Louisiana State University at Eunice
Program Review

LSUE

Medical Billing and Coding
Certificate of Technical Studies

Dr. Kina Sweet

Assistant Professor, Program Coordinator

Date Submitted to the Office of Institutional Effectiveness: March 29, 2022

Revised June 16, 2022

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Contents

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Office of Institutional Effectiveness and Accreditation

Section I: Task Force Members

Task Force Members for this program review were:

Task Force Description	Name
Chair	Dr. Kina Sweet, Medical Billing and Coding Program Coordinator
One Supervisor/Administrator of another Unit	Dr. Lisa Hawthorne, Program Director, Nursing
One Full-Time and/or Continuing Part-Time Faculty Member Outside the Unit	Ms. Angela Sonnier, Program Director, Radiology
One Full-Time Staff Member Outside the Unit	Mr. Chad Jones, Institutional Liaison Officer
One Individual not Employed by LSU Eunice	Ms. Dacia Washington, former student
Ex-Officio	Dr. Paul Fowler, Director of Institutional Effectiveness and Accreditation

Section II: Purpose and Scope

Vision as of September 1, 2021

The Vision of the Medical Billing and Coding faculty is to meet the needs of students and to meet the future needs of healthcare facilities in Southwest and Central Louisiana.

Revised Vision May 2022

The Medical Billing and Coding program is focused on excellence in medical coding and billing related education and preparation of students entering the healthcare industry. Louisiana State University Eunice strives to motivate and develop students with life-long learning skills in order to enhance their future success in the healthcare industry.

Mission as of September 1, 2021

The mission of the Medical Billing and Coding program is to prepare graduates to be eligible for the National Certification Exams through American Health Information Management (AHIMA) and enter the workforce as entry level medical billers and coders with the ability to be productive Allied health professionals in a culturally diverse society by contributing to their profession and dedicating themselves to life-long learning.

Revised Mission May 2022

The mission of the Medical Billing and Coding program at Louisiana State University Eunice is to provide students enrolling in the program with the skills, knowledge, and the discipline, which will allow them to have a successful career in the medical billing and coding field. The medical billing and coding program provides the student with excellence in medical billing and coding related education. This inspires professionalism, and cultivates graduates that will be successful in the healthcare industry.

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Section III: Description of the Unit

The Medical Billing and Coding Program is a Certificate of Technical Studies (CTS) and is a three (3) semester) online program. The Program Coordinator has the responsibility and authority in consultation with faculty, the Dean, and Vice Chancellor for Academic Affairs and Provost to develop, plan, and implement the curriculum, plan the utilization of resources, prepare and administer the program budget, with faculty input, and evaluate the effectiveness of those resources and make recommendations to the Dean.

The quality and improvement of the program's curricula depends upon the collaboration between faculty and administration. Program faculty in collaboration with the program coordinator determines educational policy for the program and curriculum if the policies do not conflict with other units/divisions.

Currently the program has one (1) full-time faculty who also serves as the coordinator of the program and 3 adjuncts. The program is now a part of LSU online. Since joining LSU online the numbers of students requesting Medical Billing and Coding as a major has increased in total enrollment (see Table 1)

Note that enrollment statistics show data for 10 years, but CMBC has existed since 2015. CMBC is in the catalog for AY 2014-2015, but there were no CMBC majors.

Table 1. Enrollment Data for CMBC.

Line	Initially Enrolled Fall	All students choosing CMBC as their major:	Number of students transferring out	Number of Students Changing Major	Number of Students Remaining in CMBC
1	2011	0	0	0	0
2	2012	0	0	0	0
3	2013	0	0	0	0
4	2014	0	0	0	0
5	2015	20	8	1	11
6	2016	30	8	3	19
7	2017	56	14	5	37
8	2018	77	18	3	56
9	2019	63	13	6	44
10	2020	91	20	4	67
11	2021	101	0	0	101
Total		438	81	22	234

Looking back over the past year the bulk of the students come from Opelousas and Breaux Bridge, Louisiana (see Appendix A). However, with growth there must be a form of change. Please see the recommendations section as it refers to additional staff to handle this growth. The Medical Billing and Coding Program has a great deal to offer

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when it comes to other potential paths of credentialing and education that can be offered to give the program greater standing in the community and surrounding areas. For example, the program currently offers only online courses but there is a need to create numerous ways to present course material to enhance our program possibly face-to-face. On-campus courses in association with the two largest credentialing agencies in the field such as the American Health Information Management Association (AHIMA) and American Association of Professional Coders (AAPC) are options that can lead to a greater opportunity to network and create new partnerships. This profession allows the program to give back to our community and provide a service in our healthcare facilities in which we may work. Appendix B contains the institutional effectiveness information for the program for the last three years. The program goals set the direction of the program. The institutional effectiveness planning goals are operational goals which are evaluated annually.

Section IV: Strategic Planning Objectives of the Unit and Relationship to LSU Eunice's Strategic Goals

It is vital that the Medical and Billing Program goals and objectives support the divisional and institutional goals and objectives. Programmatic objectives contribute to the achievement of the university's strategic goals.

Goals and objectives of the program are listed below. Institutional Effectiveness data for three years is contained in Appendix B.

Goal 1: Recruitment

Linked to LSU Eunice Strategic Goal 1: Access- To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to ensure student access. Objectives: The students will have:

- access to the program globally through the online platform.
- LSU Online assistance in completing the enrollment processes.

