



Course Description

HSA2181 | Health Services Management Concepts | 3.00 credits

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 Competencies:

Competency 1: The student will interpret safety, quality, and performance procedures by:

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

Competency 2: The student will document compliance with accreditation standards of governmental and other relevant organizations, using technology based-incentive programs where applicable by:

1. Describe the process for coordination of benefits
2. Discuss how claims are managed from approval to payment for third-party payers
3. Develop a procedure for securing health information, including electronic data, that complies with the Health Insurance Portability and Accountability Act of 1996 (HIPAA)
4. Identify federal and state regulations governing the management of medical records

Competency 3: The student will demonstrate leadership in administrative skills in the management of healthcare facilities by:

1. Revising an organizational chart to accommodate the 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

Competency 4: The student will apply human resource management strategies by:

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

Learning Outcomes:

- Solve problems using critical and creative thinking and scientific reasoning
- Formulate strategies to locate, evaluate, and apply information