key informant interviews are conducted using questions that focus on the following key concepts: adequacy of content of each course, teaching and assessment methods that worked or did not work, overlaps/redundancy in content across courses, and gaps in knowledge that need to be addressed in the subsequent year. All course syllabi are reviewed during this meeting. Because all students work as graduate assistants with healthcare managers in healthcare organizations, they are well positioned to recognize the missing content needed to function effectively in the industry. The resulting feedback is used for discussion with instructors to improve course content and is used in conjunction with the quantitative results for all learning outcomes to make recommendations for programmatic improvements.

The program director conducts a half-day MHA annual curriculum retreat including all full-time and adjunct faculty to review all the above measures of student performance, curriculum content and global issues affecting the MHA program and make recommendations for changes to the curriculum and program as needed.

Results

Measure 1: Average score on self-assessment for this domain:

AY2017-18: 3.7

AY2018-19: 3.5

Measure 2: Average score on preceptors' assessment for this domain:

AY2017-18: 4.0

AY2018-19: 4.0

These criteria were met.

Use of Results

No changes to either the curriculum or the assessments are warranted at this time based on the assessment results.