Goal 2: Student Retention

Linked to LSU Eunice Strategic Goal 2: Student Success- To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to strengthen student success. Objectives: The students will:

- receive support by faculty.
- follow course sequencing to successfully complete the program.
- be provided with emotional support resources.

- be part of a learning community.

Goal 3: Partnerships

Strategic Goal 3: Partnerships- To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to expand partnerships. Objectives: The students will:

- have professional experience during the medical billing and coding practicum.

- demonstrate and apply knowledge of medical billing and coding when visiting various community health partners.

Goal 4: Continuous Improvement

Linked to Strategic Goal 4: Improvement- To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to demonstrate a culture of continuous improvement. Objectives: The program will

- Provide current content reflecting continued changes in the healthcare industry.

- Evaluate course outcomes for continuous program improvement.

- Improve program offerings to create more interest and revenue for the program (i.e., Health Information Management Associate Degree Program). See Appendix C for revenue and expenditures related to the program.

Programmatic Goals and Objectives

The strategic goal for the Medical Billing program is to maintain an effective Medical and Billing CTS program. The dean, program coordinator, and faculty derived three objectives from the program goal; professional competency, placement, and retention.

Strategic Objectives:

5. Professional Competency

a. Upon successful completion of the program, students will demonstrate the knowledge base and application to work effectively as a medical biller and coder allied health professional.

Plan of Action:

- Program Coordinator and faculty assess SLO's to determine if changes are needed,

- Have faculty meetings at least two times a semester (beginning and end),

- Program Director in collaboration of faculty review and assess course

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evaluations to determine if changes are needed such as content or pedagogy with a course or courses.

- Have students acquire real world experience through billing and coding lab simulations and an internship in the final semester.

- Survey program completers and employers to measure the level of competency as an entry level billers and coders.

5.2. Placement

a. Need to create a mechanism for tracking and assessing stakeholder feedback.

b. Upon graduation, Medical Billing and Coding majors will be employed in the field.

Plan of Action

- Have faculty review with the advisory committee curriculum and course(s) content to ensure that fulfill current employment needs of local and regional businesses.

- Have faculty identify local businesses and organizations that may have a need for student workers and/or participate in an internship program.

5.3. Completion

a. Retain students declaring majors as CTS in Medical Billing and Coding from beginning of the program to completion of the program.

Plan of Action

- Have the program coordinator in collaboration with faculty review and assess student learning outcomes for individual classes.

- Have faculty acquire data on the relationship between class activities, assignments, and student attendance and participation.

- Make available up-to-date software.

- Assess student satisfaction with courses offered.

- Support faculty development.

- Have faculty involved with organizations such as Advancement Via Individual Determination (AVID). This organization helps instructors to broaden their view of education for themselves and their students.

Section V: Strengths of the Unit

- Faculty are credentialed and are dedicated to the students and institution.

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- Although the program only has one full time faculty teaching in program, adjuncts are well rounded and have expertise in the field of business.

- The program does have dedicated support from the LSU System, which now oversees changes and quality measures when building courses for the program.

- LSU Eunice Administration fully supports the Medical Billing and Coding Program.

- The program has a well-rounded and supportive Program Advisory Board.

- There is sufficient funding for the operation of the program.

- There is adequate physical space for the program.

- Current technology for online instruction is sufficient.

- The program Coordinator provides early intervention and communication of at-risk students.

- The Medical Billing and Coding curriculum was updated for the Fall 2021 Semester. The curriculum has been sequenced in order to provide students with a base knowledge of material before attempting advanced level courses in the curriculum.

Section VI: Weaknesses of the Unit

- Need to create an efficient tracking system for program completers and employment to verify employment and program meeting the needs of the students and employers.

- With only one full time faculty it is important to find time to acquire more health care facilities for internship opportunities.

- Program needs to find a mechanism to improve feedback from graduates and employers.

- Once the program is able to have finances for an additional faculty member then more sections of courses as needed and someone to assist the program coordinator with goals of growing the internship healthcare facility base.

- The program needs to provide real life work experience for students.

Section VII: Recommendations for Improvement for the Unit

- Hire additional faculty to assess and to provide early intervention and communication of at-risk students.

- The instructional material must give students more practice in the field as if it were real life. Virtual settings are important as well to simulate the profession in an actual office.

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- The program coordinator needs to work with marketing to better promote and expose the program regionally and see what other target audiences may exist.

- Need to create a mechanism for tracking and assessing stakeholder feedback.

Appendix A

City and State Data for Medical Billing and Coding in Fall 2020

Analysis done for state location on the courses ALLH 1620, ALLH 1605, ALLH 1615, and ALLH 2625 for Fall 2020. There are 44 unique students and 77 instances of course taking. Eliminating repetition left 44 students all from the state of Louisiana. Their city breakdown is as follows:

City	Count of City
Arnaudville	1
Ball	1
Basile	1
Breaux Bridge	4
Bunkie	1
Church Point	1
Crowley	3
Egan	1
Elton	1
Epps	1
Eunice	3
Gueydan	2
Hineston	1
Jennings	2
Kaplan	1
Krotz Springs	1
Lafayette	3
Lake Arthur	1
Lawtell	1
Mamou	1
Monroe	1
New Orleans	1
Opelousas	5
Rosepine	1
Scott	2
Sunset	1
Youngsville	2
Grand Total	**44**

Appendix B

Medical Billing and Coding Planning Objectives from Institutional Effectiveness

MCB 18-19 (CTS) Professional Competency
Objective Number: 5.1   **Start:** 11/1/2018   **End:** 10/31/2019   **Progress:** Completed
Provided By: Medical Billing and Coding (CTS)

Objective With Intended Outcomes:
Upon completion of the Medical Billing and Coding Program, students will become entry level allied health professionals with the knowledge base and technical skills to process and manage:

1. patient records,
2. billing, and
3. insurance claims.

