Program Review Final Report

for

Medical Transcription

Submitted to

Dr. Eric McKeithan, President (and serving as interim Vice President of Instruction)

by

Program Review Committee Chair:
Robert Philpott, Dean of Vocational/Technical Education

Program Review Team:
Denise Hightower, Lead Instructor Medical Transcription
Pat Hogan, Business Technologies Department Chair
Regina McBarron, Allied Health Department Chair
Susan Long, Lead Instructor Medical Office Administration
Matthew Thomas, Career and Job Placement Specialist
Patsy Lackey, Administrative Assistant to the VP of Institutional Effectiveness

Signatures:

Lead Instructor: Denise Hightower

Instructional Dean: [Signature]
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Monday, April 26, 2010, 11:00 a.m.

I. List of Team Members

Denise Hightower, Lead Instructor Medical Transcription
Pat Hogan, Business Technologies Department Chair
Robert Philpott, Dean Technical/Vocational Education
Regina McBarron, Allied Health Department Chair
Susan Long, Lead Instructor Medical Office Administration
Matthew Thomas, Career and Job Placement Specialist
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II. Analysis of Results:

A. Strengths

Program enrollment is steady with good diversity in the program.

The graduation rate is consistent.

Instructor is enthusiastic, professional and participates in professional development activities to remain current in her field.

The Advisory Committee is active and very supportive of the program.

On the Graduating Student Opinion Survey, 100% of respondents indicated they were satisfied with the quality of the program.

On the Currently Enrolled Student Survey, 80% of respondents indicated they are satisfied with the quality of instruction and the overall program. The remaining 20% marked Not Applicable on the survey.

Most of the program objectives in Strategic Planning on Line (SPOL) are student learning outcomes.

The program curriculum was updated fall 2009. Students now take CIS 110 instead of CIS 111 so they are able to transfer into a two year Medical Office Administration program without the need to take an additional computer course.

This field offers a person the opportunity to work independently at home as a contract employee or in an office setting.
B. Weaknesses

There is only one faculty member dedicated to the Medical Transcription program. This causes hardship when the faculty member attends professional development activities or is out for other reasons.

C. Opportunities

The medical transcription industry is moving toward voice recognition. This will create the need for new software in the program next year.

The government is going to release the implementation of a new coding system, ICD-10-CM, for the United States on October 1, 2013. Faculty will need to be trained so that they will be able to train students and the community. Estimated cost of training is $3,000/instructor.

Threats

As the need for MED 121 Medical Terminology by other programs continues to increase, additional faculty will be needed to teach the additional classes.

The Medical Transcription program may lose students to the new Medical Office Technology program.

III. Committee Recommendations

The team recommended that the college:

Continue program with recommendations.

Continue to stay up to date with equipment and software by requesting needed equipment and software at the annual budget hearings.

Seek qualified adjunct faculty to help with teaching MED 121 courses.

Request funds to attend training that will be needed for the implementation of the new coding system.

The lead instructor is commended for the excellent job she does in running the program by herself and for staying abreast of changes in the industry. She is well respected for her expertise by her peers.

Review again in five years.