

<p style="text-align: center;"><b>Course Outcomes Guide</b> <b>Fall 2012</b></p>
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**Course/Program Title:**      **MAP 105 Medical Office Management & Billing**

**Date:** 2/22/13

**Course/Program Team:**      **Melanie Rowland, April Evans**

**Expected Course Outcomes:**

1. Identify and justify the importance of respecting cultural, religious, and age related values and beliefs.
2. Demonstrate basic knowledge of fiscal and administrative management of the medical office including health information management and computer applications.
3. Demonstrate ability to utilize appropriate oral, written, and electronic communication skills with appropriate medical language for patient care, documentation, and education.
4. Demonstrate the ability to manage administrative requirements of the physician practice including patient scheduling, health information management, patient education and fiscal management.
5. Demonstrate knowledge of legal and regulatory guidelines for maintaining patient confidentiality and for accurate and correct coding and billing of patient encounters.

**Assessment**

Course completion:      Number passing at 75% or greater.

Course Outcomes:      Common final exam for item analysis:

CO #1	Questions 1-3
CO #2	Questions 4-6
CO #3	Questions 7-11
CO #4	Questions 12-14
CO #5	Questions 15-17

**Validation**

**Course Completion**

Completion of course with an average grade of 75% or higher.

## **Course Outcomes    Common Final Exam Questions:**

CO #1 Questions 1-3	75% will get correct answer
CO #2 Questions 4-6	75% will get correct answer
CO #3 Questions 7-11	75% will get correct answer
CO #4 Questions 12-14	75% will get correct answer
CO #5 Questions 15-17	75% will get correct answer

## **Results**

### **Course Completion:**

97% (29/30 students) completed the course with a grade of 75% or higher

3% ( 1/30 students) completed the course with a grade less than 75%. This student was a “walk away” F grade. Repeated contacts were made to encourage this student to withdraw from the course, but she did not.

### **Course Outcomes – Final Exam Common Questions:**

CO #1 Question 1	100% correct
CO #1 Question 2	93% correct
CO #1 Question 3	100% correct
CO #2 Question 4	86% correct
CO #2 Question 5	93% correct
CO #2 Question 6	86% correct
CO #3 Question 7	93% correct
CO #3 Question 8	93% correct
CO #3 Question 9	100% correct
CO #3 Question 10	100% correct
CO #3 Question 11	86% correct
CO #4 Question 12	93% correct
CO #4 Question 13	100% correct
CO #4 Question 14	79% correct
CO #5 Question 15	100% correct
CO #5 Question 16	93% correct
CO #5 Question 17	100% correct

## **Follow-up**

Review final exams at the end of the Spring 2013 semester to determine if there are specific areas where students need additional instruction or support.