Program Student Learning Outcomes (SLOs)
Upon the conclusion of the Medical Billing and Coding Certificate of Technical Studies Program, students will demonstrate competency in the following:

1. Clinical Classification Systems (assessed in the ALLH 1615 course) (See Syllabus FA 18 ALLH 1615 file below)
2. Reimbursement Methodologies (assessed in the ALLH 1620 course) (See Spring 2019 Syllabus ALLH 1620 file below)
3. Health Records and Data Content (assessed in the ALLH 1200 course) (See Spring 2019 Syllabus ALLH 1200 file below)
4. Compliance (assessed in the ALLH 1200 course)
5. Information Technologies (assessed in the ALLH 1200 course)
6. Confidentiality and Privacy (assessed in the HCM 2650 course) (See Fall 2018 Syllabus HCM 2650 file below)

Each of these SLOs tie to each program outcome.

Note: The Medical Billing and Coding Program is an online program. All SLOs are assessed through online courses.

Assessment/Evaluation/Measures/Strategies:
The faculty have established the following procedures to assess the data for SLOs 1-6 above:

1. Clinical Classification Systems - Assessment will take place using weekly quizzes in ALLH 1615 Diagnostic Coding.
2. Reimbursement Methodologies – Assessment will take place using the final exam in ALLH 1620 Health Insurance and Medical Billing.
3. Health Records and Data Content- Assessment will take place using the final exam in ALLH 1200 Health Data.
4. Compliance - Assessment will take place using the final exam in ALLH 1200 Health Data.
5. Information Technologies - Assessment will take place using the final exam in ALLH 1200.
6. Confidentiality and Privacy - Assessment will take place on various quizzes in HCM 2650 Medical Law and Ethics.

The benchmark established is 70% on all assessments. The faculty have established this benchmark based on their own experience and it is considered by LSUE to be the lowest average grade.

Assessment/Evaluation Results (Progress Report):
For AY 2017-2018, this objective was met.

For AY 2018-2019, the four courses were once again used to assess SLOs. The results for each course follow:

Outcome 1: **Clinical Classification Systems Assessed in ALLH 1615 (Diagnostic Coding):** Data was turned in for three out of four online sections with 70 students in them on the fall and spring census days. In all, 28 (40%) of the 70 students enrolled were assessed and the instructor not turning in data is no longer employed by LSU Eunice. The results were:

> Overall = 84% (weighted, not averaged)
> Item A for syllabus SLOs 1, 2, and 3 = 89%
> Item B for syllabus SLO 4 = 76%
> Item C for syllabus SLOs 5 and 6 = 79%
> n = 28

Students did well on the assessments scoring an 84% overall. Values shown are the values for students actually completing the work (see Fa18 ALLH 1615-27 SLO Results file below).

Outcomes 3, 4 and 5: Health Records and Data Content; Compliance, and Inform**ation Technologies Assessed in ALLH 1200 (Health Data):** One online section offered in spring 2019 had 29 students on census day. A total of 28 (97%) were assessed:

> Overall = 90.1%
> Recognition = 90.1%
> Health records = 90.1%
> Quality Improvement = 90.1%
> Organization and Work Planning = 90.1%
> Health Data Sets = 90.1
> n = 28

Students did quite well in achieving the benchmark as indicated in the ALLH 1200 SP 2019 SLO Report file below. The instructor used multiple measures but asked the Director of IE to use the final exam as the overall results.

Outcome 2: Reimbursement Methodologies Assessed in ALLH 1620 (Health Insurance and Medical Billing): One online section in spring 2019 had 32 students enrolled in it on census day. A total of 28 (88%) were assessed on the final exam. The results were:

> Overall = 86%
> Sequence codes = 84%
> Reimbursement = 86%
> Regulations = 86%
> Methodologies = 88%
> n = 28

Results indicated that students exceeded the benchmark of 70% by scoring an overall 86%. Details are provided in the faculty member's SLO report from spring 2019 (See ALALH 1620 SLO Report SP 19 file below).

Outcome 6: Confidentiality and Data Content Assessed in HCM 2650 (Medical Law and

Ethics): Two <mark>online</mark> sections were offered during AY 2018-2019 - one in fall 2018 and one in spring 2019. In all, 33 students were enrolled in the course on the census day for the fall and spring semesters. A total of 30 (90.9%) of the students were assessed using various quizzes. The results were:

        Overall = 84%
        A. Law and ethics = 83%
        B. Law, courts, contracts = 89%
        C. Health care issues = 83%
        D. Identify provider and consumer issues = 84%
        E. Health care provider problems and issues = 71%
        F. Medical, legal, and ethical issues = 95%
        n = 30

The fall 2018 SLO report (See 6-25-19 HCM 2650 SLOS fa18 file below) is attached because the instructor used different quizzes for SLO assessment.

