UNIVERSITY OF LOUISIANA
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STEP Committee

Technology Fee Application

Using Simulation Software to Meet Curricula
Facets for the Health Services Administration
Program

Title

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Name of Submitters

(Faculty or Staff Only)

Department of Health Sciences

**College of Nursing and Health
Sciences**

Organization

Title:	Using Simulation Software to Meet Curricula Competencies for the Health Services Administration Program	Date:7/15/2024
Name (Contact Person):	Dr. Rachel Ellison	
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ABSTRACT (250 words or less): The purpose of this grant proposal is to incorporate simulation software that can be used to meet the curricula facet (competency) standards of the CAHIIM accrediting agency for HSA programs especially in the current technology-based healthcare setting. The curricula facets are mandated to be taught at certain Miller's levels and higher levels are difficult to achieve though didactic instruction alone. Simulation software is a much-used technology in the HSA programs. The Navigate Scenario Series of simulation software is offered by Jones and Bartlett and are designed to prepare students for success in the real world of health care management and administration. In these virtual simulations, students will take on the role of CEO, Marketing Consultant, Quality Improvement Director, Health Policy intern, and many others. Immersed in a photo-realistic world with a full cast of characters, they will be faced with challenging situations and tough decision making. This software will allow students to experience actual functions of the health care environment prior to the capstone course.

Background:

The faculty of the Department of Health Sciences programs are committed to the use of technology to advance the quality and effectiveness of the teaching/learning process. The Health Services Administration (HSA) program is seeking accreditation by the Commission on Health Information and Informatics Management Education (CAHIIM); a critical component of accreditation is compliance with the 2023 Curricula Facets developed by the Health Sciences Accreditation Council. (See Attached). Each of the facets must be met at a mandated Miller's Taxonomy level; Simulation software is an excellent tool to use in meeting the higher Miller's levels.

In reviewing the Step Plan 2021-2026, I believe that this request would help fulfil SLO-3 "Create, deploy, and maintain effective learning environments that facilitate multiple instructional and learning styles". This software will most certainly do that.

The Navigate Scenario Series of simulation software is offered by Jones and Bartlett and are designed to prepare students for success in the real world of health care management and administration. In these virtual simulations, students will take on the role of CEO, Marketing Consultant, Quality Improvement Director, Health Policy intern, and many others. Immersed in a photo-realistic world with a full cast of characters, they will be faced with challenging situations and tough decision making.

While there are several different modules available, eight have been identified as preparing students for the more challenging aspects of the HSA curriculum. These are:

1. Health Care Delivery

The student assumes the role of a Health Care Operations consultant at a large Health Care system. In each episode, the student will progress through a series of different settings and character interactions that will teach them about key concepts in Health Care Delivery. The student will analyze information, make decisions, and see the impact of their participation in real time.

- Episode 1: The New System
- Episode 2: Financial Issues
- Episode 3: Customer Satisfaction
- Episode 4: Expansion

2. Health Care Finance

The student assumes roles such as Chief Executive Officer, Chief Financial Officer, and Board Member, and applies their knowledge of health care finance to make decisions that directly impact hospitals and patients, such as whether to relocate a hospital facility and whether to propose a bond to finance a major hospital renovation.

- Episode 1: Critical Case for Billing & Code

- Episode 2: Rates Negotiation Crisis
- Episode 3: Firm Financial Position or Not?
- Episode 4: To Move or Not to Move

3. Health Care Law

The student assumes the role of a new Health Care Administrator within the Bright Road Health Care System, where they will review legal cases and assess the Health Care System's legal risks and liabilities. Bright Road's General Counsel will act as the student's mentor, helping them navigate difficult legal concepts.

- Episode 1: Hospital Nightmare
- Episode 2: Medication Errors
- Episode 3: The Wrong Body Part
- Episode 4: Failure to Obtain Consent

4. Health Care Ethics

The student assumes various roles within the Health Care System, where they will be presented with ethical dilemmas and various opposing viewpoints. In some cases, the "right" decision can be subjective, and the student will need to use ethical decision-making skills to defend their choice.

- Episode 1: Equipment Purchase
- Episode 2: Stockpiling
- Episode 3: Labor and Delivery Services
- Episode 4: Confidentiality

5. Health Care Human Resources

The student assumes roles such as HIM department manager, HR assistant, and manager of the Blood Bank/Immunology unit. The student will apply their knowledge of HR to make decisions that directly impact hospital employees, such as how to address the threat of impending budget cuts, how to handle a potential discrimination issue, and how to develop a strategy to increase staff morale.

