6-2-2015

Process Improvement Consulting Teams: Creating an Undergraduate Capstone Experience

Eileen Steinle Alexander  
*Xavier University - Cincinnati*

Frederick Browne  
*Xavier University - Cincinnati*

Follow this and additional works at: [http://www.exhibit.xavier.edu/health_services_administration_faculty](http://www.exhibit.xavier.edu/health_services_administration_faculty)

Part of the Business Commons, Life Sciences Commons, and the Medicine and Health Sciences Commons

Recommended Citation  
[http://www.exhibit.xavier.edu/health_services_administration_faculty/17](http://www.exhibit.xavier.edu/health_services_administration_faculty/17)

This Poster is brought to you for free and open access by the Health Services Administration at Exhibit. It has been accepted for inclusion in Faculty Scholarship by an authorized administrator of Exhibit. For more information, please contact exhibit@xavier.edu.
Introduction

Traditional classroom methods have limited impact on sustainable student learning outcomes. Conversely, "real world" experiences bring classroom concepts to life for students. However, faculty need replicable experiences, concrete tools, and exercises to coach students and improve their marketability to employers.

Community partners are in need of data to support business and public health objectives and requirements. Specifically, mandates by the U.S. Health & Human Services Centers for Medicare and Medicaid Services (CMS) require improvement in measures, such as colorectal & cervical cancer screening, that improve population health.

Primary Health Solutions (PHS) is a Federally Qualified Health Center (FQHC) serving 5 clinic sites in Butler County, Ohio.

Further, AUPHA certification requirements include an integrative experience, such as a capstone project.

Consulting projects achieve these objectives.

Methods

From January-May 2015, 27 students were enrolled in 2 sections of Quality Management & Process Improvement, a senior level course in the undergraduate BS in Health Services Administration at Xavier University, Cincinnati, Ohio. Section 1 employed a traditional classroom lecture format used in the previous year. Section 2 combined lecture, classroom computational exercises, Design Thinking exercises at the Xavier Center for Innovation and consulting projects chosen by our community healthcare partner. Students in Section 2 were divided into teams of 4 and placed at 3 different clinic sites. Teams were assigned to collect, investigate and present baseline data for either colorectal or cervical cancer screening. At semester end, students in both sections were administered a survey to assess attitudes and knowledge of process improvement. T-tests and either chi-square or Fisher’s exact tests at p<0.05 were used to identify variables which differ significantly between survey and course sections. Small sample size was a study limitation.

Acknowledgements

We wish to thank our students, colleagues and community partners for our success.


Xavier IT: grant for Microsoft Surface tablets, SASS, Zoom, and TA

Xavier faculty & staff: M. Ferrell, J. Jackson Med, T. Merrill PhD, J. Mohar, Z. Oglesby, and the Xavier Center for Innovation

Primary Health Solutions, Butler County healthcare providers, staff & administration: M. Ammendola MD, M. Belluno, A. Campbell


Conclusions & Next Steps

A capstone consulting project was successfully applied to undergraduate education. Students utilized standard quality management tools and strategies to collect, analyze and present baseline quantitative and qualitative data to healthcare providers and executives.

PHS, our community healthcare partner, is poised to meet requirements for CMS and FQHC certification and improve outcomes for their clients.

Students in the next semester will continue PDSA cycles for each project.

Students preferred the new experiential learning capstone course to a lecture-based format and preferred better on a comprehensive exam.

Significance

Students learn better and value experiential learning. Students want to work and contribute to their community. Consulting teams support the work of PHS to provide increased value to their underserved and underinsured FQHC community, consistent with Xavier University’s mission.

Resources


New MS in Fall 2015!

HEALTH ECONOMIC AND CLINICAL OUTCOMES RESEARCH

Xavier University in Cincinnati, Ohio