# **COMMISSION FOR HIGHER EDUCATION**

Thursday, August 8, 2013

BUSINESS ITEM B-1:	<u>Bachelor of Science in Health Studies To Be Offered by Purdue</u> <u>University North Central at Westville</u>		
Staff Recommendation	That the Commission for Higher Education approve the Bachelor of Science in Health Studies to be offered by Purdue University North Central at Westville, in accordance with the background discussion in this agenda item and the <i>Program Description</i> .		
Background	The Academic Affairs and Quality Committee discussed this program on June 10, 2013 and reacted favorably to the proposal. Committee members and staff felt it appropriate to bring the program to the Commission for action as a regular decision item.		
	<u>Similar Programs in Indiana.</u> According to the Independent College of Indiana (ICI) web site, there are no programs at the baccalaureate level in the <u>independent</u> or private not-for-profit sector that are similar to the proposed program.		
	The Board for Proprietary Education (BPE) database indicates there are a number of programs in Health Care Management or Health Care Administration at the baccalaureate level in the <i>proprietary</i> or private for-profit sector, e.g. three institutions (University of Phoenix, Devry University, Kaplan University) offer bachelor's degrees in Health or Health Care Administration. However, the proposed program has a different focus and orientation than that of a traditional management or administration program in health care.		
	Likewise, within the <i>public</i> sector, there are two campuses (IUPUI and IU Northwest) that offer baccalaureate programs in Health Information Administration and Health Services Administration, respectively. However, the proposed program has a very different focus and orientation than these.		
	<b><u>IWIS Analysis.</u></b> Given the uniqueness of the proposed program, there is not good data available through IWIS on comparable programs.		
	<b>Related Programs at Purdue North Central.</b> The only health care related program that the Purdue North Central campus currently offers is the B.S. in Nursing, which in FY 2012 enrolled 586 headcount or 348 FTE students and graduated 40.		

**Unique Focus of Program.** The proposed program is intended to prepare graduates, who work with clients, so that health care services can be delivered to them in a coordinated and more efficient and effective manner, thereby improving services, while at the same time controlling costs. Health Studies is responsive to regional employers' needs for employees with a broad health care knowledge base to move in and out of roles within the quickly-changing health care environment.

Graduates will be prepared for careers, such as: care coordinator, case manager, patient advocate, and medical and health services manager. One emerging role graduates are prepared for is that of a "health care navigator" or care coordinator. Health care or patient navigators and care coordinators undertake a number of tasks, such as: educating clients about qualified health plans; sharing information about enrollment, tax credits, and subsidies; helping people to enroll in plans; referring clients, who need additional help, to other agencies; and, in general, guiding clients through the complexities of the health care system so they can be better consumers and the health care system can become more efficient. Sources indicate that private navigator businesses are growing at a significant rate.

This program also has been designed for those with an associate degree in a health field from Ivy Tech, who are seeking a degree completion program that enables them to move into broader and more advanced roles, including administration and leadership.

**Standard Credit Hour Expectation.** This program requires students to complete a total of 120 semester credit hours, which meets the standard credit hour expectation for baccalaureate programs.

<u>Articulation Agreement.</u> Purdue North Central has a signed articulation agreement with Ivy Tech Community College for graduates of the College's health related associate degree programs.

**Supporting Document** 

Program Description – May 13, 2013

#### 1. Characteristics of the Program

#### a. Campuses offering Program

Purdue University North Central

#### b. Scope of Delivery

Purdue University North Central Campus

#### c. Mode of Delivery

Classroom and blended

#### d. Other Delivery Aspects

Most students will complete an internship as their capstone course.

#### e. Academic Unit Offering Program

The Bachelor of Science in Health Studies is an interdisciplinary program administratively housed within the Department of Nursing.

