

**Course Outcomes Guide
Spring 2016**

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

Date: 5/20/16 FA 2015 & SP 2016 Semesters

Course/Program Team: Jarrod Greene, 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:

Question list revised SP 2016 with revision carried forward.

CO #1	Three questions
CO #2	Three questions
CO #3	Two questions
CO #4	Three questions
CO #5	Three questions

Validation

Course Completion

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

Course Outcomes Common Final Exam Questions:

All course outcome questions: 75% will get correct answer

Results

Course Completion:

90% (28/31 students) completed the course with a grade of 75% or higher
10% (3/31 students) completed the course with a grade less than 75%. All three 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	100% correct
CO #1 Question Emotional Patients	100% correct
CO #2 Question Computer Data Entry	93% correct
CO #2 Question Bill Collection Processes	96% correct
CO #2 Question Medical Record Types	79% correct
CO #3 Question Multi-Skilled Worker	100% correct
CO #3 Question SOAP A	61% correct
CO #4 Question Charting rules	95% correct
CO #4 Question Scheduling	93% correct
CO #4 Question Pt Education Planning	82% correct
CO #5 Question Claim documentation	100% correct
CO #5 Question Records as Legal documents	100% correct
CO #5 Question Ethical considerations	96% correct

Follow-up

Improvement of Course Outcome 3, Understanding SOAP documentation method, will continue to be addressed by through the use of the 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.

“Walk Away” failing grades have increased. Many students with financial aid have packages that do not allow students to withdraw or to change to audit status. To remind students to withdraw is not going to work with these restrictions. Advisors should receive additional training about this career program to better assist students in deciding if this is the career that they wish to pursue.