The overall observed result for all four courses is 86% > the benchmark of 70%. As a result, this objective is met.

Improvement Plan/ Changes Made:
ALLH 1615: Faculty member added education videos to assist students and will add assignments that are not graded to improve understanding.

ALLH 1200: Re-evaluate quiz questions for future sections.

ALLH 1620: Encourage participation in discussions and spending more time on methodology

HCM 2650: Encourage participation in quizzes and online discussions

Ultimately, in addition to course assessment data, the faculty teaching in the program encourage students to take the Certified Coding Associate (CCA) exam upon the conclusion of the program. Each student completing the CCA exam is given a percent correct for each of the six categories and the composite score. The composite score greater to or equal to 300 out of a possible 400 is needed to pass the exam. Students were taking their exams upon the conclusion of the program; however, it is expected that this specific data may have to run one year behind. As a results adjustment, in terms of data, may need to be made and a benchmark would have to be established.

Director of IE's note: The CCA exam was not addressed in AY 2018-2019 due to the sudden resignation of the full-time faculty member the week prior to classes beginning for fall 2018.

DEPARTMENTAL GOAL---
      RELATED ITEM LEVEL 1
MCB 18-19 Maintain an effective Medical Billing and Coding (MCB) Certificate of Technical Studies (CTS) Program.
Goal Number: 5   **Start:** 11/1/2018   **End:** 10/31/2019   **Progress:** Completed
Provided By: Medical Billing and Coding (CTS)
Budget Information: none (existing)

RELATED ITEM LEVEL 2
To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to ensure student access. New Number Identifier Field: 1. Ensure Access

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Progress: Ongoing

To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to strengthen student success. New Number Identifier Field: 2. Student Success
Progress: Ongoing

To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to expand partnerships. New Number Identifier Field: 3. Partnerships
Progress: Ongoing

To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to demonstrate a culture of continuous improvement. New Number Identifier Field: 4. Improvement
Progress: Ongoing

MCB 18-19 (CTS) Placement
Objective Number: 5.2   **Start:** 11/1/2018   **End:** 10/31/2019   **Progress:** Completed
Provided By: Medical Billing and Coding (CTS)

Objective With Intended Outcomes:
Upon graduation, Medical Billing and Coding Program (CTS) majors will either be employed in the field or will continue their education.

Assessment/Evaluation/Measures/Strategies:
Graduating students for a given semester are contacted via telephone and/or email by the Office of Institutional Effectiveness approximately six months after their graduation date. Given the time lag between graduation and the calls being placed, data is reported one year behind the current planning year. Students are called three times. If the call goes to voice mail, then a message will be left with the reason for the call. If there is no answer three times, then an email will be sent. As a last resort, faculty and deans are asked if they know the fate of the student upon graduation. Some faculty and staff will check students' Facebook accounts to find information if it is posted.

Benchmark is currently set at 33.6% (the sum of those placed in field and those continuing education) from AY 2012-2013 through AY 2016-2017. It was decided during AY 2018-2019 to standardize all placement benchmarks using a five-year average.

Assessment/Evaluation Results (Progress Report):
For AY 2017-2018, the results were inconclusive because 13 of the 14 students could not be contacted.

For AY 2018-2019, placement data was gathered for Spring and Summer 2018 six months from graduation. Phone calls for Fall 2017 were not placed six months from graduation so the data was not collected until almost a full year after the graduation date. In all, four students graduated from the Medical Billing and Coding Program in Spring and Summer 2018 (see Table 1). None of the students could be contacted by the office of Institutional Effectiveness.

Results inconclusive.

Improvement Plan/ Changes Made:
In AY 2017-2018, employment results were inconclusive because Career Services was emailing students to obtain data since the Director of Career Services had left LSU Eunice.

In AY 2018-2019, the Office of Institutional Effectiveness took over attempting to contact students and had greater success in other programs. The office called Medical Billing and Coding students up to four times and emailed them once. Students completing this program simply did not respond.

DEPARTMENTAL GOAL---
      RELATED ITEM LEVEL 1
MCB 18-19 Maintain an effective Medical Billing and Coding (MCB) Certificate of Technical Studies (CTS) Program.
Goal Number: 5   **Start:** 11/1/2018   **End:** 10/31/2019   **Progress:** Completed
Provided By: Medical Billing and Coding (CTS)
Budget Information: none (existing)

RELATED ITEM LEVEL 2
To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to ensure student access. New Number Identifier Field: 1. Ensure Access
Progress: Ongoing

To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to strengthen student success. New Number Identifier Field: 2. Student Success
Progress: Ongoing

To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to expand partnerships. New Number Identifier Field: 3. Partnerships
Progress: Ongoing

To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to demonstrate a culture of continuous improvement. New Number Identifier Field: 4. Improvement
Progress: Ongoing

MCB 19-20 (CTS) Professional Competency
Objective Number: 5.1   **Start:** 11/1/2019   **End:** 10/31/2020   **Progress:** Completed
Provided By: Medical Billing and Coding (CTS)

Objective With Intended Outcomes:
Upon completion of the Medical Billing and Coding Program, students will become entry level allied health professionals with the knowledge base and technical skills to process and manage

1. patient records,
2. billing, and
3. insurance claims.

