HCAP Quality Assurance Plan

Date submitted to SSCPR: June 2, 2021
Date Self-Study Report approved by SSCPR: February 24, 2021
Date of External Review: December 9-10, 2020
SSR =Self Study Report
ER = External Report

SUMMARY
The Health Care Assistant Program (HCAP) is a full-time vocational certificate program offered over two semesters. The program is designed to provide students with the opportunity to develop the knowledge, skills, and values necessary to function as front-line caregivers in a variety of healthcare settings. After completing the KPU Program Review process it was evident that KPU's HCAP has experienced a flux of changes for the past 5+ years, with changes to curriculum, admission requirements, faculty, and leadership. Participating in a Program Review as part of an Appreciative Inquiry into how to move the program forward the HCAP faculty have been given an opportunity to reflect on the many strengths of the program and to evaluate areas that we are able to   strengthen.

The external review team was able to substantiate the written report and endorse the conclusions and recommendations identified by the faculty, students, and   the discipline sector. They also provided the HCAP faculty with several recommendations to further improve KPUs HCA Program. This quality assurance plan   outlines how the HCAP faculty plan to move forward on the recommendations identified in the Program Review and ones proposed by the external review team.   Based on the review, the HealthCare Assistant Program recognizes the significance of the recommendations that have been suggested. For example, ways to improve our connection with the discipline/   sector and alumni, ways to entice new students through post-secondary market uniqueness, organizational attractiveness, future educational opportunities   and competitive and strategic recruitment and retention techniques.

Although the HCAP curriculum is strictly governed by the BC HCAP Provincial Curriculum and the BC Care Aide & Community Health Worker Registry (CACHWR), changes to instructional design, program deliverance and continued educational support and opportunities are more adaptable. HCAP Faculty are passionate about supporting the development of competent, holistic, critical thinking, caregivers that are role models and change agents for best practice, person centered and culturally safe care. We aspire for our graduates to model the moral and ethical foundation of caregiving. It is within our philosophy that our program is aligned with the KPU strategic academic plan. Our goal is to continue to evaluate our program to ensure that our program is unique, current, and strategic in its recruitment and retention techniques. We aspire to offer post certificate opportunities for lifelong learning and professional and career development. Our goal is to analyze our research findings and initiate any changes necessary, as well as validate current practices and curriculum. We recognize that these recommendations are necessary to sustain a program that reflects and meets the overall needs for student success and discipline sector/workplace demands.

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QUALITY ASSURANCE GOALS

List the program's Quality Assurance Goals (broad statements about what the program intends to accomplish to ensure program quality). Identify the Recommendation(s) – drawn from the Self-Study Report and External Review Report - each Goal addresses. Provides a brief Rationale for each Goal (see the Quality Assurance Plan Guidelines for instructions). Add or remove rows, as necessary.

GOAL 1: Improve KPU's connection with the discipline sector.
RATIONALE FOR THIS GOAL: To build a stronger collaboration and understanding of the student, staff and faculty roles for student and graduate success.

Recommendation(s) this Goal Addresses	Report (page number)
HCAP Chair/designate to continue membership with BCCAT's HCAP Articulation Committee	Page 18 SSR
Continue to build Integrated Program Advisory Committee (IPAC) membership (Complex care. Assisted Living, Home Support, Acute Care, Hospital Employees Union, CACHWR and practicing alumni)	Page 18 SSR
Continue to build contacts/relationships at placement agencies and professional associations. Faculty members to be involved with external associations (i.e. GNABC) to maintain connections, support and growth of the discipline/profession.	Pg. 58 SSR
Consistently placing instructors on the same units to provide stability of the program. "This speaks to program/instructional stability and quality as location of care can reflect content/skills students are applying.	Pg. 7 ER

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GOAL 2: To improve HCAP enrollment numbers.

RATIONALE FOR THIS GOAL: Growth and stabilization of the Health Care Assistant (HCA) workforce.

Recommendation(s) this Goal Addresses	Report (page number)
Explore offering HCAP at satellite campus(es) for a face-to-face delivery of program.	ER pg. 2
Offering HCA Program as online/blended, full-time, or part-time. This will attract those students that are working and unable to attend face to face classes.	ER Page 2
Offer Dual Credit Program (partnership with Surrey School Board, offering program to students in their final year of grade 12. Students graduate with grade 12 Diploma and HCAP certificate and are ready for the workforce.	SSR Pg. 23
3 seats reserved in the BSN & BPN programs for students interested in pursuing higher education at KPU.	SSR pg. 20

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GOAL 3: Improve KPU's connection with alumni.

RATIONALE FOR THIS GOAL: To support ongoing connections, lifelong learning and research opportunities for alumni and faculty.

