

**HAWAII COMMUNITY COLLEGE  
ANNUAL INSTRUCTIONAL  
PROGRAM REVIEW**

**Care Home Operator (CHO)**

**APRIL 2, 2007**

**Elizabeth Ojala**

**ANNUAL INSTRUCTIONAL PROGRAM REVIEW**  
**Care Home Operator (CHO)**  
**April 2, 2007**

**I. Narrative and Analysis of Data**

**a. Purpose of the program, including the target student population**

This program prepares OBRA certified Nurses' Aides to be eligible for licensure by the State Department of Health as a Care Home Operator. Care Home Operators operate Adult Residential Care Home (ARCH) facilities. ARCH facilities provide 24 hour living accommodations, for a fee, to adults unrelated to the family, who require at least minimal assistance in activities of daily living but who do not need the services of an intermediate care facility. It does not include facilities operated by the federal government (Hawai'i Administrative Rules, Title 11, Department of Health, Chapter 100 Adult Residential Care Homes.)

Upon completion of a Nurses' Aide course and passing the OBRA certification exam for Nurses' Aides, students may enroll in the Adult Residential Care Home Operator (CHO) courses (3 credits). Upon completing the prescribed CHO course work, students will receive a certificate of competency and be eligible for licensure by the State Department of Health as a Care Home Operator. Upon request, students who have completed the HawCC non-credit Nurses' Aide course can convert it to 8 credits (Nurs 16) allowing them to earn a Certificate of Completion in CHO. Registered Nurses and Licensed Practical Nurses interested in becoming licensed as Care Home Operators can enroll in a course specially designed for them (Nurs 15).

The purpose of the Certificate of Completion in CHO is to provide a continuous and adequate supply of Care Home Operators for employment in the Adult Residential Care Home system of Hawai'i County and the State of Hawai'i. In order to meet this purpose, the Division of Nursing and Allied Health will:

1. Provide a quality CHO program that prepares graduates for licensure by the State Department of Health as Care Home Operators.
2. Provide a CHO program that prepares graduates with the knowledge and skills needed to function safely and effectively operate Adult Residential Care Homes.

**b. External factors affecting the program**

The population of Hawaii is quickly aging increasing the number of elderly who need some type of care. The trend is toward caring for persons in the least

restrictive environment rather than institutions. Care homes offer a home like setting where individuals can reside and be cared for along with a small number of other people. It can be expected that the demand for Care Homes and Care Home Operators will steadily increase.

**c. Program Health Indicator Report –See Attached**

**d. External measures**

Upon completion of the CHO courses along with a requisite amount of experience as a Certified Nurses' Aide, CHO completers can apply to become Care Home Operators and open up a Care Home. The State Department of Health does not share statistics regarding who makes such an application. However, informal polling suggests that most completers either work as substitute Care Home Operators or open up their own Care Homes.

**II. Action Plan including Budget Request**

1. Update curriculum materials according to revisions by Department of Health
2. Prepare comprehensive program review
3. Submit request to discontinue Certificate of Completion

**QUANTITATIVE TREND DATA CHART**

Program Name: Nursing Care Home Operator

	Fall 2005	Spring 2006	AY
#1 Number of Unduplicated Majors	25	20	45
#2 Total Student Semester Hours	72	54	126
#3 FTE Student Majors	4.8	3.6	4.2
#4 Number of Graduates	-	-	0
#5 Number of classes	3	3	6
#6 Avg Class size	27	20.33	23.67
#7 Avg Class fit	108%	81.3%	94.7%
#8 FTE of BOR Appointed Program Faculty*	-	-	0
#9 Number of FTE Faculty (1 FTE = 20 contact hours/wk)*	-	-	.3
#10 Student semester hours for all PPC class enrollments	78	57	135
#11 Student-Faculty Ratio**	-	-	15
#12 PPC Credits Earned Ratio	.96	.93	.95
#13 Non-PPC Credits Earned Ratio	0	0	0
#14 PPC Avg GPA	3.21	3.4	3.31
#15 Non-PPC Avg GPA	0	0	0
#16 Budget	-	-	\$1378
#17 Program Cost per SSH***	-	-	\$79.15

\* - data provided by program

\*\* - calculated with data provided by program

\*\*\* - calculated using rank 4 rate per credit hour of instruction

The Program Health Indicators Review provides a comprehensive, empirically based review of academic programs. Major sections of the report provide descriptive information about the development and history of a program, goals, faculty and advisory committees, admission and degree requirements, and graphic representation of the program's standing. The major clusters of program health indicators are program demand, program efficiency and program outcomes. Hawai'i Community College uses five data elements to develop these clusters: number of applicants and majors (program demand), class fit and average class size (program efficiencies) and graduates (program outcomes).