#### 2. Rationale for Program

## a. Institutional Rationale

The proposed baccalaureate in Health Studies at Purdue University North Central (PNC) supports the direction of the Purdue System, is an integral aspect of Purdue North Central's strategic plan, contributes to human capital and economic development in northern Indiana, and meets the needs of employers in this region. This degree builds upon PNC's successful baccalaureate in nursing. An important part of PNC's strategic plan is to add baccalaureate degrees to better serve the region

#### b. State Rationale

This proposal directly contributes to the Commission's goals. It is workforce aligned, student centered, and will increase degree productivity. This program is aligned with *Reaching Higher, Achieving More* in the following ways:

- Student persistence and degree completion—provides a clear, efficient path for students interested in health careers who are not admitted into nursing or who are not interested in nursing
- Transfer—designed specifically for students transferring from a two-year institution
- Productivity—prioritizes resources to high-demand academic programs

This new program adds value by using existing courses and other existing resources to create a program that will lead to employment in our region.

#### c. Evidence of Labor Market Need:

## i. National and State

Health care will generate 3.2 million new jobs between 2008 and 2018, more than any other industry, largely in response to rapid growth in the elderly population. Ten of the 20 fastest growing occupations are related to health care. Many job openings should arise in all health care employment settings as a result of employment growth and the need to replace workers who retire or leave their jobs (<u>http://www.bls.gov/oco/cg/cgs035.htm</u>).

#### ii. Preparation for Graduate Programs or Other Benefits

Students who graduate from PNC with a B.S. in Health Studies will be prepared for master's programs in health and human services as well as doctoral level training, including in health services research, public health, health education and applied areas of health professions such as physical therapy or occupational therapy.

#### iii. Summary of Indiana DWD and/or U.S. Department of Labor Data

The employment outlook for health care professionals is excellent. According to the Bureau of Labor Statistics (2010), "Employment growth is expected to add about 2.8 million new jobs – 13-

percent of all wage and salary jobs added to the economy over the 2010-2018 period." In addition, the Bureau finds, "Employment in health services will continue to grow...The elderly population, a group with much greater than average health care needs, will grow faster than the total population...Advances will continue to improve the survival rate of patients; new technologies will lower the cost of treatment and diagnosis while enabling identification and treatment of conditions not previously treatable. In addition, medical group practices and health networks will become larger and more complex, and will need more managerial and support workers. Various combinations of all these factors will ensure robust growth in this massive diverse industry" (http://www.bls.gov/oco/ cg/cgs035.htm).

The demand in Indiana for health care professionals is high and consistent with national demand. According to the Indiana Department of Workforce Development (IDWD), Health Care Support Occupations has a 28.7% projected growth rate.

#### iv. National, State, or Regional Studies

Health care is the fastest growing industry in Northwest Indiana. Of the five largest industries in this region, two are in health: ambulatory health care services and hospitals. Ambulatory health care services had the largest growth of any industry in the region, with a 76% increase in earnings between 2001 and 2009. Hospitals rank second, with a 40% growth in earnings during this time period (see <a href="http://www.insideindianabusiness.com/newsitem.asp?ID=50584">http://www.insideindianabusiness.com/newsitem.asp?ID=50584</a>).

#### v. Surveys of Employers or Students and Analysis of Job Postings

Planning began with local leaders of health care organizations, who informed us of the need for professionals with a background in health. Nursing is the only health-related major at PNC. Students not admitted into the nursing program have expressed strong interest in a health-related major at PNC.

#### vi. Letters of support

**Appendix A** provides letters of support from regional organizations. Letters of support from the Dean of the School of Health Sciences from Ivy Tech Northwest and the Dean of the College of Health and Human Sciences at Purdue West Lafayette also are included.

#### 3. Cost of and Support for the Program

#### a. Costs

#### i. Faculty and Staff

One new faculty member will be needed initially. Additional faculty and a coordinator/advisor will be needed over time. To complement the existing faculty, these additional faculty will have specializations in an area of health care that supports the program's learning outcomes. The additional revenue to the campus based upon additional enrollment would support these hires. Please see full proposal for additional information.

#### ii. Facilities

The B.S. in Health Studies program will be housed and taught at PNC's main campus in Westville and at PNC's Porter County site. No new labs are needed. Library holdings will need to be supplemented.

#### iii. Other Capital Costs (e.g. Equipment)

None

#### b. Support

#### i. Nature of Support (New, Existing, or Reallocated)

There is existing support to start the program. Future costs for the program will be covered through new tuition revenue from higher rates of retention and new students.

ii. Special Fees above Baseline Tuition None

#### 4. Similar and Related Programs

#### a. List of Programs and Degrees Conferred

#### i. Similar Programs at Other Institutions

There is no other Health Studies program in Indiana. Purdue Calumet offers a bachelor's degree in Safety, Health and Environmental Management in the Department of Construction Science and Organizational Leadership. Indiana University Northwest offers B.S. degrees in Health Information Administration, Health Services Administration, and Health Services Management. Indiana University South Bend offers bachelor's degrees in Health Services Management and in Health Systems Administration and Policy.

