

ACADEMIC AFFAIRS

Mission Statement, Program Outcomes, and Assessment For A Diploma in Medical Office Assisting

Mission Statement:

The mission of the Orangeburg-Calhoun Technical College Department of Medical Office Assisting is to provide a comprehensive education in the field of medical office assisting. We seek to prepare students for career opportunities, which require knowledge of basic office, patient care and laboratory skills in medical offices, clinics and hospitals. Our goal is for our graduates to acquire the knowledge necessary to perform in the highest standards of current practice, serve their communities, patients, and employers by providing quality healthcare services which contribute to the prevention, diagnosis, and treatment of conditions and diseases.

Program Outcomes: The Orangeburg-Calhoun Technical College Medical Office Assisting Program utilizes the following indicators as expected outcome criteria.

Graduates will be able to accomplish successfully all entry level competencies required by CAAHEP. Graduates will be able to perform technical proficiency skills as required in both the administrative and clinical areas of the medical office during regular and emergency situations. Graduates will demonstrate professional behavior and promote the field of Medical Office Assisting as they relate to the medical profession.

MEDICAL OFFICE ASSISTING

Graduates with a diploma in Medical Office Assisting should be able to demonstrate knowledge and skills in the following areas:

I. Perform Basic Office Techniques

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| 1. Develop positive customer service skills | MED 107; MED 109; MED 124; AHS 110 |
| 2. Perform basic typing with speed & accuracy | MED 124; OST 105 |
| 3. Observe office protocol | MED 107; MED 109 |
| 4. Respect patient's right to privacy (HIPPA) | MED 107; MED 109; MED 115; MED 116;
MED 124; MED 156; AHS 110 |
| 5. Receive proper authorization before releasing medical info. | MED 107; AHS 110 |
| 6. Record/file chart information correctly & briefly | MED 107; MED 156; AHS 110 |
| 7. Use brief/clear notes in charting | MED 156; AHS 110 |
| 8. Adhere to legalities of charting | MED 156; AHS 110 |
| 9. Gather accurate registration & insurance information | MED 109; MED 124; AHS 110 |
| 10. Schedule appointments | MED 107; MED 124 |
| 11. Make referrals with complete information | MED 156; AHS 110 |
| 12. Perform billing & collection techniques | MED 107; MED 109; MED 124 |
| 13. File (<i>Alpha, Numeric, & Color Code</i>) | MED 156; AHS 110 |
| 14. Understand accounts receivable, accounts payable, & payroll | MED 107; MED 124; MED 156 |
| 15. Collect & handle money | MED 107; MED 156 |
| 16. Prepare bank deposit slips and make deposits | MED 107; MED 156 |
| 17. Speak tactfully to patient about bills | MED 107; MED 156 |
| 18. Inventory & order supplies (<i>Use FIFO/LIFO, Want Book, etc.</i>) | MED 107; MED 156 |
| 19. Become familiar with FAX machine | MED 107 |

II. Communicate

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| 1. Spell & use grammar correctly | AHS 110; OST 105; ENG 155 |
| 2. Apply tactful conversational skills on telephone | MED 107; MED 156 |
| 3. Keep accurate documentation of calls | MED 107; MED 156 |
| 4. Use basic conversational skills | MED 107; MED 156; AHS 110 |
| 5. Use medical & pharmaceutical terminology/abbreviations | MED 107; MED 109; MED 115; MED 116;
MED 124; MED 156; AHS 104; AHS 110 |
| 6. Use basic written skills (<i>Letters, Memos, Minutes, Forms</i>) | MED 107; OST 105; ENG 155 |

7. Develop rapport with various public agencies, patients, children, doctors, etc. MED 107; MED 156; ASH 110
8. Show respect to employers, patients, and everyone in the office MED 107; MED 109; MED 115; MED 116; MED 124; MED 156; AHS 110
9. Demonstrate problem solving techniques MED 107; MED 115; MED 116; MED 156; AHS 110
10. Handle problem situations tactfully MED 107; MED 115; MED 116; MED 156; AHS 110
11. Ask questions when necessary MED 107; MED 109; MED 115; MED 116; MED 124; MED 156; AHS 104; AHS 110
12. Accurately document important information MED 107; MED 109; MED 115; MED 116; MED 124; MED 156; AHS 110
13. Develop interviewing techniques, prepare resume & cover letter MED 107; OST 105