- Episode 1: Overview – More Health Needed Now
- Episode 2: Understanding Employee Rights
- Episode 3: The Silent Group
- Episode 4: The Repeat Offender

6. Organizational Behavior

The student assumes the role of a newly promoted manager at a software company. In this new position, effectively handling office politics will play an important role in your success. In each

episode, the student will progress through a series of different settings and character interactions that will teach them about key concepts in Organizational Behavior.

- Episode 1: Behavior Influences
- Episode 2: Group Development
- Episode 3: Teams and Team Building
- Episode 4: Leadership

7. Health Policy

The student assumes various roles within the Health Care legislation process to develop and implement health care policy. In each episode, the student will progress through a series of different settings and character interactions that will teach them about key concepts in Health Policy.

- Episode 1: Policy Analysis and Development
- Episode 2: Going from Policy to Law
- Episode 3: Implementing Policy in the Health Care System
- Episode 4: Evaluation a Health Care Policy

8. Change Management

The student assumes the role of health care leader in processes the steps of a major change in the organization. Each episode will cover one aspect of the theory and process of change management. Episodes are to be released in August 2024.

Purpose of grant and impact to Students:

The investigators will advance the implementation of this software into upper level Health Services Administration courses to supplement the online instruction and will simulate many of the functions within a healthcare facility and l provide adjunct "hands-on" experiences.

The *objectives* of the grant will be to:
1. Implement innovative technology applications in the HSA courses
2. Development new teaching practices among the Health Sciences instructors
4. Evaluate the quality and educational effectiveness of the simulation software for use By the students

The Navigate software also offers several opportunities for students including:

1. Easily accessible content around the clock, 24x7x365, and around the globe. Students can access sessions on their schedule, practice at their own speed, and reuse as many times as they need.
2. Exposure to real-world challenges in the high demand healthcare field. Practice critical thinking and communication skills and apply classroom knowledge to industry specific situations.

3. Experience with a first-of-its-kind learning environment that lets students play the role of decision-maker.

Statement of Need:

As stated in the background material, the Health Services Administration program is seeking accreditation from the CAHIIM accrediting agency and must demonstrate competence in 3 of the four curricular facets. The Navigate stimulation software is designed to address these facets and prepare students for roles in middle and upper healthcare management.

This software will allow students to experience actual functions of healthcare facilities prior to their capstone event.

Projected Lifetime of Enhancement:

The software is updated by Navigate as changes are made for the lifetime of the license.

Person Responsible for Implementation, Installation, Maintenance, Operation and Training:

Mr. Kelly Saltzman, IT Manager for the College of Nursing and Health Sciences, helps faculty and students with software issues. The software has been designed to be user-friendly and intuitive.

Budget:

The budget for this project is as detailed in Appendix A.

Previously Funded STEP Projects:

The SGA has graciously funded eight previous STEP proposals. The step grant awarded in July 1999 provided funding for a notebook computer, a boxlight projector, and a SMART board. The second proposal was funded in January 2001 and funded four computers in the lab, MS Office 2000, and SmartDraw software and supplies. The third STEP grant funded optical imaging equipment for the HIM classes. In the summer of 2002, a STEP grant assisted in the renovations of the HIM computer lab. With the grant awarded in January of 2004, we were able to purchase computers, a printer, and software. The STEP grant that was funded in January 2006 allowed us to purchase additional computers for the HIM lab as well as a new file server needed to support the new 3M equipment. In January, 2008 we were awarded a STEP grant to purchase some Virtual Lab applications from the American Health Information Management Association. In August, 2008 we were also awarded a STEP grant to create an instructional multimedia library for HIM students and it also included funds to convert V.L. Wharton, Room 504 to a media classroom. In Spring of 2013, a STEP grant for approximately $15,000 was awarded for the addition of 9 new computers in the HIM computer lab. Another grant awarded was in 2017 and awarded the program $42,000 for creation of a STEP classroom in room 504 of Wharton Hall. A grant in 2021 was used to update the computers in this classroom. This grant was for $40,000. A fall 2022 grant provided for updating computers in the second Health Science lab at a cost of $30,000.00

The continuous upgrade of computer hardware and software is crucial to the success of the HIM program and ultimately the success of its students. We are grateful for the funds received from these STEP proposals. Without them, the needed learning resources would not be available.

1. Equipment $

2. Software

    a. Navigate (access codes for 8
       Simulation modules
       for 50 students)   **$ $14,984.96**

3. Supplies $

4. Maintenance $

5. Personnel $

6. Other $

TOTAL: **$14,984.96**