

May 3, 2023

MEMORANDUM FOR RECORD

SUBJECT: Minutes of the Masters in Healthcare Administration (MHA) Advisory Board Meeting for May 2023

1. The MHA Advisory Board convened at 10:00 am CST on Wednesday, May 3, 2023 via Microsoft Teams. A quorum was present for the meeting. The purpose of the meeting was to review and discuss progress being made toward seeking Commission on Accreditation of Healthcare Management Education (CAHME) accreditation at Austin Peay State University (APSU).

2. The meeting was called to order by Ms. Adrienne Nordman, Chair. Members present for the meeting was as follows:

Ms. Adrienne Nordman	Dr. Blake Hendrickson
Mr. Trevor Brand	Mr. Andrew Grayson
Ms. Debbie Mahoney	Mrs. Quetta Beck
Mr. Ryan Beckett	

3. Ms. Adrienne Nordman and Dr. Hendrickson led the discussion. Minutes from the previous meeting held in February 2023 were accepted as written without need of correction. Dr. Hendrickson opened the meeting by extending his gratitude to Ms. Nordman for serving as the Chair for the past three years. Although Ms. Nordman is stepping down as Chair, she will continue to serve as a board member. Dr. Hendrickson thanked Mr. Trevor Brand for agreeing to serve as the new Chair moving forward.

4. Old Business.

a. Site Visit Scheduled in November:

- Dr. Hendrickson informed attendees that the site visit has been scheduled for November 8-10, 2023. The first day of the site visit, the CAHME evaluators will meet with Dr. Hendrickson. However, sometime during the site visit, the evaluators may want to meet with some of the board members. The meetings may be conducted virtually or in person if anyone is able to be on campus during the visit. The meetings will most likely be conducted on the second day of the site visit. The evaluators typically depart early on the third day.

b. Faculty Opening:

- Dr. Hendrickson provided an update on the faculty position that has been vacant for an extended time. There have been a couple applicants come for a campus visit; however, no invitations or acceptance of employment have been made. The search will continue until the vacancy is filled.

c. Cohort Retention:

- Dr. Hendrickson informed the board that cohort applications have increased 30% in 2023, allowing faculty to be more selective about the quality of the applicants being accepted.

5. New Business.

a. Curriculum Review:

- Dr. Hendrickson presented the MHA curriculum to review. A review of the curriculum is required every three years at a minimum. Changes to the curriculum are based on the review and the recommendations of the advisory board. The following items were reviewed: Domains and Competencies, Courses, and Plan. Board members requested additional information about content within the competencies. Dr. Hendrickson stated he would send the matrix to the board members for review after the meeting.

(1) Domains and Competencies (See Attachment 1). There are five domains consisting of eighteen competencies that are mapped to courses.

(a) Domain 1: Knowledge of Healthcare Systems. Members verbalized approval of the content within the domain and did not recommend any modifications.

(b) Domain 2: Communication and Interpersonal Effectiveness. Mrs. Beck asked if there was any overlap between Domain 1 and Domain 2 since patient experience can be directly correlated to communication. Dr. Hendrickson explained the differences between the competencies thereby clarifying that overlap was not occurring. Dr. Hendrickson informed the board that Conflict Management and Negotiation Skills is a highly favored course by students but is rarely seen at other institutions. Several members of the board expressed the necessity of conflict management in healthcare and the workforce.

(c) Domain 3: Critical Thinking and Problem Solving. Members of the board accepted the domain as presented.

(d) Domain 4: Management and Business Skills. Ms. Nordman suggested that organizational change management be considered for Domain 4, as many organizations find themselves in flux and must respond to a multitude of changes. Dr. Hendrickson presented other considerations to this Domain such as possibly removing general management and incorporating change management and continuous improvement.

(e) Domain 5: Leadership, Professionalism, and Ethical Behaviors. Members verbalized approval of the content within the domain without any recommendations.

(2) Courses (See Attachment 2).

(a) Leadership Development Courses. Dr. Hendrickson informed the board that consideration was being given to combining some of the leadership courses. Mrs. Beck asked if combining the courses would negatively impact the number of credit hours being achieved by the students. Dr. Hendrickson stated that the number of credit hours would not be affected as the content of the combined course would equate to the same number of hours.

(b) Management of Healthcare Organizations and Systems. Dr. Hendrickson applauded Dr. Moore's contribution to the courses with his ability to ensure textbooks remained up-to-date and articles used were relevant and current. No concerns were verbalized by the board.

(c) Data Analytics. Dr. Hendrickson informed the board that data analytics has proven to be a challenging course as reported by students. The course was previously taught by an adjunct that reportedly did not provide feedback to the students. The course is now being taught by Dr. Hendrickson and he is optimistic that the course will be better received by students. The board agreed that a rudimentary understanding of data analytics is important as healthcare continues to evolve and becomes more data driven.

(d) Law, Policy, and Advocacy. No concerns were verbalized by the board.

(e) Conflict Management for Healthcare Environments. Dr. Hendrickson restated that this course is highly enjoyed by students. The board did not recommend any changes.

(f) Healthcare Economics. No concerns were verbalized by the board.

(g) Healthcare Quality, Outcomes, and Improvement. No recommendations or concerns were expressed by the board.

(h) Financial Planning and Accounting in Healthcare. No concerns were verbalized by the board.

(i) Human Resource Management. No recommendations or concerns were expressed by the board.

(j) Strategic Healthcare Management. No recommendations or concerns were expressed by the board.

(k) Health Informatics. A new textbook was procured for this course. No concerns were verbalized by the board.

(l) Integrative Learning Experience. Dr. Hendrickson stated that this course had the potential to be one of the best courses. The cohorts are immersed in learning for eight weeks with an industry partner. Although there were some challenges establishing partners in the beginning, the opportunity to

refine and be more selective of partners in the future may be considered as expectations are more developed. No recommendations or concerns were expressed by the board.

(m) Capstone Course. Feedback received by Dr. Hendrickson indicated that it may be beneficial to include approximately 15 minutes at the end of the presentation to allow attendees time to ask questions. Capstone attendees expressed that there was limited to no time to do this during the most recent Capstone presentation. No other concerns were verbalized by the board.

(3) Plan (See Attachment 3).

- The plan and sequencing were reviewed by the board. Mr. Beckett recommended that Data Analytics occur later in the plan. The adjustment may allow cohorts to understand the importance of the course and increase their ability to be more successful. The suggestion was made by Dr. Hendrickson to move Human Resource Management earlier in the schedule as the course is independent of other courses. The board members agreed with the changes with no further recommendations.

6. Comments from Board Members:

- Ms. Nordman stated it was a privilege to serve as Chair for the past three years but she is excited to serve on the board as a member. Mr. Brand and Dr. Hendrickson are to review the current board membership as some board members have retired or have not been active participants. The selection of a new Vice Chair will be discussed and voted on in the future. Dr. Hendrickson requested board members provide contact information for CAHME to include place of employment. The next Advisory Board meeting is to be determined. Board members will be notified by email when it is scheduled.

7. The meeting concluded at 10:37 am CST.