

**Course Outcomes Guide
Spring 2013**

Course/Program Title: **MAP 105 Medical Office Management & Billing**

Date: 5/13/13 **SP 2013 semester**

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:

89% (24/27 students) completed the course with a grade of 75% or higher
11% (3/27students) completed the course with a grade less than 75%.

Course Outcomes – Final Exam Common Questions:

CO #1 Question Cultural Diversity	93% correct
CO #1 Question Geriatric Patients	96% correct
CO #1 Question Emotional Patients	100% correct
CO #2 Question Computer Data Entry	96% correct
CO #2 Question Bill Collection Processes	96% correct
CO #2 Question Medical Record Types	100% correct
CO #3 Question Abbreviation VS	96% correct
CO #3 Question Abbreviation CPE	81% correct
CO #3 Question Self-Motivation Education	89% correct
CO #3 Question Multi-Skilled Worker	100% correct
CO #3 Question SOAP A	63% correct
CO #4 Question Charting rules	97% correct
CO #4 Question Scheduling	93% correct
CO #4 Question Pt Education Planning	93% correct
CO #5 Question Claim documentation	96% correct
CO #5 Question Records as Legal documents	100% correct
CO #5 Question Ethical considerations	100% correct

Follow-up

Improvement of Course Outcome 3, Understanding SOAP documentation method, will be addressed by developing additional homework questions for the chapter on medical records. These questions will provide case scenarios where students will need to break down the narrative and identify each of the 4 portions of the SOAP chart notes. These questions will be added for the Fall 2013 semester, the next time the course is offered.

Budget Justification

None at this time.