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2018 PAC Minutes, Office Administration - Health Services

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School of Information Technology
Office Administration - Executive
Office Administration - General
Office Administration - Health Services
Health Systems Management
Program Advisory Committee Meeting

AGENDA
March 20, 2018
H1005

- 5:00 PM – Welcome and Introduction
- 5:30 PM – Program Overviews
- 6:30 PM – Discussion

Next PAC Date: Looking into November 2018
Attendees:
Dawne Russell – LHSC
Kristi Wooley – LHSC
Sheila Johnson – LHSC
Jim Edwards – Chair, School of Information Technology
Scott Dart – Program Coordinator
Laura Chivers-Roberts – Coordinator, OAG1, OAE3
Shanta Doobay – Coordinator, OAM4, HSY2
Gayle Horchover – Assistant to the Chair
Elizabeth de Groot – Assistant to the Director, CAE
Sherri Mankal – Faculty
Sandra Neubauer – Coordinator
David Belford – Dean, Faculty of Business

Regrets:
Kathie Green – MCYS
Heather Weir – LHSC
Ruth Bullas – SJHC
Welcome:

Jim Edwards, Chair of the School of Tourism and Hospitality, welcomed everyone and outlined the purpose of the meeting. Our team is looking for feedback on how we can improve our programs and better meet the needs of our employers.

Program Overviews:

Laura Chivers-Roberts reviewed courses within the Office Administration - Executive and General Programs. This was followed with Shanta Doobay reviewing Office Administration - Health Services and Health Systems Management Programs.

Discussion Questions:

1. **How do our courses fit into your office environments?**

   Nuance is used for LHSC dictation and Linear is being used for transcription. Would like to see Adobe Pro., One note and Cerner in the medical program.

2. **Are we covering all of your needs?**

   We would like to see editing skills, as the new graduate should be able to edit documents and have the ability to proofread and complete medical transcribed documents because voice recognition is used instead of typing.

3. **Are we covering things you don’t feel are necessary?**

   Not using Access anymore as business environments have become department specific.

4. **Accounting Programs in use?**

   Software is based on the department.

5. **As a college, we are strategically addressing online education;**

   **Currently:** OA General and OA Executive - fully online
   **What are your feelings about this?**
   
   - Health Services program would translate well to this format
   - Involvement of online students can be tracked, grades are usually higher, they perform better and motivation is greater
• There is a move towards distance learning as some students can’t have an education without online courses

• LHSC currently partnerships with Fanshawe in distance learning

6. How do our courses fit into your office environments?

Debate regarding transcription content of course. It has been reduced in the field, but is still required.

7. How do you feel about the HSY program?

a. Do the courses look like they match the needs in industry? Do you have any suggestions for improvements/changes?

  CHIMA certification

8. Technology Discussion:

  IPad – Physicians would use more, along with tablets
  Androids- Yes, but most students are proficient – no need to incorporate into classroom
  Surface - applications will be same as for tablets
  Phones – use multi-line systems - Jabber
  Computers or Laptops - Both

9. Software Survey

  Windows 10 – Students are using, also Windows 7
  MS Office – 365 – Yes
  Outlook (not well accepted), but should stay in the program.

10. How do you feel about Cloud computing and security?

Hospitals answered “no” to cloud computing (for security reasons)

Recommendations:

• Teach Dragon in the program
• Teach spelling, punctuation and proofreading skills
• Students should learn how to record minutes
• Knowledge of multi-line telephone systems would be beneficial, i.e. Jabber
• Teach Skype