The PNC Health Studies program is distinctive in several ways. It was developed to educate a health care generalist with the ability and knowledge to adapt within ever-changing health care settings and situations. The program was specifically designed to increase student persistence and degree completion. It was also designed to increase the number of associate degree graduates who go on to earn a bachelor's degree and to provide an avenue for associate degree holders to advance in their careers and better meet the needs of employers.

#### ii. Related Programs at the Proposing Institution

Nursing, Business, Organizational Leadership Health Studies is an efficient program that uses the strengths of existing courses and shares a core with nursing.

## b. List of Similar Programs Outside Indiana

Eastern Illinois University and Western Illinois University offer a B.S. in Health Studies. Eastern Kentucky University offers a B.S. in Health Services Administration.

#### c. Articulation of Associate/Baccalaureate Programs

Ivy Tech graduates will be able to transfer seamlessly into the Health Studies program. In addition the PNC Health Studies program has a recent articulation agreement with Ivy Tech.

#### d. Collaboration with Similar or Related Programs on Other Campuses

Purdue Calumet offers 17 courses online that are accepted for PNC's Health Studies program. Nursing is collaborating with the three other Purdue System nursing programs on a Graduate Nursing Program Consortium and course sharing. Purdue North Central will use what is learned in this effort to further develop collaboration in Health Studies. As the program matures, faculty will work with West Lafayette on discovery opportunities, which will strengthen the ability to compete for larger, more diverse discovery grants.

#### 5. Quality and Other Aspects of the Program

#### a. Credit Hours Required/Time to Completion

The program is designed to be completed in four years, or two years for those with an associate's degree.

### b. Exceeding the Standard Expectation of Credit Hours

The program requires 120 credit hours.

#### c. Program Competencies or Learning Outcomes

The graduate will be able to:

- Utilize problem-solving, critical-thinking and decision-making skills in a variety of health settings and situations.
- Evaluate effective leadership and management strategies in common in health care delivery systems and environments.
- Apply evidence-based health care practices for optimum health outcomes.
- Demonstrate accountability within the legal and ethical parameters of the health care system.
- Integrate communication skills into professional roles.
- Utilize information technology in the delivery of health care.
- Explore the historical and contemporary social determinants of health that shape health status, health behavior and health inequalities.

#### d. Assessment

A primary site of assessment will be the capstone course. Faculty will use a standard rubric on a final project to assess student learning and the degree to which students have met learning outcomes. A Health Studies Advisory Board will be established due to the ongoing and rapid changes in health care, government, and technology that underpin the need for communication and collaboration between health education programs and the communities they serve. The membership of the advisory board will be representative of the community and employment market served by the PNC Health Studies program. It will be composed primarily of individuals in the community and employment market who are impacted by the Health Studies program and who impact the program.

#### e. Licensure and Certification

There is no licensure for Health Studies.

#### f. Placement of Graduates

Graduates would enter non-clinical occupations within the Health Care sector. Specific position with typical average salaries (<u>http://www.simplyhired.com/a/salary/search</u>) are given below:

Claims Reviewer Medical and Health Service Managers Client/Patient Advocate Children's Care Manager Medical Equipment Marketing and Sales Community Relations Coordinator Pharmaceutical Sales Insurance Sales Family Services Counselor Case Manager/Care Coordinator Health Benefits Manager	\$50,000 53,000 44,000 52,000 44,000 68,000 56,000 41,000 57,000 55,000
Case Manager/Care Coordinator	57,000
Health Benefits Manager	55,000
Independent Living Specialist	45,000
Wellness Coordinator	44,000

