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

Date: 5/11/15 **FA 2014 & SP 2015 Semesters**

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

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:

91% (39/43 students) completed the course with a grade of 75% or higher
  9% (4/43 students) completed the course with a grade less than 75%. Two of these students were "walk away" F grades.

Course Outcomes – Final Exam Common Questions:

CO #1 Question Cultural Diversity	100% correct
CO #1 Question Geriatric Patients	92% correct
CO #1 Question Emotional Patients	100% correct
CO #2 Question Computer Data Entry	93% correct
CO #2 Question Bill Collection Processes	92% correct
CO #2 Question Medical Record Types	86% correct
CO #3 Question Abbreviation VS	95% correct
CO #3 Question Abbreviation CPE	100% correct
CO #3 Question Self-Motivation Education	98% correct
CO #3 Question Multi-Skilled Worker	86% correct
CO #3 Question SOAP A	56% correct
CO #4 Question Charting rules	95% correct
CO #4 Question Scheduling	93% correct
CO #4 Question Pt Education Planning	81% correct
CO #5 Question Claim documentation	100% correct
CO #5 Question Records as Legal documents	100% correct
CO #5 Question Ethical considerations	97% correct

Follow-up

Improvement of Course Outcome 3, Understanding SOAP documentation method, will continue to be addressed by through the addition of an Electronic Medical Record training package. Additional documentation homework assignments will also be developed. These questions will provide case scenarios where students will need to break down the narrative and complete entry of each of the 4 portions of the SOAP chart notes. Students will be reminded to withdraw rather than walk away and receive a failing grade.

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