Chancellor :                 Rockne Freitas  
Dean of Instruction:     Doug Dykstra  
Division Chair:             Elizabeth Ojala

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## **PROGRAM DESCRIPTION**

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## **PROGRAM GOALS**

The purpose of the Certificate of Completion in CHO is to provide a continuous and adequate supply of Care Home Operators for employment in the Adult Residential Care Home system of Hawai'i County and the State of Hawai'i. In order to meet this purpose, the nursing division will:

1. Recruit, retain and graduate individuals from the community of the County and State of Hawai'i.
2. Provide a quality CHO program that prepares graduates for licensure by the State Department of Health as Care Home Operators.
3. Provide a CHO program that prepares graduates with the knowledge and skills needed to function safely and effectively operate Adult Residential Care Homes.

**PROGRAM HEALTH INDICATORS**

INDICES	MINIMUM LEVEL	ACTUAL LEVEL	SATISFACTORY LEVEL
<b>PROGRAM DEMAND/CENTRALITY: Fall 2006</b>			
Number of Applicants	15	31	20
Number of Majors	20	25	20
Student Semester Hours	36	75	60
Class Credit Hours	3	3	3
Number of Classes Taught	3	3	3
<b>PROGRAM EFFICIENCY: Fall 2006</b>			
Average Class Size	12	25	20
Student Semester Hours per FTE Faculty (.2 FTE)	36	75	60
Equiv. Class Credit Hours per FTE Faculty	3	3	3
Percentage of Small Classes	10%	0%	0%
<b>PROGRAM OUTCOMES: Fall 2004</b>			
Credits Earned Ratio – General Education		N/A	
Credits Earned Ratio – Vocational Education		N/A	
Degrees and Certificates Awarded – AY 2001-2002		N/A	
Placement into Further Education, Employ, or Military		N/A	
Program Retention – Fall to Spring (This is a One Semester Program to Prepare Students for eligibility for Care Home Operation)		N/A	
Retention in Employment		N/A	
Non-Traditional Participation – Males		0%	
Non-Traditional Program Completion AY 2001-2002		N/A	



**2005-2006 PERKINS III CORE INDICATORS**

Core Indicators	# in Denominator	# in Numerator	Adjusted Level	Actual Level
Academic Achievement			81.92%	100.00%
Vocational Skills			90.00%	100.00%
Degrees & Certificates			37.33%%	0.00%
Placement/Employment				
Retention/Employment				
Nontraditional Participation			14.60%	23.81%
Nontraditional Completion				

**OCCUPATIONAL DEMAND**  
**Hawai'i County – EMSI table**

<b>Occupational Title</b>	<b>Hawaii New 2005-2011</b>	<b>Hawaii Replacement 2005-2011</b>	
Adult Care Home Operator	161	52	<b>Total New Demand: 213</b>

## **ANALYSIS OF THE PROGRAM**

### **Program Demand/Centrality**

Program demand remains high with more students interested in taking the courses than can be accommodated.

### **Program Efficiency**

Program efficiency remains high with no small classes.

### **Program Outcomes**

Program outcomes remain high with students who start finishing the courses and going on to open up Adult Residential Care Homes. A change has occurred in the ability of students who complete the HawCC non-credit Nurses' Aide course and then complete the 3 credits of CHO courses. As of Spring 2006 the non-credit Nurses' Aide course is only equivalent to 6 credits. The downsizing of the course from the equivalent of 8 credits to only 6 credits occurred in response to a request from the Department of Health that all the UHCC Nurses' Aide courses be standardized. The implications are that the Certificate of Completion in CHO will no longer be available to students because the Nurses' Aide course no longer meets the 200 hours required to award a Certificate of Completion. Almost no students have requested the Certificate of Completion.