#### g. Accreditation

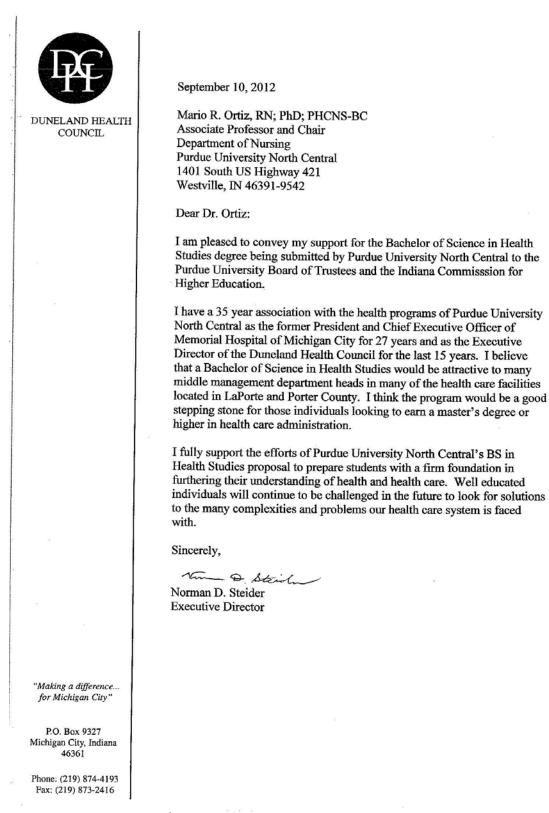
There is no accreditation for Health Studies.

## 6. Projected Headcount and FTE Enrollment and Degrees Conferred

Projected Headcount and FTE Enrollment and Degrees Conferred						
	Year #1 FY 2015	Year # 2 FY 2016	Year # 3 FY 2017	Year # 4 FY 2018	Year # 5 FY 2019	
Enrollment Projections (Headcount)	490	520	523	539	541	
Enrollment Projections (FTE)	389.0	410.0	410.5	422.5	424.0	
Degree Completions Projection	0	32	29	188	200	

#### Data for Question # 6 Projected Headcount and FTE Enrollment and Degrees Conferred

#### Appendix A Letters of Support



# **ANCILLA COLLEGE**

**Division of Nursing & Health Sciences** 

November 29, 2012

Mario R. Ortiz Associate Professor and Chair Department of Nursing Purdue University North Central 1401 South US HWY 421 Westville, IN 48391

RE: BS in Health Studies Proposal

Dear Dr. Ortiz:

It is my pleasure to write a letter in support of Purdue University North Central's BS in Health Studies Proposal being submitted to the Purdue University Board of Trustees and the Indiana Commission for Higher Education.

The Division of Nursing and Health Sciences at Ancilla College work closely with Dr. Ortiz and the nursing program to ensure a smooth transition from associates to bachelor's level education in nursing. Ancilla College also provides an associate degree in Health Science that will fit seamlessly into the BS in Health Studies program.

In conclusion, I fully support the efforts of Purdue University North Central's BS in Health Studies Proposal. The Division of Nursing and Health Science at Ancilla College is anxious to partner with Purdue North Central as they move forward with this program. It will give students a firm foundation in understanding health and health care needs. The BS in Health Studies will also provide a pathway to graduate education in a health-related field that is important and desperately needed in this geographic area.

Sincerely,

lan trajes for, MSN

Ann Fitzgerald MSN, PhD(c), CNE Director, Division of Nursing and Health Science Ancilla College

Director, Division of Nursing & Health Sciences • P.O. Box 1, Donaldson, IN 46513 • Phone: 574-936-8898 Ext 379 Email: Ann.Fitzgerald@Ancilla.edu • Website: www.ancilla.edu September 4, 2012

Mario R. Ortiz Associate Professor and Chair Department of Nursing Purdue University North Central 1401 South US HWY 421 Westville, IN 48391

RE: BS in Health Studies Proposal

Dear Dr. Ortiz:

It is my pleasure to write a letter in support of Purdue University North Central's BS in Health Studies Proposal being submitted to the Purdue University Board of Trustees and the Indiana Commission for Higher Education.

I am writing to support this endeavor from a personal level. I am the parent of a senior college student who currently attends Texas A & M University in College Station, TX. Her degree is in Community Health. Her course of studies share similar goals and curriculum you have described in your proposal. She has a passion for health education and the health care system. She has a lot of leadership qualities that make her an outstanding candidate to be successful in a health-related field. She did not want to go into nursing and therefore, this course of study was very appealing to her. She hopes to someday work for FEMA, The Department of Health, or for the company she currently works for which is an oil company. She has the opportunity to work as their Employee Health and Wellness Coordinator.