Program Student Learning Outcomes (SLOs)
Upon the conclusion of the Medical Billing and Coding Certificate of Technical Studies Program, students will demonstrate competency in the following:

1. Clinical Classification Systems (assessed in the ALLH 1615 course - see syllabus below)
2. Reimbursement Methodologies (assessed in the ALLH 1620 course - see syllabus below)
3. Health Records and Data Content (assessed in the ALLH 1200 course - see syllabus below)
4. Compliance (assessed in the ALLH 1200 course)
5. Information Technologies (assessed in the ALLH 1200 course)
6. Confidentiality and Privacy (assessed in the HCM 2650 course - see syllabus below)

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Each of these SLOs tie to each program outcome.

Note: The Medical Billing and Coding Program is an online program. All SLOs are assessed through online courses only.

Assessment/Evaluation/Measures/Strategies:
The faculty have established the following procedures to assess the data for SLOs 1-6 above:

1. Clinical Classification Systems - Assessment will take place using graded assignments and weekly quizzes in ALLH 1615 Diagnostic Coding.
2. Reimbursement Methodologies – Assessment will take place using the final exam in ALLH 1620 Health Insurance and Medical Billing.
3. Health Records and Data Content- Assessment will take place using quizzes in ALLH 1200 Health Data.
4. Compliance - Assessment will take place using quizzes in ALLH 1200 Health Data.
5. Information Technologies - Assessment will take place using quizzes in ALLH 1200 Health Data.
6. Confidentiality and Privacy - Assessment will take place on various quizzes, assignments, midterm, and final exam in HCM 2650 Medical Law and Ethics.

The benchmark established is 70% on all assessments. The faculty have established this benchmark based on their own experience and it is considered by LSUE to be the lowest average grade.

Assessment/Evaluation Results (Progress Report):
For AY 2018-2019, this objective was met.

For AY 2019-2020,
Outcome 1: Clinical Classification Systems Assessed in ALLH 1615 (Diagnostic Coding): Data was turned in for all four full-term online sections with 39 students in them on the fall and spring census days. In all, 33 (84.6%) of the 39 students enrolled were assessed. The results were:

> Overall = 72% (grand means weighted by section)
> History and purpose = 77%
> Coding conventions = 72%
> Coding for organ systems = 73%
> n = 33

Outcomes 3, 4 and 5: Health Records and Data Content; Compliance, and Information Technologies Assessed in ALLH 1200 (Health Data): Two full-term online sections were offered - one in fall 2019 and one in spring 2020 with 29 students enrolled. A total of 28 (96.6%) were assessed:

> Overall = 90% (grand means weighted by section)
> Recognition = 96%
> Health records = 88%
> Quality Improvement = 84%
> Organization and Work Planning = 89%
> Health Data Sets = 86%
> n = 28

Outcome 2: Reimbursement Methodologies Assessed in ALLH 1620 (Health Insurance and Medical Billing): Two full-term <mark>online</mark> sections were offered (one in the fall and one in the spring) with a total of 28 students enrolled in them on census day. A total of 28 (100%) were assessed on the final exam. The results were:

    Overall = 84% (grand means weighted by section)
    Sequence codes = 93%
    Reimbursement = 77%
    Regulations = 81%
    Methodologies = 84%
    n = 28

Outcome 6: Confidentiality and Data Content Assessed in HCM 2650 (Medical Law and Ethics): Two <mark>online</mark> sections were offered during AY 2019-2020 - one in fall 2019 and one in spring 2020. In all, 51 students were enrolled in the course on the census day for the fall and spring semesters. The instructor from fall 2019 was replaced and did not turn in SLO data. A total of 27 (65.9%) of the students were assessed using the spring 2020 data. using various quizzes. The results were:

    Overall = 90%
    A. Law and ethics, law issues, courts, and contracts = 91%
    B. Health care issues and delivery systems, consumer issues, and insurance = 89%
    n = 27

Given that the observed scores of

- 72% for ALLH 1615,
- 90% for ALLH 1200,
- 84% for ALLH 1620, and
- 90% for HCM 2650

> the established benchmark of 70%, this objective is met.

Improvement Plan/ Changes Made:
Even though the students met the outcomes in all areas, faculty believe they can improve by:

- ALLH 1615: Add assignments that are not graded as practice
- ALLH 1200: Add quiz and exam reviews
- ALLH 1620: Provide students with engaging resources and take time to explain certain concepts
- HCM 2650: Provide a method and resources for additional critical thinking

DEPARTMENTAL GOAL---
        RELATED ITEM LEVEL 1
MCB 19-20 Maintain an effective Medical Billing and Coding (MCB) Certificate of Technical Studies (CTS) Program
Goal Number: 5   **Start:** 11/1/2019   **End:** 10/31/2020   **Progress:** Completed
Provided By: Medical Billing and Coding (CTS)
Budget Information: none (existing)

RELATED ITEM LEVEL 2

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Office of Institutional Effectiveness and Accreditation

To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to ensure student access. New Number Identifier Field: 1. Ensure Access

To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to strengthen student success. New Number Identifier Field: 2. Student Success

To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to expand partnerships. New Number Identifier Field: 3. Partnerships

To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to demonstrate a culture of continuous improvement. New Number Identifier Field: 4. Improvement

MCB 19-20 (CTS) Placement

Objective Number: 5.2   **Start:** 11/1/2019   **End:** 10/31/2020   **Progress:** Completed
Provided By: Medical Billing and Coding (CTS)

Objective With Intended Outcomes:
Upon graduation, Medical Billing and Coding Program (CTS) majors will either be employed in the field or will continue their education.

