

Report : Assessment Cycle Details for : Patient Care Technician

Report Generated by Taskstream

Workspace : Program Assessment Plans

Assessment Plan: 2018-2020 Assessment Cycle: Assessment Plan and Assessment Findings

Assessment Plan Template: Academic Program Assessment Plan Template

Report Generated : Friday, September 04, 2020

## Measures and Findings

### *Patient Care Technician Outcome Set (2018-2020)*

#### Outcome

##### **SLO 1**

*Demonstrate appropriate professional behavior.*

##### **Measure**

*Measure 1 (SLO 1)*

##### **DIRECT - OTHER**

##### **Course Alignment:**

HCOR 1802

##### **Acceptable Target:**

At least 85% of Patient Care Technician Students enrolled in HCOR 1802, Professional Transitions for PCT, will score a minimum of 80% on their Professional Resume assignment.

##### **Measure Description:**

Assignment and Rubric - Resume Assignment - Cover Letter/Resume/Letter of Resignation

##### **Findings**

*for Measure 1 (SLO 1)*

##### **Summary of Findings:**

86.7% of students successfully completed objective.  
(30 total students: 26 passed, 4 failed)

##### **Target Achievement:**

Met

##### **Analysis of Results:**

Faculty noted that some students who struggle with this assignment are deficient with writing skills. This creates some challenges for them with creating well-written professional documents. To address this, faculty will consider opportunities to assess student writing skills and recommend remediation resources related to this assignment.

## ***Measure***

### *Measure 2 (SLO 1)*

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#### **DIRECT - EXAM**

#### **Course Alignment:**

HCOR 1113

#### **Acceptable Target:**

At least 90% of Patient Care Technician Students enrolled in HCOR 1113, EKG Applications, will score a minimum of 80% on their EKG interpretation assessment.

#### **Measure Description:**

Clinical and Rubric - EKG Evaluation

## ***Findings***

### *for Measure 2 (SLO 1)*

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#### **Summary of Findings:**

95.8% of students successfully completed objective.  
(48 total students: 46 passed, 2 failed)

#### **Target Achievement:**

Met

#### **Analysis of Results:**

Most students performed well on this assessment. Students were assessed at their externship by a professional at the external facility. Faculty feel this is a strong indicator that students are leaving the program with strong professional skills. This assessment can be enhanced in the future by providing additional training to external externship clinicians on how to assess for professionalism.

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## **SLO 2**

*Apply problem solving and critical thinking skills within their scope of practice and in coordination with team members to foster optimal patient outcomes.*

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## ***Measure***

### *Measure 1 (SLO 2)*

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#### **DIRECT - OTHER**

#### **Course Alignment:**

HCOR 1211

#### **Acceptable Target:**

At least 85% of Patient Care Technician Students enrolled in HCOR 1211, Nursing Assistant Fundamentals, will score a minimum of 80% on their Plan of Care assignment.

#### **Measure Description:**

Assignment - Plan of Care Scenario-based Activity

## ***Findings***

*for Measure 1 (SLO 2)*

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**Summary of Findings:**

90.5% of students successfully completed objective.  
(42 total students: 38 passed, 4 failed)

**Target Achievement:**

Met

**Analysis of Results:**

Some students struggled placing focus on the appropriate critical indicators needed to communicate with hospital team members. This may be due to the assessment being administered earlier in the program. Students may perform better if the assessment was taken later in the program so that students have had more time to apply and practice. Classroom instruction needs to be reinforced in the clinical setting. In the future, this competency may be better assessed in HCOR 1214 in the clinical setting.

***Measure***

*Measure 2 (SLO 2)*

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**DIRECT - EXAM**

**Course Alignment:**

HCOR 1113

**Acceptable Target:**

At least 90% of Patient Care Technician Students enrolled in HCOR 1113, EKG Applications, will score a minimum of 80% on their EKG interpretation assessment.

**Measure Description:**

Exam - EKG Interpretation Assessment (Critical Thinking)

***Findings***

*for Measure 2 (SLO 2)*

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**Summary of Findings:**

96.2% of students successfully completed objective.  
(52 total students: 50 passed, 2 failed)

**Target Achievement:**

Met

**Analysis of Results:**

While this is addressed in class, students may need more opportunities to scripts/scenarios related to EKG results and apply critical thinking skills. This will give more time for students to think through appropriate responses to different problems.

**SLO 3**

***Measure***

*Use effective written and oral communication skills in interactions with a diverse patient population and multi-discipline healthcare team.*

### *Measure 1 (SLO 3)*

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**DIRECT - OTHER**

**Course Alignment:**

HCOR 1214

**Acceptable Target:**

At least 90% of Patient Care Technician Students enrolled in HCOR 1214, Nursing Assistant Skills Application, will score a minimum of 2 out 4 on the Clinical Evaluation Tool Criteria 6 - Communicates in a professional manner. Is courteous at all times.