As far as I know, there are not any programs in this area where a person who does not want a non-clinical degree may obtain a BS degree in Health Studies, if there were, she would not have gone to Texas, she could have stayed home and attended Purdue University North Central. This program is definitely needed in our area and I fully support the BS in Health Studies Proposal.

Sincerely,

Lorie Skimehorn, R.N., B.S.N.

Lorie Skimehorn, R.N., B.S.N. Health Services Supervisor Duneland School Corporation

# Franciscan ST. ANTHONY HEALTH

December 5, 2012

#### FRANCISCAN ALLIANCE CORPORATE OFFICE Mishawaka

FRANCISCAN ST. ANTHONY HEALTH Crown Point

FRANCISCAN ST. ANTHONY HEALTH Michigan City

FRANCISCAN ST. ELIZABETH HEALTH Crawfordsville

FRANCISCAN ST. ELIZABETH HEALTH Lafayette Central

FRANCISCAN ST. ELIZABETH HEALTH Lafavette East

FRANCISCAN ST. JAMES HEALTH Chicago Heights

FRANCISCAN ST. JAMES HEALTH Olympia Fields

FRANCISCAN ST. MARGARET HEALTH Dyer

FRANCISCAN ST. MARGARET HEALTH Hammond

FRANCISCAN ST. FRANCIS HEALTH Beech Grove

FRANCISCAN ST. FRANCIS HEALTH Indianapolis

FRANCISCAN ST. FRANCIS HEALTH Mooresville

FRANCISCAN PHYSICIANS HOSPITAL, LLC Munster

FranciscanAlliance.org

#### Mario R. Ortiz Associate Professor and Chair Department of Nursing Purdue University North Central 1401 South US Hwy 421 Westville, IN 48391

Re: BS in Health Studies Proposal

Dear Dr. Ortiz:

It is my pleasure to write a letter in support of Purdue University North Central's BS in Health Studies Proposal being submitted to the Purdue University Board of Trustees and the Indiana Commission for Higher Education.

The Health Studies program appears well developed offering students the opportunity to advance their knowledge in areas of nursing theory, A&P, psychology and a variety of topics relative to the health care industry.

In conclusion, I fully support the efforts of Purdue University North Central's BS in Health Studies Proposal. Any program that prepares students with a solid foundation in health care that will support entry into health care or ongoing graduate education in a health-related field is important and much needed in this geographic area.

Sincerely,

sh h Jeber

Trish Weber, RN, MBA VP Operations/Chief Nursing Officer

TW/ch

MICHIGAN CITY 301 West Homer Street Michigan City, IN 46360 PH: 219 879 8511

#### December 12, 2012

Mario R. Ortiz Associate Professor and Chair Department of Nursing Purdue University North Central 1401 South US HWY 421 Westville, IN 48391

#### **RE:** BS in Health Studies Proposal

Dear Dr. Ortiz:

It is my pleasure to write a letter in support of Purdue University North Central's BS in Health Studies Proposal being submitted to the Purdue University Board of Trustees and the Indiana Commission for Higher Education. The Health Study program will provide a core graduate group of individuals with the necessary skills to function within the complex healthcare arena. These individuals will be able to employ their skills in non-clinical entry and mid-level leadership positions within The Methodist Hospitals, Inc. facilities. Within the organization, these individuals can bridge the gap between clinical and non-clinical support areas in roles located in departments such as radiology, homecare and rehabilitations services. The content included in the program will assist the graduate in being successful.

In conclusion, I fully support the efforts of Purdue University North Central's BS in Health Studies Proposal. This program will offer opportunities within the healthcare field while preparing students for entry level positions and offering a sound foundation for further graduate education.