Assessment/Evaluation/Measures/Strategies:
Graduating students for a given semester are contacted via telephone and/or email by the Office of Institutional Effectiveness approximately six months after their graduation date. Given the time lag between graduation and the calls being placed, data is reported one year behind the current planning year. Students are called three times. If the call goes to voice mail, then a message will be left with the reason for the call. If there is no answer three times, then an email will be sent. As a last resort, faculty and deans are asked if they know the fate of the student upon graduation. Some faculty and staff will check students' Facebook accounts to find information if it is posted.

Benchmark is currently set at 22.4% (the sum of those placed in field and those continuing education) from AY 2012-2013 through summer 2018.

Assessment/Evaluation Results (Progress Report):
For AY 2018-2019, the results for this objective were inconclusive because none of the students could be contacted.

For AY 2019-2020, 18 students completed the Medical Billing and Coding Program during AY 2018-2019. Phone calls were placed approximately six months after graduation with the results being depicted in Table 1.

Table 1. Medical Billing and Coding, CTS, Placement Rates							
Semester	n/%	Grads	Employed not in Field	Employed in Field	Unemployed	Continuing Education	Unable to Contact
FA 12 - SP 13	n	none	--	--	--	--	--
	%		--	--	--	--	--
FA 13 - SP 14	n	none	--	--	--	--	--
	%		--	--	--	--	--
FA 14 - SP 15	n	none	--	--	--	--	--
	%		--	--	--	--	--
FA 15 - SP 16	n	5	1	2	0	1	1
	%		20	40	0	20	20
FA 16 - SP 17	No.	14	0	1	0	0	13
	%		0	7	0	0	93
SP 18 - SU 18	No.	4	0	0	0	0	4
	%		0	0	0	0	100
FA 18 - SP 19	No.	18	5	2	1	3	7
	%		28	11.1	5.6	17	39
Mean	n	7.7	0.3	1.0	0.0	0.3	6.0
	%		6.7	15.7	0.0	6.7	71.0
			Average for all students:			22.4	percent

The results indicated that 28% of the 18 students were either employed in the field or were continuing their education. Given that the observed value of 28% > the historical benchmark of 22.4% and keeping in mind that 39% of the students could not be contact and that there were no graduates in some years, this objective is met.

Improvement Plan/ Changes Made:
Monitor results given the number of students who could not be contacted and the fact that the program had no graduates in some years that were used for benchmarking.

DEPARTMENTAL GOAL---
        RELATED ITEM LEVEL 1
MCB 19-20 Maintain an effective Medical Billing and Coding (MCB) Certificate of Technical Studies (CTS) Program
Goal Number: 5   **Start:** 11/1/2019   **End:** 10/31/2020   **Progress:** Completed
Provided By: Medical Billing and Coding (CTS)
Budget Information: none (existing)

RELATED ITEM LEVEL 2
To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to ensure student access. New Number Identifier Field: 1. Ensure Access

To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to strengthen student success. New Number Identifier Field: 2. Student Success

To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to expand partnerships. New Number Identifier Field: 3. Partnerships

To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to demonstrate a culture of continuous improvement. New Number Identifier Field: 4. Improvement

MCB 20-21 (CTS) Professional Competency

Objective Number: 5.1   **Start:** 11/1/2020   **End:** 10/31/2021   **Progress:** Completed
Provided By: Medical Billing and Coding (CTS)

Objective With Intended Outcomes:
Upon completion of the Medical Billing and Coding Program, students will become entry level allied health professionals with the knowledge base and technical skills to process and manage

1. patient records,
2. billing, and
3. insurance claims.

Program Student Learning Outcomes (SLOs)
Upon the conclusion of the Medical Billing and Coding Certificate of Technical Studies Program, students will demonstrate competency in the following:

1. Clinical Classification Systems (assessed in the ALLH 1615 course - see syllabus below)
2. Reimbursement Methodologies (assessed in the ALLH 1620 course - see syllabus below)
3. Health Records and Data Content (assessed in the ALLH 1200 course - see syllabus below)
4. Compliance (assessed in the ALLH 1200 course)
5. Information Technologies (assessed in the ALLH 1200 course)
6. Confidentiality and Privacy (assessed in the HCM 2650 course - see syllabus below)

Each of these SLOs tie to each program outcome.

Note: The Medical Billing and Coding Program is an online program. All SLOs are assessed through online courses only.

Assessment/Evaluation/Measures/Strategies:
The faculty have established the following procedures to assess the data for SLOs 1-6 above:

1. Clinical Classification Systems - Assessment will take place using graded assignments, weekly quizzes, and the final exam in ALLH 1615 Diagnostic Coding.
2. Reimbursement Methodologies – Assessment will take place using quizzes and the final exam in ALLH 1620 Health Insurance and Medical Billing.
3. Health Records and Data Content- Assessment will take place using quizzes in ALLH 1200 Health Data.
4. Compliance - Assessment will take place using quizzes in ALLH 1200 Health Data.
5. Information Technologies - Assessment will take place using quizzes in ALLH 1200 Health Data.
6. Confidentiality and Privacy - Assessment will take place on the midterm and final exam in HCM 2650 Medical Law and Ethics.

The benchmark established is 70% on all assessments. The faculty have established this benchmark based on their own experience and it is considered by LSUE to be the lowest average "C" grade.

