

MEDICAL OFFICE PROFESSIONS (MOP) – PROGRAM ASSESSMENT STORY

Program contains:

- Medical Administrative Assistant – Associate in Business Studies
- Health Insurance Coding and Claims Specialist – Advanced Certificate
- Medical Scribe - Advanced Certificate

MOP Program Pathways

Delta #	Core Courses	Credits
BIO101	Introduction to Anatomy and Physiology	4
HSC105	Medical Terminology	2
HSC205	Legal Aspects of the Health Care System	2
HSC210	Medical Office Pharmacology	1
OAT105	Time Management	1
OAT116	Intro to the Medical Office	2
OAT151	Business Communication I	<u>3</u>
TOTAL CORE CREDITS		15

CST105	Outlook	1
CST151	Spreadsheet Fundamentals (Excel)	2
HSC140	Basic Medical Emergencies	2
OAT152	Business Communication II	3
OAT155	Editing	2
OAT160	Records Management	3
OAT171	Document Processing: Beginning	3
OAT172	Document Processing: Intermediate	3
OAT159	Electronic Medical Records	2
OAT243	Diagnostic Coding	3
OAT244	Procedure Coding	3
OAT254	Medical Insurance I	3
OAT255	Medical Insurance II	3
OAT260	Medical Transcription	3
OAT266	Medical Office Practice	4
OAT273	Document Processing: Advanced	3
LW---	Lifelong Wellness Requirement	2
POL---	Approved American Government	<u>3</u>
		48

TOTAL CREDITS REQUIRED FOR ABS 63

OAT155	Editing	2
OAT171	Document Processing: Beginning	3
OAT172	Document Processing: Intermediate	3
OAT243	Diagnostic Coding	3
OAT244	Procedure Coding	3
OAT260	Medical Transcription	3
OAT159	Electronic Medical Records	<u>2</u>
		19
TOTAL CREDITS REQUIRED FOR SCRIBE ADVANCED CERTIFICATE 34		
OAT171	Document Processing: Beginning	3
OAT243	Diagnostic Coding	3
OAT244	Procedure Coding	3
OAT254	Medical Insurance I	3
OAT255	Medical Insurance II	<u>3</u>
		15
TOTAL CREDITS REQUIRED FOR SCRIBE ADVANCED CERTIFICATE 30		

PROGRAM CURRICULUM MAP	Program: Medical Office Professions: Medical Administrative Assistant - Associate Degree
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I = Introduced

P = Practiced with Feedback

M = Demonstrated at the Mastery Level Appropriate for Graduation

Courses:

CST	CST	OAT	OAT	OAT	OAT	OAT	OAT	OAT	OAT	OAT	OAT	OAT	OAT	OAT	OAT	OAT	OAT	OAT
105	151	105	116	151	152	155	160	171	172	175	243	244	254	255	260	273	266	

Program Learning Outcomes:

Program Learning Outcomes:																			
1	Use current technology for medical office-related tasks	IPM	IPM	I	I	I	IP	P	IP	IP	IP	IP		-	IP	P	IP	PM	PM
2	Use standard formatting models to create business documents			IP	IP	IP	IP	P		IP	IP	-			IP	PM	IP	PM	PM
3	Use a variety of resources to accomplish work-related tasks	I	I		I	IP	IP	PM	IP	IP	IP	IP	IP	IP	P	PM	IP	PM	PM
4	Apply the principles of edited standard written English to various forms of business communication	IP		IP		IP	PM	PM		IP	-		-	-	-		IP	PM	PM
5	Demonstrate keyboarding skill that meets or exceeds current industry standards								IP	P	IP						IP	PM	PM
6	Complete health insurance claim forms using appropriate diagnostic and procedure codes that meet industry standards				I								I	I	IP	PM			PM
7	Demonstrate, through both internal and external measures, skill attainment and flow measures that meet or exceed current industry-recognized standards for the medical administrative assistant							P	IP	IP	P	IP			IP	PM	IP	PM	PM