Sincerely,

Michele Major, RN, MS, MBA, NEA-BC, FACHE VP, Chief Nursing Officer

Northlake Campus 600 Grant Street Gary, Indiana 46402

HODIST

HOSPITALS

MEI

Midlake Campus 2269 West 25th Avenue Gary, Indiana 46407 Southlake Campus 8701 Broadway Avenue Merrillville, Indiana 46410



COLLEGE OF HEALTH AND HUMAN SCIENCES

OFFICE OF THE DEAN

January 9, 2013

Mario R. Ortiz Associate Professor and Chair Department of Nursing Purdue University North Central (PNC) 1401 South U.S. Highway 421 Westville, IN 46391-9542

Re: B.S. in Health Sciences Proposal Dear Dr. Ortiz:

Dr. Karen Schmid, the Vice Chancellor for Academic Affairs at PNC, recently sent me a copy of your proposal for a new baccalaureate program in Health Studies that would be located administratively in the Department of Nursing. In addition to reviewing the proposal myself, I asked Thomas Berndt, the College of Health and Human Sciences Associate Dean for Academic Affairs, for feedback.

Both of us were very impressed with the evidence in the proposal of the great need for well-trained health care professionals in the PNC service area, in the rest of Indiana, and in the nation. We were equally impressed with the quality of the curriculum for the students in the new B.S. program. Moreover, we agree completely with the statement on Page 14 of the proposal about seeking new opportunities for discovery, as your new program develops, through collaboration with faculty in our college on the West Lafayette campus, and, in particular, with faculty in our School of Health Sciences. We would also welcome future conversations about the possibility of collaborating in offering online courses that would further prepare our students and your students for careers in health-related fields.

For all these reasons, I strongly support the proposal for a new B.S. program in Health Studies at Purdue University North Central.

Sincerely,

Christine M. Ladisch

Christine M. Ladisch Dean

700 W. State Street • West Lafayette, IN 47907-2059 Tel. (765) 494 8210 • FAX (765) 496 1168 • http://www.hhs.purdue.edu/ (i) a support state of the s



May 5, 2012

Mario R. Ortiz, RN; PhD; PHCNS-BC Associate Professor and Chair Department of Nursing Purdue University North Central 1401 South US Highway 421 Westville, IN 46391-9542

Dear Dr. Ortiz:

I would like to convey my support for the Bachelor of Science in Health Studies degree proposed by Purdue University North Central. The Health Sciences Program Chairs' Committee at Ivy Tech Community College Northwest reviewed the proposed program and agrees that the curriculum is welldeveloped. An articulation agreement between Ivy Tech Community College and Purdue University North Central would benefit the many graduates from our health programs, including the Health Care Support Associate of Applied Science, the Medical Assisting Associate of Applied Science, the Physical Therapist Assistant Associate of Science, the Respiratory Care Associate of Science and the Surgical Technology Associate of Science programs. This articulation agreement will expand opportunities for graduates of our health programs by offering the opportunity to gain advanced knowledge in areas related to their chosen field as well as allowing them to prepare for application to a graduate program. I look forward to continuing to work with you in order to facilitate matriculation of our graduates to Purdue University North Central.

Respectfully,

Bonton

Lora Plank, MSN, RN, CNOR, CST Dean, School of Health Sciences Ivy Tech Community College

3100 IVY TECH DRIVE Valparaiso, indiana 46383 219-464-8514 FaX: 219-464-9751

Ivy Tech is an accredited, equal opportunity, affirmative action community college.

#### ARTICULATION AGREEMENT

Between Purdue University North Central and Ivy Tech Community College

For Transfer of Ivy Tech Community College's health related Associate of Science programs and Associate of Applied Science in Health Care Support to Purdue University North Central's Bachelor of Science in Health Studies

#### **Statement of Purpose**

The purpose of this articulation is to provide a basis for a cooperative relationship between Purdue University North Central and Ivy Tech Community College (ITCC) to benefit students who desire to complete a bachelor's degree. The intent is for ITCC students completing a healthrelated AS or the AAS degree plan to move seamlessly to the BS degree plan.

#### **Transfer Agreement**

To earn a Bachelor of Science in Health Studies at Purdue University North Central requires a minimum of 120 credits.

Graduates from January 1, 2013 onward of Ivy Tech Community College with a health related Associate of Science degree or an Associate of Applied Science in Health Care Support from Ivy Tech Community College may transfer and apply 60-72 credits from that completed degree to requirements for Purdue University North Central's Bachelor of Science in Health Studies. Students will be admitted to Purdue University North Central via the standard undergraduate admission process.