**Measure Description:**

Geriatric Clinical (Criteria 6 - Communicates in a Professional Manner)

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### ***Findings***

#### *for Measure 1 (SLO 3)*

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**Summary of Findings:**

94.1% of students successfully completed objective.  
(68 total students: 64 passed, 4 failed)

**Target Achievement:**

Met

**Analysis of Results:**

Most students did very well with this assignment. However, there have been some challenges with personalities in the workplace. The professionalism class is typically taught near the end of the program, though professionalism is taught throughout the program. Faculty will review opportunities to enhance professionalism concepts introduced throughout all courses in the program, specifically prior to the first clinical experience.

### ***Measure***

#### *Measure 2 (SLO 3)*

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**DIRECT - OTHER**

**Course Alignment:**

HCOR 1601

**Acceptable Target:**

At least 80% of Patient Care Technician Students enrolled in HCOR 1601, Communication Techniques in Healthcare, will score a minimum of 80% on the Verbal Communication Role Play assignment.

**Measure Description:**

Assignment - Verbal Communication Role Play Activity

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### ***Findings***

*for Measure 2 (SLO 3)*

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**Summary of Findings:**

82.4% of students successfully completed objective.  
(51 total students: 42 passed, 9 failed)

**Target Achievement:**

Met

**Analysis of Results:**

Faculty were pleased with this activity and assessment and felt it was a positive experience for students. Students enjoyed role playing and really engaged in the experience. Some students shy away from social interaction in the classroom, while others may still be struggling to understand the concept being applied, as well as the value of practicing in a role play setting. Faculty will consider ways to reemphasize the importance and value of role-play experiences.

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**SLO 4**

*Apply the knowledge of medical law & ethics to the practice of Patient Care Technician.*

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**Measure**

*Measure 1 (SLO 4)*

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**DIRECT - EXAM**

**Course Alignment:**

HCOR 1601

**Acceptable Target:**

At least 90% of Patient Care Technician Students enrolled in HCOR 1601, Communication Techniques in Healthcare, will correctly answer the identified test question on a HIPPA violation.

**Measure Description:**

Written Examination - Chapter 4 Exam - HIPPA Question (#31)

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**Findings**

*for Measure 1 (SLO 4)*

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**Summary of Findings:**

100% of students successfully completed objective.  
(46 total students: 46 passed, 0 failed)

**Target Achievement:**

Met

**Analysis of Results:**

While a 100% pass rate indicates students understand HIPPA, faculty believe the assessment measure could be improved. A single question on a test may not provide the in-depth assessment that is necessary. Faculty will evaluate the curriculum for additional assessment opportunities, such as another exam.

## ***Measure***

### *Measure 2 (SLO 4)*

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#### **DIRECT - EXAM**

#### **Course Alignment:**

HPHL 1013

#### **Acceptable Target:**

At least 70% of Patient Care Technician Students enrolled in HPHL 1013, Phlebotomy, will correctly answer the identified test question on regulatory agencies for safety in healthcare settings.

#### **Measure Description:**

Written Examination - Bloodborne Pathogens Exam - OSHA Question (#29)

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## ***Findings***

### *for Measure 2 (SLO 4)*

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#### **Summary of Findings:**

97.7% of students successfully completed objective.  
(43 total students: 42 passed, 1 failed)

#### **Target Achievement:**

Exceeded

#### **Analysis of Results:**

While a 100% pass rate indicates students understand OSHA, faculty believe the assessment measure could be improved. A single question on a test may not provide the in-depth assessment that is necessary. Faculty will evaluate the curriculum for additional assessment opportunities, such as another exam.

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## **SLO 5**

*Perform as competent entry-level patient care technicians with the knowledge and skills necessary to successfully obtain national certification through the National Healthcareer Association.*

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## ***Measure***

### *Measure 1 (SLO 5)*

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#### **DIRECT - EXAM**

#### **Course Alignment:**

Upon Program Completion

#### **Acceptable Target:**

At least 70% of Patient Care Technician Students will successfully obtain national certification within one year of graduation.

#### **Measure Description:**

National Healthcareer Association (NHA) Examination

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## ***Findings***

*for Measure 1 (SLO 5)*

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**Summary of Findings:**

54.9% of students successfully completed objective.  
(51 total students: 28 passed, 23 failed)

**Target Achievement:**

Not Met

**Analysis of Results:**

Faculty noticed that students need additional opportunities to prep for the exam. During Spring 2020, due to a switch to virtual learning during the pandemic, additional opportunities and funding to participate in NHA prep was provided to students. Faculty found that this prep made a positive impact on pass rates. In the future, faculty will consider opportunities to provide both NHA prep testing and funding for completing the test for all students.

***Measure***

*Measure 2 (SLO 5)*

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**DIRECT - OTHER**

**Course Alignment:**

HCOR 1113

**Acceptable Target:**

At least 80% of Patient Care Technician Students enrolled in HCOR 1113, EKG Applications, will complete at least 10 EKGs using proper technique.

**Measure Description:**

Clinical Evaluation and Rubric

***Findings***

*for Measure 2 (SLO 5)*

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**Summary of Findings:**

97.9% of students successfully completed objective.  
(48 total students: 47 passed, 1 failed)

**Target Achievement:**

Exceeded

**Analysis of Results:**

Students excelled with this activity, which speaks toward their competency to conduct EKGs successfully in a professional setting. Faculty noted that there may have been too much focus on this particular competency in the curriculum and have worked to review, and better align time commitment, to overall program goals.

