Key Core Courses for Health Care Office Management

Program and list of learning outcomes from syllabi, with highlighted essential learning outcomes that will be assessed in future for program outcomes

Course: 2530:240 Medical Coding I – Diagnostic
Course Goals/Objectives:
1. Identify the purpose of data collection and coding of medical information.
2. Distinguish between nomenclature and classification systems.
3. Name and describe the purpose of each of the three volumes of ICD-10-CM.
4. Describe the process for ascertaining the principal diagnosis, comorbidities, and complications.
5. Demonstrate the ability to follow coding rules and locate the main and subterms in Volume 2.
6. Follow coding conventions to select appropriate diagnosis codes.
7. Demonstrate the ability to appropriately apply diagnosis codes found in Volume 1.
8. Understand aspects of the Health Insurance Portability and Accountability Act (HIPAA) and how it impacts coders.
9. Understand the role of compliance and issues relating to fraud and abuse.
Course: 2530:241 Health Information Management (updated Fall 2014)
Course Goals/Objectives:
1. Complete health information data management activities on an electronic health record (EHR) software program.
2. Identify compliance requirements of the Health Insurance Portability and Accountability Act (HIPAA) in regard to privacy and security of protected health information (PHI).
3. Conduct research of various professional organizations started, HIM accrediting bodies, information on health departments, and state medical boards.
4. Recognize end of life options and associated paperwork.
5. Present a current event topic related to health information management.
6. Complete sample of continuing education units for certification.
7. Recall components of a medical record.
8. Evaluate a health care facility website.
Course: 2530:242 Medical Coding II - Procedural
Course Goals/Objectives:
1. Demonstrate the basic principles and conventions of CPT coding.
2. Describe how the CPT manual is formatted with sets of codes, descriptions and guidelines used for reporting medical services and procedures performed by physicians and other health care professionals.
3. Name and describe the three categories of CPT codes: Category I, Category II and Category III.

4. Review medical documentation to assign the correct CPT codes.
5. ==Follow correct coding guidelines to accurately assign CPT codes.==
6. Identify the usage of modifiers and how they impact CPT code assignment.
7. Recognize coding guidelines and how they impact reimbursement.
8. Describe the importance of compliance and the impact it has on physician coding.

Course: 2530:243 Medical Office Administration

Course Goals/Objectives:
1. Appreciate a diverse community of patients and medical providers and interact with them on a professional level.
2. Understand the critical importance of confidentiality and accuracy of patient information.
3. ==Exhibit competence, efficiency, and self-motivation in processing realistic office documents on the computer including medical reports, forms, and correspondence.==
4. Demonstrate good practices in medical office telecommunications including the use of telephones and FAX machine requests.
5. Perform the following duties on a computerized practice management software package (*MediSoft Advanced, c17 Patient accounting*): schedule appointments; complete patient record maintenance; assign procedural (CPT) and diagnostic (ICD-9 CM) coding; post patient charges and payments; generate encounter forms, billing statements, and insurance claim forms; print patient and practice reports; complete daily financial balancing; and process practice management data.
6. ==Develop a medical office portfolio by applying concepts learned in class.==
7. Demonstrate an understanding of medical office situations and apply problem solving to develop appropriate responses.

Course: 2530:244 Medical Insurance Billing

Course Goals/Objectives:
1. Define commonly used medical billing terms.
2. Define abbreviations as they appear on a patient record.
3. Code professional services properly, using the *Current Procedural Terminology* (CPT) codebook.
4. Select diagnostic code numbers, using the *International Classification of Diseases Clinical Modification.*
5. Abstract information necessary to complete insurance claim forms from patient records and billing statement/ledger cards.
6. ==Prepare health insurance claim forms commonly found in medical offices.==
7. Locate errors on insurance claims.
8. Post payments, adjustments, and balances to patients' statement/ledger cards.
9. Execute financial management procedures for tracing managed care plans.
10. Compute mathematics calculations for Medicare reimbursement.

Course: 2530:255 Health Care Office Management & Medicolegal Issues

Course Goals/Objectives:
1. ==Demonstrate personnel management skills and tools to develop policy and procedures and improve practice staff productivity.==
2. Develop and implement successful marketing strategies for practice enhancement.

3. Demonstrate knowledge of medico legal issues concerning physician and patient rights and responsibilities under state and federal law.
4. Understand basics of managing and leading including organizing, decision making, motivating, and conflict management.
5. Be able to function in a managed care environment by developing a strategy, assessing the impact, monitoring profitability, and determining reimbursement.
6. Manage professional liability risk.
7. Identify regulations and ethical standards that affect the medical office.