Addendum One: Curriculum details the course requirements for this transfer agreement, including remaining courses required to fulfill the baccalaureate degree requirements. Substitutions for the approved list of courses must be approved by Purdue University North Central.

Addendum Two: Sample Semester Sequence details a sample semester sequencing of remaining courses.

Additionally, under the terms of this agreement:

- 1. A course grade of "C" or better must be earned to be accepted for transfer.
- 2. As ITCC graduates complete a minimum of 32 credits hours of course work at or above the 300-level credit hour requirement for the award of the BS degree in Health Studies, they must meet the graduation requirements as approved by Purdue University North Central at the time of the student's admission to the Health Studies (PUNC) program.

- 3. Written notice of intention to terminate, modify, or withdraw from this Articulation Agreement will be submitted by the academic head of either institution at least one academic semester prior to the proposed date of termination/withdrawal. Should a decision be made to modify or dissolve this agreement, students who are already attending Purdue University North Central at the time will be permitted to continue as long as their academic performance remains in good standing.
- 4. Both institutions agree to notify each other of curriculum changes that impact this agreement.
- 5. A review of this agreement and the resulting programs will take place every four years by the representatives from both institutions.

1/1/2013 Agreed to (date)

Ivy Tech Community College

Mary E. Ostrye, PhD Provost

Purdue University North Central

Mario R. Ortiz, RN; PhD; PHCNS-BC Chair, Department of Nursing

Keith Schwingendorf, PhD Dean, College of Science

Karen Schmid, PhD

Vice Chancellor for Academic Affairs

James B. Dworkin, PhD Chancellor

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## PNC: Additional BS in Health Studies Employment Information

## June, 2013

With the quickly changing and ever-growing health care arena, there is a demand for health care professionals educated as generalists, so that they may serve in a variety of roles. Professionals with a breadth of background in health who are versatile, adaptable, and prepared for lifelong learning are needed. Several trends are driving this: the imperative to control costs, retirement of many health care providers, the shortage of nurses and other health care professionals, the drive to advance quality, the aging of the population, and implementation of the Affordable Care Act.

For example, two fast-growing occupations are community health care workers (CHWs) and health care navigators. There are 38,000 CHWs nationally (<u>http://www.bls.gov/oes/current/oes211094.htm#ind</u>). Within Indiana, the average salary is \$37,290 (<u>http://www.bls.gov/oes/current/oes211094.htm#st</u>). Graduates of PNC's Health Studies program would have the background to become supervisors and trainers of CHWs.

CHWs promote adherence to provider recommendations by connecting patients to community-based resources. The literature points to CHWs as having a significant impact on reducing unnecessary hospital readmissions, strengthening patient self-efficacy, increasing adherence to medication and provider recommendations, and improving access and quality of care (http://www.in.gov/isdh/24942.htm).

Navigators help people to select and sign up for health insurance and find their way through health systems. The U.S. Department of Health and Human Services (HHS) has outlined the requirements for the Affordable Care Act's insurance navigators. Under the law, navigators have five tasks: educating the public about qualified health plans; distributing impartial information about enrollment, tax credits, and subsidies; helping people enroll; referring people who need additional help to another agency that can help with an appeal; and providing culturally appropriate information (http://www.behavioral.net/article/navigators-play-key-role-obamacare-healthinsurance-enrollment ). HHS estimates that navigators will make anywhere from \$20 to \$48 per hour, depending on their positions.

In addition, private navigator businesses are growing. One estimate is that there are approximately 300 full-time private patient advocacy businesses in the United States at present (<u>http://www.health-care-navigators.com/faq.html</u>). Navigators assist with:

- tackling the red tape involved in the health care system
- recommending physicians, assisted living facilities, nursing homes, and so on
- helping to organize and interpret medical records
- booking and attending doctor visits with patients
- researching diagnoses and helping to choose among treatment options
- verifying and tracking medications
- negotiating with health insurance companies and hospital billing departments
- helping prepare for surgery and being at the hospital bedside after surgery

ensuring a stress-free hospital stay and a smooth discharge
helping with post-hospital home set-up, personal care, homemaking, and other similar needs

• providing emotional support and companionship (http://www.health-care-navigators.com/).