Recommendation(s) this Goal Addresses	Report (page number)
Invite alumni to a yearly BCs Health Care Assistant appreciation date (October). Explore opportunities for continuing professional studies. Invite Alumni to sit on IPAC. Guest Speakers in HCAP 1236 – Introduction to Practice	SSR pg. 22 ER pg. 5, 6

GOAL 4: Delivering the Provincial Curriculum utilizing unique opportunities in a creative, current, and relevant format.

RATIONALE FOR THIS GOAL:
Students are current and proficient in use of multiple learning modalities and adaptive to changing health care needs in diverse care environments

Recommendation(s) this Goal Addresses	Report (page number)
Continue teaching strategies that address multiple learning styles, contain motivational and inspiring learning activities, and have a fair and collaborative evaluation process that are essential to the curriculum delivery of the program.	SSR pg. 52

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Continue offering the acute care practice experience on Nephrology at Surrey Memorial Hospital and a special care observation experience with people living with dementia at Czorny Alzheimer Centre.	SSR pg. 22 ER pg. 4
Provide students more opportunities to develop problem solving and critical thinking skills as well as providing more laddering opportunities for further education.	SSR pg. 34 ER pg. 2,5
Explore options such as advanced certificate offerings, laddering options, and different modalities of delivery. For example, online.	SSR pg. 46 and 53 ER pg. 2,4, 5, 6, 7
Improving and updating lab equipment, online skill video access to Elsevier and increasing practice space availability on campus and with community partners.	SSR pg. 50 ER pg. 2,4, 8, 9
Assist students with theory to practice gaps.	SSR pg. 54 ER pg. 2
Incorporating more simulated learning activities.	SSR pg. 54 ER pg. 2

GOAL 5: Recruit and maintain qualified gerontology experienced faculty.

RATIONALE FOR THIS GOAL: Retention and succession planning.

Recommendation(s) this Goal Addresses	Report (page number)
New Faculty member mentorship to retain and recruit (succession planning).	SSR pg.46, 56, 57, 58
To provide support to experienced faculty that are called upon to mentor new faculty (workload release).	SSR pg. 46, 56, 57, 58

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RECOMMENDATIONS THE QUALITY ASSURANCE PLAN <u>DOES NOT</u> ADDRESS

List the Recommendations from the Self-Study and External Review this Plan <u>does not</u> address. Provide a brief rationale for why these Recommendations cannot be addressed. Add or remove rows, as necessary.

Recommendations	Report (page number)	Rationale
Missing Skills (ventilator and advanced acute care training).	ER pg. 2	Not within the HCAP Provincial Curriculum. This is workplace training.
Difficulties for International students without Permanent Residence status to apply for the program.	ER pg. 2	Beyond the scope of HCAP review.
Low pay scales make the Certification unattractive for potential students.	ER pg. 2	Currently under Health Ministry review due to COVID pandemic
Invite doctors to provide learning opportunities for students and staff at Care Facilities.	ER pg. 2	Beyond the scope of HCAP review.
Has not considered establishing partnerships with local long-term care facilities within Vancouver Coastal Health	ER pg. 4	Partnerships not currently considered within Vancouver Coastal Health as KPU HCAP in partnership with Fraser Health Pathways program. Wil be revisited in 2023
opening additional learning spaces if learning spaces at KPU campus is limited.		

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Has not considered other innovative delivery of classes i.e virtual classrooms or blended delivery, virtual sessions with clinical skills lab on site at other health care or community center facilities,	ER pg. 4	Online and part-time program developed and currently delivered. Have sufficient lab space at KPU at this current time
Limited strategic plan around international recruitment and opportunities for international students to enroll in a blended curriculum that will meet student entry into KPU health care programs under a student visa program.	ER pg. 4	Beyond the scope of HCAP review.
Limited use of technology in practical demo or lack of partnerships with health authorities in providing clinical hands-on practice for HCAP students through a shared use of Clinical Skills Lab for practical/demo classes. Limited Acute Care Experience for students.	ER pg. 4	We do have Final Practicum placement in Surrey Memorial Nephrology Unit. Have previously pursued placement opportunities for students in PATH (Patient Assessment and Transition to Home) units at Peace Arch Hospital to no avail. Will revisit this possibility in Spring 2022
Setting up virtual classrooms or blended delivery, virtual sessions with skills lab on site at designated health care or community centers and other public shared facilities.	ER pg. 4	Not applicable to HCAP needs or goals. Expansion of Labs at KPU under review
Increase hours of students to a minimum of 80 hrs. in a Dementia Care Unit coupled with volunteer work with the Alzheimer's Society.	ER pg. 5	Hours are not in line with the Provincial Curriculum or semester timeline.