III. Practice Patient Care Techniques/Procedures

1. Take medical history MED 156; AHS 110
2. Identify chief complaint MED 156; AHS 110
3. Take vitals (PEDS & adults) MED 156; AHS 110
4. Screen/prioritize charts & messages MED 107; MED 156; AHS 110
5. Respect patient's physical/verbal privacy MED 107; MED 109; MED 115; MED 116; MED 124; MED 156; AHS 110
6. Apply sterilization procedures MED 156; AHS 110
7. Prepare patient for examination MED 156; AHS 110MLT 253; MLT 254;
8. Follow & document STAT/routine orders MED 156; AHS 110
9. Prepare surgery trays appropriately MED 156; AHS 110
10. Prepare & administer non-controlled medications ordered by the physician/provider MED 156; AHS 110
11. Demonstrate reference skills in use of medical references MED 109; MED 124; MED 156; AHS 110
12. Provide basic patient education MED 156; AHS 110
13. Obtain precerts & make referrals MED 109
14. Schedule surgery & secure precerts MED 109; MED 124; MED 156; AHS 110

15. Obtain pre-authorization and call in prescription to pharmacy per doctor's orders & document MED 156; AHS 110
16. Report suspected abuse of child and/or adult MED 156; AHS 110
17. Observe standard precautions MED 115; MED 116; MED 156; AHS 110
18. Practice office follow-up procedures (*e.g. hospital, pap smears, lesion removal, surgical, and abnormal labs*) MED 156; AHS 110
19. Become familiar with patient in need program from pharmaceutical company MED 156; AHS 110

IV. Perform Laboratory Techniques/Procedures

1. Insure correct identity of patient MED 115; MED 116; MED 156; AHS 110
2. Obtain consent forms for all treatment MED 156; AHS 110
3. Use & maintain lab equipment & instruments MED 115; MED 116
4. Identify appropriate specimen container for basic lab tests MED 115; MED 116; MED 156
5. Carry out orders, STAT & routine, & document MED 115; MED 116; MED 156
6. Use proper specimen collection techniques MED 115; MED 116; MED 156
7. Perform basic urinalysis tests MED 116; MED 156
8. Perform basic hematology tests MED 116; MED 156
9. Perform basic chemistry tests MED 116; MED 156
10. Perform basic bacteriology tests MED 116; MED 156
11. Perform EKG & rhythm strip MED 115; MED 156
12. Apply Holter monitor MED 115; MED 156
13. Maintain lab logs MED 115; MED 116; MED 156
14. File lab reports correctly MED 115; MED 116; MED 156; AHS 110
15. Explain reason for procedures to patients MED 115; MED 116; MED 156; AHS 110
16. Perform basic serology tests MED 116; MED 156
17. Follow infection control procedures MED 115; MED 116; MED 156; AHS 110
18. Perform quality control MED 115; MED 116; MED 156
19. Adhere to CLIA regulations MED 115; MED 116; MED 156
20. Observe OSHA regulations MED 115; MED 116; MED 156; AHS 110

V. Process Insurance

1. Correspond with insurance companies through written, oral and/or electronic transmissions MED 109; MED 124

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| 2. Read computer printout (Medicaid, Medicare, Blue Cross-Blue Shield, & private insurance) | MED 109; MED 124 |
| 3. Explain coverage to patients tactfully | MED 109 |
| 4. Use ICD9/CPT4 | MED 109; MED 124 |
| 5. Recognize/verify basic insurance coverage (group, individual multi-group, managed care, HMO, etc.) | MED 109; MED 124 |
| 6. Gather complete insurance information | MED 109; MED 124 |
| 7. Complete all insurance forms (e.g. hard & electronic) | MED 109 |

Professional Skills Outcomes:

This section should consist of the DACUM competencies regarding soft skills, general education, communication, problem solving or critical thinking and the course(s) where they are taught. We will complete the DACUM headings on the forms for each program, and faculty members can complete the courses where they are taught. This may require meeting with general education faculty.