### **Plan of Action 2006-2007**

Continue to offer the program in the same manner however the Certificate of Completion in CHO will need to be discontinued

### **Response to last year's plan of action**

The Certificate of Completion was not discontinued as planned. The CHO program will undergo a comprehensive program review during Fall 2007. At that time a formal request will be made to discontinue the Certificate of Completion.

### **Plan of Action 2007-2008**

1. Update curriculum materials according to revisions by Department of Health
2. Prepare comprehensive program review
3. Submit request to discontinue Certificate of Completion

## **Appendix A: History and Admission Requirements**

### **Program History**

The Hawai'i Community College Care Home Operator (CHO) Program courses were initiated in Spring 1987 as a series of credit courses (3 credits) for certified nurses' aides and were offered through the Nursing Division. Between 1992 and 1996 the CHO courses were offered as non-credit courses through the HawCC Office of Continuing Education and Training (OCET).

In Fall 1997 the CHO courses were transferred back to the Nursing Division and offered again as credit courses. At that time a partnership was formed between Nursing and OCET that established a mechanism for students to earn a Certificate of Completion in CHO. The CC in CHO provided a seamless transition from non-credit to credit instruction for the benefit of students wishing to become Care Home Operators. After completing the HawCC non-credit Nurses' Aide course (200 hours) and passing the OBRA certification exam, students continue in the three credits of CHO courses. Upon completion of the CHO courses, students may request to convert the Nurses' Aide course from non-credit to credit (Nursing 16 – 8 credits). Nursing 16, in conjunction with Nursing 12, 13 and 14 (3 credits) comprise the 11 credits for the CHO Certificate of Completion.

As of Spring 2001, students completing the 45 hours of CHO course work will be awarded a Certificate of Competency.

In Spring 1998 Nursing 15, ARCH Regulations and Record Keeping (2 credits), was developed in order to meet the needs of licensed nurses who were interested in becoming Care Home Operators. This course focused on the rules and regulations related to the operation of an Adult Residential Care Home.

In Spring 2001 the college began awarding a certificate of competency upon successful completion of the CHO courses. Nursing 15 is being converted to an on-line course as part of the faculty member's sabbatical project during Spring 2002.

As of Spring 2006 the Certificate of Competency is not possible for students to achieve.

### **Program Admission Requirements**

Students must be Certified Nurses' Aides (CNA). The HawCC Nurses' Aide course prerequisites include a Basic Life Support/CPR and First Aid certificates and a score of 50 on the COMPASS reading placement test.

**Appendix B: Certificate of Completion Requirements**

		<b>CC</b>
Nurs 12	Common Diseases, Medicines, Special Diets	1
Nurs 13	Helping Therapies and Behavior Management	1
Nurs 14	ARCH Regulations, Accounts, Community Resources	1
	<b>Total</b>	<b>3</b>
Nurs 16	Nurses' Aide (non-credit to credit conversion)	8
	<b>Total</b>	<b>8</b>
	<b>TOTAL</b>	<b>11</b>

## **Appendix C: Faculty**

### **Regular Faculty**

<b><u>Name</u></b>	<b><u>Tenure Status and date</u></b>	<b><u>Degrees Held</u></b>	<b><u>Rank</u></b>
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none

### **Part-time Faculty**

<b><u>Name</u></b>	<b><u>Tenure Status and date</u></b>	<b><u>Degrees Held</u></b>	<b><u>Rank</u></b>
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Lea Nordloh	Tenured, 1994	BSN, MSN	C-3
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**Appendix D: Advisory Committee**

Allyson Andrews-Nelson, Director of Nursing, Hilo Life Care Center  
Susan Hunt, Executive Director, Hamakua Health Center  
Laura Boehm, VP for Patient Care Services, North Hawaii Community Hospital  
Jean Abe, Director of Nursing, Hale Ho'ola Hamakua  
Kelly Nases, Director of Nursing, Hale Anuenue Restorative Care Center  
Shirley Yamaoka Grieg, Life Care Center of Hilo  
Ana Silva, Education Department, Kona Community Hospital  
Susan Hultberg, Rural Development Project Coordinator, Hilo Medical Center  
Pat Kalua, Chief Nurse Executive, Kona Community Hospital  
Stephanie Tyrin, R.N., A.S. Program Graduate