Include completion of the GPA course as an option before they graduate to help them build up on additional skills and prepare them to work in BSTN facilities.	ER pg. 5	Not in line with the Provincial Curriculum.
Limited strategic plan around international recruitment and opportunities for international students to enroll in a blended curriculum that will help support their student visa application and entry into KPU health care programs under a student visa program. Create partnership with international private or public academic institutions in other countries, e.g., Philippines, Middle East (e.g., Saudi Arabia & Dubai), Hongkong, Singapore where there is huge potential of recruiting and to attract overseas foreign workers people who are interested to study and migrate to Canada through a Student Visa Program through a bundled course such as HCA & LPN or HCA & RN Program that will qualify them to apply for a Student Visa to Canada.	ER pg. 5	Beyond the scope of HCAP review. Rare to have an International student as a diploma certificate is required to obtain a student work visa
Provide on-line courses for foreign students with clinical placements with other international academic health care academic partners.		
Refreshers are needed for Mental Health labs.	ER pg. 8	Not in line with the Provincial Curriculum. No data in the reports for this recommendation.

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QUALITY ASSURANCE FIVE-YEAR ACTION PLAN

Describe the Quality Assurance Strategies (specific plans of action) the program must achieve to attain its Goal over the next five years. Detail the steps the program will take to achieve each Strategy. Add or remove Strategies and tables, as necessary.

MONTH/YEAR WHEN THE FIVE-YEAR ACTION PLAN BEGINS: April, 2021

STRATEGY 1: Increase admissions and enrollments to the HCAP.

GOAL(S) THIS STRATEGY SUPPORTS: Goal 2 and Goal 4

Step(s) Required to Achieve this Strategy	To be Led by	To Start on (M/YY)	To be Completed By (M/YY)	Notes
Explore offering some HCAP courses at satellite campus(es) for a face-to-face delivery of program.	HCAP Chair	Post Covid	05/2025	Ongoing
Offering HCA Program as online/blended, full-time, or part-time.	HCAP Faculty	09/2020	04/2022	Ongoing
Offer Dual Credit Program	HCAP Chair	Post Covid	Post Covid	Post Covid/Health Career Access Program (dependent on school districts)

Continue with 3 seats reserved in the BSN and BPN program for KPU HCAP graduates with the new admission requirements in the respective programs.	HCAP Chair	04/2020	09/2021	
Continue teaching strategies that address multiple learning styles, contain motivational and inspiring learning activities, and have a fair and collaborative evaluation process.	HCAP Faculty	09/2020	09/2022	Completed with online and blended programming but will be updated as necessary as we receive student feedback
Continue offering the acute care clinical practicum and the observation experience with people living with Dementia in addition to looking at placements at Care life, Langley Memorial and PAH's PATH Units	HCAP Faculty	01/2022	01/2024	Ongoing for SMH but will seek out new opportunities
Provide students more opportunities to develop problem solving and critical thinking skills. Through simulation and increased critical thinking forums and assignments.	HCAP Faculty	09/2020	09/2023	Completed with online and blended programming but will be updated as necessary as we receive student feedback
Offer advanced certificates (Medication Administration & Mental Health Certificate)	HCAP Faculty, T &L and Professional Studies	04/2022	04/2024	Health Authorities, Community partners & student needs
Improving and updating lab equipment.	Dean's office, HCAP Faculty &Lab Educators	04/2021	04/2023	Continue to put forth requests at start of new budget cycle. Developed new lab kits.

Online skill video access to Elsevier	HCAP Faculty & Dean's office, T & L	03/2020	02/2021	
Incorporating more simulated learning activities.	HCAP Faculty, Lab Educators	09/2021	09/2022	
HCAP to LPN laddering options.	Dean's office, HCAP Faculty & Ministry of Advanced Ed. Skills& Training	09/2021	04/2025	Health Authorities, Community partners & student needs & priority

Resource Implications (if applicable)
What are the resources required to achieve this Strategy? Marketing, FSO, Information sessions, KPU Career Day participation, online and part time curriculum development, continued relationships with external stakeholders such as, PAH, LMH,CLF, Delta Mountainview Manor, Evergreen Campus of Care, Augustine House, Connect Homes, Come Share, SMH, Czorny Alzheimer's Centre and Home support. Increased lab space, updated equipment e.g. sit-to-stand lifts, ceiling lifts. Student lab kits and increased SIM Support. Ministry of Advanced Ed. Skills & Training
When are these resources required? September 2021 and ongoing
What Faculty and/or Institutional support is required? Support from the Dean's office, CACHWR, T & L, OER development support, Professional Studies, FSO, Marketing, HCAP Faculty, Lab educators, continued discussions with Surrey School Board for Dual Credit, collaboration with all programs within FOH,

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STRATEGY 2: HCAP faculty to develop "specific" Health Authority contacts and supports for faculty and students in clinical practice to support student success and collaborate shared resources.

