

Associate in Science Degree in Business Management: Healthcare Practice Management option



Program Review

Program Review Team



- Kathleen Welch Hudson- Department Chair, Healthcare Technology and Ambulatory Services
- Frank DeCaro-Adjunct Faculty, Director of Operations, Cambridge Health Alliance
- Patricia Morrow, Department Chair, Business, NECC
- Cecelia Sederman, Faculty, Medical Assistant Program
- Pamela Langevian, Practice Manager, Highland Primary Care, Newburyport



Mission Statement

- The Business Management: Healthcare Practice Management Option Program is designed to prepare students for working in a variety of healthcare organizations, public and private, by providing them with general management skills training and coursework with a significant concentration in the field of business and healthcare management



College Mission and Core values

- The mission of this program and college come together in the dedication and commitment to educational excellence. Other examples are:
- Student Engagement- Through active learning and quality instruction, students gain knowledge and understanding of both the business world and the healthcare marketplace.
- Diversity- Course content stresses a global perspective and appreciation of other cultures in which businesses and healthcare operate. Diverse backgrounds and skills sets of the faculty provide students with first hand knowledge of how business and healthcare embrace diversity in today's world. This program accepts all qualified applicants and strives to recruit applicants that mirror the diverse multicultural and ethnic backgrounds of the community.



Institutional Strategic Plan



- Being First and Best Resource for the Community
 - This program is the only associate degree program in healthcare management in the Merrimack Valley.
 - Many of the graduates of this program are employed in healthcare settings such as physician's offices, clinics and hospitals located in the Merrimack Valley.



Strengths of program

- Faculty
 - Highly qualified faculty dedicated to maintaining the excellence of this program.
 - Faculty teaching in this program have earned Master's in Education, Healthcare Administration, Human Services Administration, Business, Human Resource Management and Organizational Management.



Strengths of Program



- Curriculum

- This program offers a diverse set of courses that enable students to gain employment in the healthcare management sector.
- Courses are offered in sequential order to provide students with a solid foundation in accounting, basic business and communication skills.
- Additionally, students' course work is focused upon business and healthcare management skills that are required for success.



Strengths of Program

- Diversity
 - Percentages of minorities approximate those of the college.



Weakness of program



- Development of advisory board
 - Program does not have an advisory board.
- Inadequate follow up of graduates
 - Currently, there is no data available.



Weakness of the program



- Need for full time faculty member dedicated to this program
 - Over the last three years we have seen a steady increase in enrollment.
 - Lack of full time faculty reduces the ability to effectively advise students and ensure student success.



Summary



- **The Program Review is a way to reflect more holistically on program strengths, challenges and opportunities.**
- **We feel that through this program review, we have made great strides to strengthen this program and identify areas of improvement for the future.**

