

Course Competency

HSA 2181 Health Services Management Concepts

Course Description

This course provides preparation and fundamental skills required to enter the field of medical office management. Emphasis will be placed on health care delivery in a medical office setting. Topics include an introduction to health care management information systems, an introduction to essential policies and regulations, and an introduction to evaluation of performance and process outcomes.

| Course Competency | Learning Outcomes |
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| <p>Competency 1:The student will interpret safety, quality, and performance procedures by:</p> | <p>1. Critical thinking</p> |
| <ol style="list-style-type: none"> 1. Explaining risk management procedures. 2. Describe benchmarking in medical practice. 3. Discuss total quality management strategies. 4. Compare total quality management and performance improvement. | |
| <p>Competency 2:The student will document compliance with accreditation standards of governmental and other relevant organizations, using technology based-incentive programs where applicable by:</p> | <p>1. Critical thinking</p> |
| <ol style="list-style-type: none"> 1. Describe process for coordination of benefits. 2. Discuss how claims are managed from approval to payment for third party payers. 3. Develop a procedure for security of health information, including electronic data, that is compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). 4. Identify federal and state regulations governing management of medical records. | |

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| <p>Competency 3:The student will demonstrate leadership in administrative skills in management of health care facilities by:</p> | <p>1. Critical thinking</p> |
| <ol style="list-style-type: none"> 1. Revising an organizational chart to accommodate growth of a medical facility. 2. Identifying common resources for long term and short term planning. 3. Developing a protocol for patient flow through the medical process. 4. Creating a training module on exceptional customer service for patient encounters. 5. Explaining the credentialing process for physician practice privileges. | |
| <p>Competency 4:The student will apply human resource management strategies by:</p> | <p>1. Information Literacy</p> |
| <ol style="list-style-type: none"> 1. Developing a recruitment plan. 2. Explaining effective retention strategies for motivating employees. 3. Describing employment laws related to human resource management. 4. Evaluating policies related to job descriptions, safety, and emergency preparedness. | |

Updated: FALL TERM 2023