Review Team Information from AUPHA’s Policy and Procedures

Review Teams

After consultation with the UPC chair(s), AUPHA appoints the undergraduate program review team. AUPHA recruits review team members from member programs and faculty who may be from undergraduate or graduate healthcare management programs. The team is comprised of at least three individuals, one serving as chair of the team. The chair is responsible for initiating and guiding the work of the team, communicating with the program as needed, and ensuring the timely delivery of all feedback and reports to the programs and AUPHA.

Review team members are eligible to serve as chair if they meet the following criteria:

a) Have served as a team member on at least 3 review teams; and

b) Are currently full-time faculty at an AUPHA Full Member Program or have been full-time faculty at a Full Member Program within the last 5 years.

Exceptions to these criteria may be made at the discretion of the UPC chair(s) if approved by the program being reviewed. Review team members are trained during the year via web-based training.

AUPHA, in consultation with the UPC chair(s), identifies and assigns team members to program reviews. Whenever possible, AUPHA will make every effort to assign team members that represent programs similar in size, setting, and focus to the program being reviewed.

AUPHA will inform the program of the review team in November of the first year in the cycle. The program will have 10 business days from notification of the appointed team to provide rationale for why any member might have a conflict of interest in reviewing the program. AUPHA reserves the right to make the final decision regarding selection of the review team. Programs will be notified in December of the final team composition. The self-study will then be forwarded to the reviewers.

Review Meeting Format

The undergraduate program review meeting is a virtual group discussion. Initial reviews for programs not yet certified are scheduled for three hours; re-certification reviews are scheduled
for two hours. Prior to the review, the team meets to review any remaining areas of concern and to develop a strategy for discussing these during the review.

The review team chair facilitates the review with the following agenda:

- **Introductions**
  - Review team chair facilitates introductions of the review team members and then allows all program representatives to introduce themselves.

- **Overview**
  - Review team chair discusses the process thus far and the goals for the review meeting. The chair will also share next steps after the review meeting.

- **Discussion of Criteria and Findings**
  - Review team chair facilitates a discussion of criteria with any notable strengths or areas of concern.

- **Optional: Recess**
  - During this optional recess, the program representatives will move to the virtual waiting room so the review team can discuss any points of interest or further clarification needed from the program.

- **Summary of Review Findings**
  - Review team chair summarizes the findings of the team and notes any areas where additional clarification or documentation may be needed from the program.

- **Closing**

Upon completion of the review session, the team meets to:

1. Review the program's responses to issues.
2. Specify additional information/documentation required (if any). [Note: A letter from the review chair, copied to AUPHA staff, must be sent within ten working days to the Program Director specifying what additional material is required.]
3. Summarize the program's strengths and weaknesses based upon each of the criteria.
4. Develop a schedule for determining the team's final recommendation.

Within sixty (60) days of the undergraduate program review meeting, the review team chair sends a draft report to AUPHA. AUPHA staff and the UPC chair(s) review the report, and, if necessary, consult with the review team chair regarding the report’s contents. The group may amend the report based on that consultation or may ask the team chair to amend the report at that time.

AUPHA staff then send the program a version of the draft report with the recommended action removed, confirming receipt with the program’s certification contact. The program reviews the report for accuracy and completeness and must respond within ten (10) working days. After
consideration of the program’s response, the review team finalizes the draft report. The review team chair submits the final report to AUPHA according to the due date on the timetable for that certification cycle, typically in late September. AUPHA staff and the UPC chair(s) then review the program’s response and the report, making any final revisions required. Once finalized, AUPHA forwards the recommendations to the Board of Directors. AUPHA’s President and CEO and the UPC chair(s), have final editorial control of the report, though they typically consult with the chair of the review panel when making revisions.

Review and Voting Schedule

After the review meeting and subsequent follow-up with the program, the review team will recommend an action to the UPC. Conditions may be attached to certification or the continuation of certification, with a specific deadline for the program to meet those conditions. The UPC chair(s) will review the recommendations of the review team and determine whether to forward such recommendations to the Board of Directors or return the report to the review team for amendment. The Board will review the recommendations of the UPC at their next scheduled Board meeting. An affirmative vote of a majority of the Board of Directors is required for certification. The program is notified of the outcome of the Board vote within thirty (30) days.

While the Board relies heavily on the recommendations of the UPC, it holds the final authority in deciding upon certification action and may amend review team or UPC recommendations in the final report and action.

Review Team Recommendations and Subsequent Actions

The review team recommends an action to the UPC chair(s). After their review, the UPC chair(s) will recommend action to the Board of Directors for their consideration. The recommendation consists of three parts:

1. The recommendation to award or deny certification.

2. The term of certification.
   a. If the first recommendation is to award certification, the subsequent recommendation will be for the duration and terms of certification. Guidelines are as follows, though individual circumstances may warrant a deviation from these guidelines:

   i. Programs in substantial compliance with the criteria will receive a 7-year certification.
   
   ii. Programs that have received an approved delay are at most eligible for a 6-year certification. If the program is in minimal compliance with criteria, the term of certification may be shorter.
iii. Programs in minimal compliance with the criteria will receive a 4 year certification.

iv. Programs undergoing review for the first time will receive a 4-year certification.

b. The determination of level of compliance will be made by the review team and confirmed by the UPC chair(s) and AUPHA Staff.

3. Finally, the team will recommend any required interim progress reports and timeframes for the submission of those reports. Progress reports are typically due just over a year from the date programs are notified of the result of their review.