Assessment/Evaluation Results (Progress Report):
For AY 2019-2020, this objective was met.

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For AY 2020-2021,
Outcome 1: Clinical Classification Systems Assessed in ALLH 1615 (Diagnostic Coding):
Four full-term online sections were offered (two in fall and two in spring) with 63 students in them on the fall and spring census days. In all, 51 (81.0%) of the 63 students enrolled in the four online sections were assessed. The results were:

Overall = 79% (grand means weighted by section) (for AY 2019-2020, the result = 72%)
History and purpose = 83% (for AY 2019-2020, the result = 77%)
Coding conventions = 80% (for AY 2019-2020, the result = 72%)
Coding for organ systems = 80% (for AY 2019-2020, the result = 73%)
n = 51

Outcomes 3, 4 and 5: Health Records and Data Content; Compliance, and Information Technologies Assessed in ALLH 1200 (Health Data): Three full-term online sections were offered - one in fall 2020 and two in spring 2021 with 68 students enrolled. A total of 62 (91.2%) in the three online sections were assessed:

Overall = 81% (grand means weighted by section) (for AY 2019-2020, the result = 90%)
Recognition = 86% (for AY 2019-2020, the result = 96%)
Health records = 77% (for AY 2019-2020, the result = 88%)
Quality Improvement = 82% (for AY 2019-2020, the result = 89%)
Organization and Work Planning = 79% (for AY 2019-2020, the result = 89%)
Health Data Sets = 78% (for AY 2019-2020, the result = 86%)
n = 91

Outcome 2: Reimbursement Methodologies Assessed in ALLH 1620 (Health Insurance and Medical Billing): Three full-term online sections were offered (one in the fall and two in the spring) with a total of 41 students enrolled in them on census day. A total of 38 (92.7%) students in the three online sections were assessed on the final exam. The results were:

Overall = 84% (grand means weighted by section) (for AY 2019-2020, the result = 84%)
Sequence codes = 75% (for AY 2019-2020, the result = 93%)
Reimbursement = 70% (for AY 2019-2020, the result = 77%)
Regulations = 82% (for AY 2019-2020, the result = 81%)
Methodologies = 94% (for AY 2019-2020, the result = 84%)
n = 38

Outcome 6: Confidentiality and Data Content Assessed in HCM 2650 (Medical Law and Ethics): Three online sections were offered (two in fall and one in spring). In all, 74 students were enrolled in the course on the census day for the fall and spring semesters. A total of 72 (97.3%) of the students in the three sections were assessed using the midterm and final exams. The results were:

Overall = 90% (for AY 2019-2020, the result = 90%)
A. Law and ethics, law issues, courts, and contracts = 89% (for AY 2019-2020, the result = 91%)
B. Health care issues and delivery systems, consumer issues, and insurance = 91% (for AY 2019-2020, the result = 89%)
n = 72

As noted in each section above the mean score for all students was above the 70% benchmark in all four courses. ALLH 1615 students in AY 2020-2021 performed at a higher rate than they did in AY 2019-2020 (79% versus 72%) while ALLH 1200 students slipped from 90% last year to 81% this

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year. ALLH 1620 students performed at 84% both years and HCM 2650 students performed at the same rate (90% for both years). Selective SLO reports for each course are attached as PDF files below.

Given that the observed scores of

> 79% for ALLH 1615,
> 81% for ALLH 1200,
> 84% for ALLH 1620, and
> 90% for HCM 2650
> weighted overall for the program based on the four courses = 84%

> the established benchmark of 70%, this objective is met.

Improvement Plan/ Changes Made:
Even though the outcome was met for all four courses, the faculty believe student learning can be improved by the following (see the SLO reports in the Progress Report Section):

ALLH 1615: add non-graded assignments and interactive lessons to improve understanding; add videos from coding resources to assist students who are visual or auditory learners.

ALLH 1200: add weekly assignments; re-evaluate quiz and exam questions and incorporate new questions as needed.

ALLH 1620: provide additional reading and resources beyond the ICD-10-CM assignment. One item achieved a 64% in spring 2021 - provide more engaging resources. Finally, continue to try to engage with students.

HCM 2650: include case studies and modify final exam questions that require varying levels of difficulty.

Director of IE's note: a program coordinator was hired in late summer 2020 and has worked with faculty on updating program coursework, objectives, and assessments. For AY 2021-2022, there will be changes in this objective to reflect new program objectives, courses, and student learning outcomes in those courses.

DEPARTMENTAL GOAL---
        RELATED ITEM LEVEL 1
MCB 20-21 Maintain an effective Medical Billing and Coding (MCB) Certificate of Technical Studies (CTS) Program
Goal Number: 5   **Start:** 11/1/2020   **End:** 10/31/2021   **Progress:** Completed
Provided By: Medical Billing and Coding (CTS)
Budget Information: none (existing)

RELATED ITEM LEVEL 2
To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to ensure student access. New Number Identifier Field: 1. Ensure Access

To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to strengthen student success. New Number Identifier Field: 2. Student Success

To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to expand partnerships. New Number Identifier Field: 3. Partnerships

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To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to demonstrate a culture of continuous improvement. New Number Identifier Field: 4. Improvement

MCB 20-21 (CTS) Placement

Objective Number: 5.2 **Start:** 11/1/2020 **End:** 10/31/2021 **Progress:** Completed
Provided By: Medical Billing and Coding (CTS)

Objective With Intended Outcomes:
Upon graduation, Medical Billing and Coding Program (CTS) majors will either be employed in the field or will continue their education.