Medical Office Assisting

VI. Practice Human Relation Skills

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| 1. Speak tactfully | MED 107; MED 109; MED 115; MED 116;
MED 124; MED 156; AHS 110; PSY 201 |
| 2. Use common sense | MED 107; MED 109; MED 115; MED 116;
MED 124; MED 156; AHS 110 |
| 3. Display courtesy & show empathy for others | MED 107; MED 109; MED 115; MED 116;
MED 124; MED 156; AHS 110; PSY 201 |
| 4. Listen & serve as a sounding board | MED 156; AHS 110 |
| 5. Communicate with co-workers | MED 107; MED 115; MED 116; MED 156;
AHS 110 |
| 6. Compromise | MED 115; MED 116; MED 156; AHS 110 |
| 7. Demonstrate a good sense of humor | MED 107; MED 156; AHS 110 |
| 8. Observe office etiquette | MED 107; MED 109; MED 124; MED 156;
AHS 110 |
| 9. Develop working relationships | MED 107; MED 109; MED 115; MED 116;
MED 124; MED 156; AHS 110; PSY 201 |

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| 10. Contribute suggestions for enhancing office procedures | MED 107; MED 109; MED 124; MED 156;
AHS 110 |
| 11. Develop cultural & generational sensitivity | MED 107; MED 156; AHS 110; PSY 201 |

VII. Demonstrate Professionalism

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| 1. Demonstrate pride in work | MED 107; MED 109; MED 115; MED 116;
MED 124; MED 156; AHS 110; PSY 201 |
| 2. Practice punctuality & regular attendance | MED 107; MED 156 |
| 3. Support policies & procedures | MED 107; MED 156 |
| 4. Observe confidentiality & privileged communication | MED 107; MED 109; MED 115; MED 116;
MED 124; MED 156; AHS 110 |
| 5. Demonstrate cooperativeness | MED 107; MED 109; MED 115; MED 116;
MED 124; MED 156; AHS 110 |
| 6. Take the initiative | MED 107; MED 109; MED 115; MED 116;
MED 124; MED 156; AHS 110 |
| 7. Know your scope of practice | MED 107; MED 109; MED 115; MED 116;
MED 124; MED 156; AHS 110 |
| 8. Demonstrate a positive attitude & self-image | MED 107; MED 156 |
| 9. Demonstrate professional work ethics | MED 107; MED 109; MED 115; MED 116;
MED 124; MED 156; AHS 110 |
| 10. Plan/organize work & set priorities (<i>Patients come first</i>) | MED 107; MED 156; AHS 110 |
| 11. Present professional public image (<i>Speech, Mannerism, Dress</i>) | MED 107; MED 156; PSY 201; ENG 155 |
| 12. Follow chain of command | MED 107; MED 156; AHS 110 |
| 13. Acquire knowledge of licensure/certification | MED 107 |

VIII. Deal With Stressful/Emergency Situations

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| 1. Recognize life threatening situations | MED 156; AHS 110 |
| 2. Remain calm/objective | MED 156; AHS 110 |
| 3. Think critically and use good judgment | MED 115; MED 116; MED 156; AHS 110 |
| 4. Follow directions quickly & accurately | MED 115; MED 116; MED 156; AHS 110 |
| 5. Speak with authority without being rude | MED 156; AHS 110 |
| 6. Provide privacy for family members | MED 156; AHS 110 |
| 7. Maintain a line of communication with patients & their families | MED 156; AHS 110 |
| 8. Perform CPR | MED 156; AHS 110 |

IX. Use Computer Skills

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| 1. Use computer technology | MED 107; MED 124; MED 156; AHS 110;
OST 105; ENG 155 |
| 2. Enter data on computer systems (Medisoft, Misys, Tiger, Etc.) | MED 124 |
| 3. Identify information needed to enter data | MED 124 |
| 4. Make patient inquiries | MED 109; MED 124 |
| 5. Print reports | MED 124; OST 105 |
| 6. Use procedures manuals | MED 109; MED 115; MED 116; MED 124;
MED 156; AHS 110 |
| 7. Acquire knowledge of lab computer operations | MED 115; MED 116 |

Assessment Methods:

Direct Student Learning Outcomes

A direct student learning outcome is one that measures a specific competency attainment. Evidence of student learning must involve a direct assessment of student levels of attainment. Examples of such evidence are capstone performances, third-party examinations, faculty-designed examinations, professional performances, and licensure examinations. A student learning outcome must not be construed with a behavioral outcome (indirect assessment).