Course: 2530:257 Health Care Finance

Course Goals/Objectives:
1. Understand the critical importance of practice management analysis from a financial perspective including financial statements and other related.
2. Demonstrate how to measure, record, and analyze the revenue cycle to attain maximum revenue.
3. Present and compare expenses on the profit and loss statement by comparing them to (1) the budget, (2) the prior period and (3) benchmarks.
4. Assess the effect of operating results and financial performance.
5. Calculate and interpret financial ratios and compare to industry benchmarks.
6. Develop internal controls and safeguards within a practice to ensure protection and regulation compliance.
7. Develop and prepare a budget and forecast performance.
8. Prepare supplemental financial reports including dashboard reports, flash reports, productivity reports, detailed revenue reports, payer analysis, expense analysis, accounts receivable analysis, and per physician overhead analysis.
9. Exhibit competence and efficiency in producing office spreadsheets including profit/loss analysis, ratios, benchmarking, and budgeting.
10. Develop financial policies for the office.

Course: 2530:258 Internship Orientation AND CAREER DEVELOPMENT (new course)

Course Goals/Objectives:
1. Demonstrate workplace readiness by satisfactorily completing all internship application materials and course requirements by posted deadlines.
2. Demonstrate a better understanding of individual strengths and challenges and begin to explore values, knowledge, and skills needed as a future professional office worker in the healthcare field.
3. Prepare for transition to a professional health care office employee by developing a professional resume and demonstrating effective interviewing skills.
4. Identify health care organizations and settings related to educational goals and career interests.
5. Develop a better understanding of ethical and professional standards of conduct by writing a personal/professional Code of Ethics.
6. Develop a professional portfolio to be used in the interview process.
7. Secure an internship placement including signed contracts and an understanding of supervisor, students, and faculty liaison responsibilities and expectations.

Course: 2530:260 HCOM Internship

Course Goals/Objectives:
1. Demonstrate professional attributes necessary to work in a health care office.

2. Develop work competencies and satisfactorily complete a project in the following management areas:
    a. Coding/Insurance/Managed Health Care Plans
    b. Risk Management
    c. Finance
    d. Credentialing/Contract Management
    e. Data Management
    f. Human Resources Management
    g. Communication
    h. Administrative Objectives
    i. Clinical Knowledge Administration
    j. Marketing
3. (ADDED) Demonstrate competency in all identified program outcomes.
4. Create a summary of accomplishments based on goals and internship experience.
5. Complete a self-assessment and program feedback.

Course: 2530:284 Medical Office Techniques

Course Goals/Objectives:
1. Apply techniques of organization skills, office, management, facility maintenance, human relations, communications, and accurate documentation to interview patients, take accurate medical histories, document patient information, use critical thinking skills, and record patient history.
2. Demonstrate knowledge of medical law, privacy issues, and ethical decision-making required when employed in a medical facility.
3. Demonstrate knowledge in the following medical assisting procedures; taking vital signs, exam room procedures, x-ray safety precautions, hand washing, prescription drug review, donning exam gloves, venipuncture, laboratory testing, and sterilization techniques.
4. Demonstrate knowledge of the following: infection control, OSHA standards, CLIA guidelines, standard precautions, EPA regulations, and credentialing.

Course: 2740:120 Medical Terminology

Course Goals/Objectives:
1. Show knowledge of word roots, combining forms, prefixes and suffixes related to each system studied.
2. Know the major structures of the body systems and describe the functions of each.
3. Understand words associated with anatomical structures, medical processes and procedures, and a variety of diseases.
4. Know surgical, laboratory, radiographic, and clinical procedures and abbreviations related to each body system.
5. Break down and build medical terms according to word parts and descriptions.

Course: 2740:121 Study of Disease Processes

Course Goals/Objectives:
1. Define homeostasis.
2. Identify signs, symptoms, and etiology of diseases.

3. Distinguish between diseases due to heredity and congenital defects.
4. Define the following terms: diagnosis, prognosis, acute, chronic, terminal, trauma, idiopathic, iatrogenic, syndrome and other terms as added.
5. Explain the inflammatory response, the allergic reaction, and the body's immune system.
6. Relate the use of diagnostic testing, a complete medical history, and the physical examination to the diagnosis of disease.
7. Understand and explain treatment methods in a patient education context.
8. Individual course objectives for each system will be added as the course progresses.
   a. Access information through local and national health care sources.
   b. Describe the dynamic relationship between diseases and their respective body sites (organ systems).
   c. List methods used to decrease transmission of communicable diseases.
   d. Identify the most common diseases found in each body system.
   e. Identify the normal, sterile body sites of humans.