Assessment/Evaluation/Measures/Strategies:
Graduating students for a given semester are contacted via telephone and/or email by the Office of Institutional Effectiveness approximately six months after their graduation date. Given the time lag between graduation and the calls being placed, data is reported one year behind the current planning year. Students are called three times. If the call goes to voice mail, then a message will be left with the reason for the call. If there is no answer three times, then an email will be sent. As a last resort, faculty and deans are asked if they know the fate of the student upon graduation. Some faculty and staff will check students' Facebook accounts to find information if it is posted. Note that the Office of Student Affairs also texted students who could not be contacted.

Director of IE's note: The Chancellor's Cabinet approved a methodological change in the calculation from all students in the denominator to all students who could be contacted (subtracting out students not contacted). Given this change, the table format and calculations were updated.

As a result of the changes, the benchmark is currently set at 56.3% from AY 2012-2013 through spring 2019.

Assessment/Evaluation Results (Progress Report):
For AY 2019-2020, this objective was met.

For AY 2020-2021, 38 students completed the Medical Billing and Coding program in AY 2019-2020 (summer 2019, fall 2019, and spring 2020). Phone calls were placed approximately six months after graduation with the results noted in Table 1.

Table 1. Medical Billing and Coding, CTS, Placement Rates						
Semester	Total Number of Completers	Employed not in Field	Employed in Field	Unemployed	Continuing Education	Unable to Contact
FA 12 - SP 13	none	--	--	--	--	--
FA 13 - SP 14	none	--	--	--	--	--
FA 14 - SP 15	none	--	--	--	--	--
FA 15 - SP 16	5	1	2	0	1	1
FA 16 - SP 17	14	0	1	0	0	13
SP 18 - SU 18	4	0	0	0	0	4
FA 18 - SP 19	18	5	2	1	3	7
SU 19 - SP 20	38	8	8	5	2	15
Total	41	6	5	1	4	25
Overall percent of students employed in field or continuing education without those not contacted (totals do not include the academic year under discussion) =						56.25

The results indicated that eight students were employed in the field while two were continuing their education and 15 could not be contacted. As a result, the total (8+2)/ (38-15) = 43.5% removing the 15 students who could not be contacted. Given that the observed value of 43.5% < the historical benchmark of 56.3%, this objective is not met.

Improvement Plan/ Changes Made:
Beginning AY 2021-2022, the program director will be taking over determining job placement. She will have a better relationship with each student than will institutional effectiveness.

Note that in an effort to obtain better employment and continuing education data, the Office of Institutional Effectiveness and Accreditation has asked Cabinet to approve the use of a new survey form for students to turn in on the day of graduation. The plan as of this writing is to email it to graduating students two weeks prior to graduation so they may complete it and bring it with them. If they do not, then one will be provided for them to fill in as they check in for graduation (see cabinet meeting minutes highlighted page 1 and a draft of the form on page 3 of the PDF attachment below). This will be effective graduation for fall 2021.

DEPARTMENTAL GOAL--
        RELATED ITEM LEVEL 1
MCB 20-21 Maintain an effective Medical Billing and Coding (MCB) Certificate of Technical Studies (CTS) Program
Goal Number: 5   **Start:** 11/1/2020   **End:** 10/31/2021   **Progress:** Completed
Provided By: Medical Billing and Coding (CTS)
Budget Information: none (existing)

RELATED ITEM LEVEL 2
To serve the citizens of Louisiana and position the University strategically, LSU Eunice seeks to ensure student access. New Number Identifier Field: 1. Ensure Access

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Appendix C

Summary of Expenditures and Revenues

Program: Medical Billing & Coding   **Date: 08/26/2021**

Expenditures								
Indicate Academic Year:	**FY21**		**FY20**		**FY19**			
	AMOUNT	**FTE**	**Amount**	**FTE**	**AMOUNT**	**FTE**	**AMOUNT**	**FTE**
Faculty[1]	$ 28,800.00	3.2	$38,400.00	4.267	$ 30,000.00	3.33	$	
Support Personnel								
Fellowships and Scholarships								
SUB-TOTAL	$ 28,000.00	3.2	$38,400.00	4.267	$ 30,000.00	3.33	$	
	AMOUNT		**AMOUNT**		**AMOUNT**		**AMOUNT**	
Facilities	$		$		$		$	
Equipment								
Travel								
Supplies								
Other (specify)								
SUB-TOTAL	$		$		$		$	
TOTAL EXPENSES	$		$		$		$	
Revenues								
Revenue Anticipated From:	**AMOUNT**		**AMOUNT**		**AMOUNT**		**AMOUNT**	
Federal Grants/Contracts	$		$		$		$	
State Grants/Contracts								
Private Grants/Contracts								
Expected Enrollment	64students/ 1070sch		44 students/ 714 sch		35students/ 524sch			
Tuition only[2]	127,865.00		85,323.00		62,618.00			
Other (specify)								
TOTAL REVENUES	$ 127,865.00		$ 85,323.00		$62,618.00		$	

[1] FTE = Full Time Equivalent for faculty is 15 hours per semester

[2] $\dfrac{\text{Total Credit Hour Production for all Students Enrolled in the Program}}{12}$ x FTE Cost (Supplied by the Business Office)