## **Appendix E: Definitions of Data Elements (All data includes West Hawai'i)**

### **A. Program Demand/Centrality:**

1. Number of Applications: Total number of applications received complete and incomplete.
2. Number of Majors: Major declared/on file during the semester.
3. Student Semester Hours: Total number of semester hours based upon class credits and student enrollment. Sum of all class credits multiplied by the enrollment for each class. Includes practica and other classes where 5 students = 1 semester (credit) hour. Excludes cancelled, 99V, 199V, 299V, and all CVE classes.
4. Class Credit Hours: Sum of credits of all classes offered within the program/with the program/major code/alpha. Includes practica and other classes where 5 students = 1 semester (credit) hour. Excludes cancelled, 99V, 199V, 299V, and all CVE classes.
5. Number of Classes Taught: Total number of classes conducted/run within the program/with the program/major code/alpha. Includes practica and other classes where 5 students = 1 semester (credit) hour. Excludes 99V, 1 99V, 299V, and all CVE classes.

### **B. Program Efficiency:**

1. Average Class Size: Average class size of all classes conducted/run within the program/with the program/major code/alpha. Includes practica and other classes where 5 students = 1 semester (credit) hour. Excludes 99V, 199V, 299V, and all CVE courses. Total enrollment in each class excludes students with "DR" and/or "W" grades.
2. Student Semester Hours per FTE Faculty: Total student semester hours from A.3. divided by analytical FTE Faculty.
  - a. Analytical FTE Faculty: Teaching based upon a full load (15 or 12 credits depending upon the contact hours.) Division Chairpersons are assigned an analytical FTE Faculty equivalent of 0.70 FTE.
  - b. Each full-time faculty within a program is considered to be 1 FTE. FTE based upon lecturers are calculated by the number of credits each are assigned to teach.
  - c. Assigned time is to be extracted from FTE calculations... similar to calculating the FTE for a Division Chair. For example, if a Full-time faculty received 3 credits assigned time (out of a regular 15-credit load) it would be considered a .8 FTE rather than 1.

3. Equivalent Class Credit Hours per FTE Faculty: Total class credit hours from A.4. divided by total analytical FTE Faculty.
4. Percentage of Small Classes: Percent of classes within the program/with the program/major code/alpha that had less than 10 students. Includes practica and other classes where 5 students = 1 semester (credit) hour; however, these classes are considered to be Low-enrolled only if there are less than 5 students or between 6 and 9 students. Excludes 99V, 199V, 299V, and all CVE classes.

### **C. Program Outcomes:**

1. Credits Earned Ratio (Remedial/Developmental): Percentage of program majors enrolled in ESL 9, ESL 13, ENG 20R, ENG 20W, ENG 51, LSK 51, MATH 22, and MATH 50 who passed with a grade of A, B, C, D or CR.
2. Credits Earned Ratio (General Education): Percentage of program majors enrolled in all LBART courses (excluding those in C.1.) who passed with a grade of A, B, C, D or CR. Includes practica and other classes where 5 students = 1 semester (credit) hour. Excludes 99V, 199V, 299V, and all CVE courses.
3. Credits Earned Ratio (Vocational Education): Percentage of students enrolled in vocational courses who passed with a grade of A, B, C, D or CR. Includes practica and other classes where 5 students = 1 semester (credit) hour. Excludes 99V, 199V, 299V, and all CVE courses.
4. Credits Earned Ratio (Overall): Combination of C.1., C.2., and C.3. above.
5. Graduate Placement Rate: Students who graduated with a certificate/degree in the PAST academic year and found work in that field.
6. Degrees Awarded: The number of certificates and degrees awarded during the PAST academic year.
7. Retention Rate: New students within a program/major continuing or retained in that program/major from the past two or more terms. (Students registered in Fall 2000 who started in Spring 2000 or Fall 1999. Students registered in Fall 2001 who started in Spring 2001 or Fall 2000.)