

Course Outcomes Guide

Course/Program Title: MAP-105-01/ Medical Office Management and Billing

Date: SP 19

Course/Program Team: Jarrod Greene, Michele Buzard

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

Validation:

Completion of course with an average grade of 75% or greater
Common exam question accuracy rate of 75% or greater

Results

Course Completion:

78% (14/18) completed the course with a grade of 75% or greater A-9, B-2, C-3

22% (4/18) completed the course below 75%; D-1, F-2 WAF-1

Course Outcomes:

CO 1 Identify and justify the importance of respecting cultural, religious, and age related values and beliefs. 93%

CO 2 Demonstrate basic knowledge of fiscal and administrative management of the medical office including HIM and computer applications. 86%

CO 3 Demonstrate ability to utilize appropriate oral, written, and electronic communication skills with appropriate medical language for patient care, documentation, and education. 82%

CO 4 Demonstrate ability to manage administrative requirements of the physician practice including patient scheduling, HIM, patient education and fiscal management. 90%

CO 5 Demonstrate knowledge of legal and regulatory guidelines for maintaining patient confidentiality and for accurate and correct coding and billing of patient encounters. 100%

Follow up –

The instructor continues to use Zoom technology for online weekly help sessions. The outcomes are still favorable. The new edition of the textbook is expected for FA19 semester.

Number of students assessed: 18

Budget justification: None