GOAL(S) THIS STRATEGY SUPPORTS: Goal 1

Step(s) Required to Achieve this Strategy	To be Led by	To Start on (M/YY)	To be Completed By (M/YY)	Notes
Increase IPAC memberships to educators,RCC's, LPN's, HCA mentors and KPU HCAP Alumni & Current students and possibly GNABC representation	HCAP Chair	09/2021	09/2023	Strengthen relationships and collaborative communication b/t PSI and HA's at the unit level.
Develop a stronger connection with Alumni by having a yearly HCAP appreciation day celebration with current students and alumni.	HCAP Chair, Faculty and Program Adm.	10/2021	10/2023	Will reassess success in 2023 and make changes as needed.
Consistently placing instructors on the same units to provide stability of the program.	HCAP Chair & Dean's office	09/2020	09/2023	Have made note for future scheduling currently in progress.

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Resource Implications (if applicable)
What are the resources required to achieve this Strategy? Incentives to join & attend IPAC, specifically for FH employees, students, and alumni.
When are these resources required? January 2022
What Faculty and/or Institutional support is required? Dean's office, Admin Assistant support, HCAP Faculty

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STRATEGY 3: The HCAP faculty will continue to deliver current and relevant curriculum through regular Appreciative Inquiry to ensure our graduates meet and   exceed entry-level competencies for health care assistants and have a strong healthcare foundation they can continue to build upon.

GOAL(S) THIS STRATEGY SUPPORTS: Goal 1,2,3, 4 and 5.

Step(s) Required to Achieve this Strategy	To be Led by	To Start on (M/YY)	To be Completed By (M/YY)	Notes
End of Semester faculty workdays to discuss program delivery, program evaluations, individual course feedback forms completed by students, relevance of content and to make changes to program/courses if applicable.	HCAP Chair	09/2019	Ongoing	
Introducing new resources by Indigenous authors/voices	HCAP Chair	09/2021	09/2022	

Resource Implications (if applicable)
What are the resources required to achieve this Strategy? HCAP faculty accountable time.
When are these resources required? *Ongoing*
What Faculty and/or Institutional support is required? *T & L, Technology, HCAP faculty, administrative support*

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STRATEGY 4: New Faculty member hiring, training, mentoring and succession planning.

GOAL(S) THIS STRATEGY SUPPORTS: Goal 5

Step(s) Required to Achieve this Strategy	To be Led by	To Start on (M/YY)	To be Completed By (M/YY)	Notes
Review new faculty qualifications to ensure they align with HCAP requirements (faculty with gerontology experience).	HCAP Faculty, Dean's Office & Search Committee	04/2021	09/2022	Requirements are updated in policy if they are changed
Develop process for mentoring & succession planning (recruitment/retainment plan) HCAP faculty to teach each course within the curriculum at least twice to become familiar with content.	HCAP Chair, HCAP Faculty& Program Adm.	04/2012	09/2021	Accountable time Assign in collaboration amongst faculty at beginning of semester
Each semester, ensure Moodle sites are updated in their entirety with new additions as necessary & ready for next semester apart from date changes.	HCAP Chair, HCAP Faculty& Program Adm.	04/2021	09/2021	Accountable time
Develop a mentoring schedule for each semester	HCAP Chair, HCAP Faculty& Program Adm.	04/2021	09/2021	Accountable time

Develop HCAP specific orientation checklist with active links for new hires	HCAP Chair, HCAP Faculty, HCAP Mentor, & Program Adm.	04/2021	09/2021	Accountable time.
Student experience, including student survey data, be maintained at future department meetings.	HCAP Chair, HCAP Faculty&	09/2021	09/2022	

Resource Implications (if applicable)
What are the resources required to achieve this Strategy? HCAP and FOH Mentor Accountable time. Tasks and deliverables will be agreed upon and assigned collaboratively amongst HCAP faculty members at the beginning of each non-teaching semester
When are these resources required? Summer 2021 & onwards
What Faculty and/or Institutional support is required? HCAP Chair, HCAP Faculty, Program Admin.

PLAN SUPPORTED BY:

Dr. Sandy Vanderburgh   September 02, 2021
_____   _____   _____
Provost's Name   Provost's Signature   Date

Sharmen Lee   August 26 2021
_____   _____   _____
Dean's Name   Dean's Signature   Date