Medical Office Assisting

The students of this program are required by its accrediting agency to successfully accomplish *Educational Competencies for the Medical Assistant*, published by the Curriculum Review Board of The American Association of Medical Assistants Endowment (CRB-AAMAE). These competencies are directly observed by classroom instructors, and a check-off sheet is graded for each competency. The student must successfully complete all competencies to be able to graduate from the program. They must be able to perform these competencies acceptably during a clinical externship, which is their final course in the program.

Success of program completion is 70%

Indirect Student Learning Outcomes

A behavioral outcome involves an indirect assessment of some form. Examples of such indirect measures are portfolios and work samples, job placement, follow-up of graduates, student and employer satisfaction surveys, retention, graduation rates, etc.

Medical Office Assisting

The Medical Office Assisting faculty review the following indirect measures of student and program success yearly or as needed to ensure program viability: student evaluations; job placement results; employer satisfaction survey; enrollment statistics; retention rates, and graduation rates.

Retention

OCtech Benchmark #1 – The program will have retained in the following Fall semester not less than 60% of the new students who enrolled in the prior Fall semester.

- Over the last three years, program retention has been: 2002 (64%), 2003 (53%), and 2004 (43%).

Job Placement

OCtech benchmark #2 – Using the State Technical College System definitions for employment, not less than 80% of the graduates of the program will have secured employment in the field.

- Over the part three years, job placement has been: 2001 (92%), 2002 (82%), and 2003 (100%)

Graduation Rates

OCtech benchmark #3 – The number of graduates will average 25% of the average annual fall enrollment for the program.

- Over the past three years, graduation rates have been: 2001-2002 (74%), 2002-2003 (84%), and 2003-2004 (86%).

Internal Measures of Success

Goals for Medical Office Assisting

Direct measures of program success

- 90% of clinical externship surveys will indicate satisfaction with entry-level students

- 100% of the student proficiency evaluations will reflect no less than 80% Proficiency
- Graduation rates will not be less than 60% of fall entry students

Indirect measures of program success

- Maintain or exceed a 70% or better level of job placement
- 85% of employer surveys will indicate satisfactory student preparation for entry level MOA positions

Review Process and Use of Results:

Medical Office Assisting

Medical Office Assisting is a competency-driven curriculum. Its competencies are determined through *Educational Competencies for the Medical Assistant*, published by the Curriculum Review Board of The American Association of Medical Assistants Endowment (CRB-AAMAE) and are validated by industry professionals and the curriculum's own advisory committee. DACUMS are conducted every four years to ensure currency. The last DACUM was held in 2003. Based on the Educational Competencies and DACUM, the Medical Office Assisting faculty will perform the following internal processes yearly as part of the strategic planning and review process.

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- Ensure that program outcomes are appropriate and current.
- Ensure that program outcomes are addressed in the exit competencies of at least one required course.
- Ensure that within those required courses that students demonstrate the desired program outcome either through written or performance-based tests and/or graded assignment.
- Ensure that equipment inventory, facilities, and budget support program outcomes and the strategic plan.
- Review grade distribution and failure rates; student evaluations; job placement results; employer satisfaction survey; enrollment statistics; retention rates, and graduation rates.
- Ensure that the College Library can assure access to appropriate and current research materials.
- Make a report to the advisory committee on assessment findings and solicit feedback.
- Work with program faculty to revise syllabi an/or course/department offerings as needed.
- Conduct program self study as required by accrediting agencies.

The Medical Office Assisting program is accredited by The Commission on Accreditation of Allied Health Education Programs.

What action(s) did the Program take this past academic year that improved and expanded student-learning outcomes?

List Data Source that prompted change, describe program enhancement, and future measurement of success.

Medical Office Assisting

The Medical Office Assisting program filed a follow-up report to the program self-study which was completed in June, 2003. The program was placed on probationary accreditation due to problems found during the site visit in October, 2003. In 2004, we implemented competency check-offs for all competencies required for entry level medical office assistants as required by CAAHEP. Since the implementation of these competency check-offs and the requirements of having each student successfully complete each competency, the students are better prepared to enter the work force upon graduation.

All Internal Measures of Success were met.