

Fanshawe College

FIRST: Fanshawe Innovation, Research, Scholarship, Teaching

PAC Minutes

Health Care Administration Management

2020

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Randi Zevenbergen

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**Program Advisory Committee Meeting Minutes
Health Care Administration Management**

Program Information	
Program Names(s) and Code(s):	Health Care Administration Management - HCT
Date:	December 9, 2020
Time:	6:00 – 7:30
Location:	Virtual
Meeting Chair:	Corrine Rahman – Acting Chair
Recording Secretary:	Randi Zevenbergen

PAC Members

Member Information	Membership Status	Attendance
Brad Ferris Medical Marketing Agency Registered Nurse	Affiliation: Practitioner Term: 1st Term	Present
Brooke Asfaha Nurse Practitioner	Affiliation: Practitioner Term: 1st Term	Present
Karen London Health Sciences Registered Nurse	Affiliation: Professional Organization Term: 1st Term	Present
Laura Keast Choice Learning President	Affiliation: Professional Organization Term: 1st Term	Present
Drew McCallum Country Business for 3M Country Business Leader	Affiliation: Professional Organization Term: 1st Term	Present
Janice Faith Department of Medicine General Admin and Billing	Affiliation: Professional Organization Term: 1st Term	Present
Shay De Jong	Affiliation: Professional Organization	Present

Modern Health and Performance
Receptionist

Term: 1st Term

Stacey Kearns
St. Joseph's Health Care
HR Consultant

Affiliation: Employer
Term: 1st Term

Present

College Resource Persons

Employee Information

Nord Mensah
Associate Dean – London South Campus

Attendance

Present

Corrine Rahman
Program Coordinator

Present

Radica Bissoondial
Health Systems Management – Fanshawe College

Present

Randi Zevenbergen
Assistant to the Associate Dean – London South Campus

Present

Topic	Facilitator
1. Welcome and Introductions <ul style="list-style-type: none">• Opportunity to sit down and talk to you about this program and get your feedback• Nord Mensah – Such a pleasure to meet all of you. I appreciate your support, and participation. Pleased to welcome you to the inaugural PAC meeting for the Healthcare Management program. Look forward to listening to the insights you bring from a professional standpoint	Chair, PAC
2. Approval of the Agenda and Review of Minutes <ul style="list-style-type: none">• Agenda was approved	Chair, PAC
3. Program Report Overview of the Program Two-year graduate certificate program for international students only	Program Coordinator

<ul style="list-style-type: none"> • A pathway for students to get a three-year work Visa in Canada <p>Students coming into the program have diverse medical backgrounds</p> <ul style="list-style-type: none"> • They already have that knowledge, and the focus is to give them courses in HR, Finance, billing, scheduling and more, to focus on the administration aspect <p>Courses are made up of Business, Medical administration and Legal courses, as it pertains to Canada and healthcare services Built in EMR and billing training courses, done in a simulated environment Students best suited for managerial positions in a wide variety of healthcare settings at the end of the program</p> <p>Are there minimum credits required to enter the program?</p> <ul style="list-style-type: none"> • Most students already have an advanced level degree – i.e. doctor, pharmacist, dentist. Are already past the level of just having an undergraduate degree, and is what they need <p>What is the makeup of the student population and where are they?</p> <ul style="list-style-type: none"> • There have definitely been delays due to the pandemic, but as soon as they are able to come they do. So, many of them are studying from their home countries currently, but looking to arrive in Canada 	
<p>4. Discussion – New Items</p> <ul style="list-style-type: none"> • Based on what you have heard today, what types of roles do you see Graduates of the program taking on? • Based on the courses that are in the program, another area that Graduates could be taking on, is seniors care/ retirement home care, and home care, if it isn't already an area that you are focused on • There is going to be a need, and based on the high level of the course, there are many roles within both retirement and long term care homes that will be able to use the course based knowledge of the program i.e. office manager, resident services coordinator, quality specialists • What are we doing to support patient quality initiatives, and patient centre care, especially within the Canadian culture? Students will need that knowledge going into positions beyond the program 	<p>Chair, PAC</p>

- Everything is leaning more and more towards Tele health, and therefore needs to be a focal point in moving forward, if it isn't already integrated into the program, and it will continue to be a driving force. So how do we build it and further integrate it into what is already there
- **Are the Health Care Administration Management program outcomes and graduate student skills/capabilities consistent with what the industry is looking for in new hires? Where can we improve?**
- A lot of students lack, from a marketing aspect, web based development, website, social media based marketing, can something that can be focused on, and would be helpful to work on the students
- Clerical capacity, as in a medical or office secretary, and having strong computer skills is very important. Ability to do scheduling online
- Database management and excel skillset, anything around big data, or just data analytics, as hospitals and patient records go electronic, and there will be a need for that skill set
- There is a Pathway from another program, Health Systems Management, that allows students to transition into the HCT program when they are done, and also focuses on the concept of data management within the course
- Thinking around data analytics, and if you had thought about using the EMR software that you are already using to do things like audit logs, audit trails, and auditing the charts? All of these functions are available to the students. The audit logs can keep track of what a user does, and then use it to see how, and what, students are doing. It can also audit patient charts to see how they were used, and is a high level function, that not everyone can do
- **We are considering providing some 'micro-credential' certificate Health Care Administration Management courses to people wanting to upgrade their skills/credentials in a particular area. We have a few suggested courses that could be bundled together to provide micro-credentials including:**
 - i.e. Basic and Advanced Medical Office Billing
 - i.e. Medical Office Procedures and Electronic Medical Records

- Medical Spreadsheet Application, Healthcare Reporting Tools, Healthcare Database Management, Qualitative and Quantitative Research Methods, can be become a micro credential, are five courses that are really good basis of a micro credential.
 - Leadership courses as well – organizational Performance, Management in Human Resources, Communication for Management, Employee Relations, Trends in Leadership, can also become a five course micro credential
- Going into healthcare with a strictly scientific background isn't always beneficial, and there are limited opportunities to gain leadership skills at an academic level. Having those Business courses as Micro Credentials, would be something that would be of interest to many people to give themselves the opportunity to then be able to focus on positions that are higher paying
- This is a great idea, and I think that medical billing would be very popular as I don't think there are a lot of places that students can get this. Billing software, is the same no matter where you go.
 - Difficult to teach the reconciliation process in the past, but have been able to recently to something similar to a simulation to be able to better prepare the students
- Can definitely see the OHIP billing that we are looking for in a medical secretary. If someone has that credential would be an asset
- Being able to write research proposals, and things along those lines of a research coordinator would be important to those positions
- **Are there other micro-credential opportunities we are missing?**
- Is there a combination of the communication and management, social digital, and office management, to create a micro credential around marketing management, or at least an intro to that idea?

<ul style="list-style-type: none"> • Communication and marketing side of billing. It is very important to keep the communication skills and marketing aspect, and is important to encapsulate it all together • Research ethic board protocol applications would be helpful 	
<p>5. Summary of PAC Recommendations</p> <ul style="list-style-type: none"> • Seniors Care/Retirement home care is an important area that the program should look at for graduates to consider • Marketing and Social Media based marketing should be considered • Clerical capacity and strong computer skills should be a focus • Telehealth should be a focal point moving forward as everything is leaning more toward it 	Chair, PAC
<p>6. Next Meeting and Adjournment</p> <ul style="list-style-type: none"> • Date was not set, but C. Rahman will connect with group in September 2021 	Chair, PAC