PROGRAM ASSESSMENT PLAN		Program:	Medical Office Professions: Medical Administrative Assistant – Associate Degree			
Program Learning Outcomes:		When to Assess	What Direct and Indirect Evidence to Collect	Who Will Collect the Evidence	How Evidence will be Assessed	How Decisions will be Made
1	Use current technology for medical office-related tasks	2017-2018	Course-embedded medical office software project used in OAT 266	OAT 266 faculty	Review of data by OAT faculty	Course & curriculum review as necessary
2	Use standard formatting models to create business documents	2016-2017	Collect average performance test scores from OAT 273 classes	OAT 273 faculty	Review of data by OAT faculty	Course & curriculum review as necessary
3	Use a variety of resources to accomplish work-related tasks	2020-2021	Project in OAT 266 requiring use of CPT and ICD-10 manuals	OAT 266 faculty	Review of data by OAT faculty	Course & curriculum review as necessary
4	Apply the principles of edited standard written English to various forms of business communication	2019-2020	Test or project TBD each semester	OAT 155 faculty	Review of data by OAT faculty	Course & curriculum review as necessary
5	Demonstrate keyboarding skill that meets or exceeds current industry standards.	2018-2019	Collect average 5-minute timing scores from OAT 273 classes	OAT 273 faculty	Review of data by OAT faculty	Course & curriculum review as necessary
6	Complete health insurance claim forms using appropriate diagnostic and procedure codes that meet industry standards	2021-2022	Ten payable items on BCBS and Medicare claims from OAT 255	OAT 255 faculty	Review of data by OAT faculty	Course & curriculum review as necessary
7	Demonstrate competency in professional skills that meet or exceed current industry recognized standards for a medical administrative assistant	Collect each year	Student Perceptions Survey administered in OAT 273	Results of survey to be compiled by OAT faculty member	Review of data by OAT faculty	Course & curriculum review as necessary

Program Learning Outcomes:

#1 Use current technology for medical office-related tasks.

OAT266 – Medical Office Practice (Capstone)

Assessment Timeframe **2017/2018**

Next Assessment 2022/2023

Method:

Student Perception Survey was administered with students being asked if they learned to use hardware and software typically found in a medical office. Students were also tested on their ability to collect patient data and enter it efficiently into practice management software, Medisoft.

Results:

At least 75 percent of the 15 students in the Medical Office Practice class (OAT266) were able to effectively utilize patient data and input into Medisoft; medical practice software.

Action:

Even though this standard was met; will continue to monitor students efficient use of technology throughout the MOP Program. MOP will be updating practice management software used in OAT266 to EHRGo which resembles EPIC (the most highly used EHR system in healthcare).

#1 Use current technology for medical office-related tasks.

OAT266 – Medical Office Practice (Capstone)

Assessment Timeframe **2022/2023**

Next Assessment 2027/2028

Method:

Student Perception Survey was administered with students being asked if they learned to use hardware and software typically found in a medical office. Students were also tested on their ability to collect patient data and enter it efficiently into practice management software, Medisoft.

Results:

At least 75 percent of the 12 students in the Medical Office Practice class (OAT266) were able to effectively utilize patient data and input into EHRGo; medical practice software.

Action:

Even though this standard was met; will continue to monitor students efficient use of technology throughout the MOP Program. MOP has updated practice management software used in OAT266 to EHRGo which resembles EPIC (the most highly used EHR system in healthcare). This update has been well received by students surveyed.

#2 Use standard formatting models to create business documents.

OAT273 – Document Processing: Advanced

Assessment Timeframe **2016/2017**

Next Assessment 2021/2022

Method:

Four performance tests are given in OAT273 to measure the ability of students demonstrate keyboarding skills which meet or exceed current industry standards. Three of the test scores are averaged for grading. For assessment purposes, the average performance test score for each student was used.

Results:

At least 75 percent of students in the advanced document processing class (OAT273) will achieve an average keyboarding rate of at least 50 wpm with no more than 5 uncorrected errors when analyzing the average of their best three-5 minute timed writings taken within the semester.

Action:

Since this standard was met; will continue to monitor students and assess as no changes are needed at this time.

#2 Use standard formatting models to create business documents.

OAT273 – Document Processing: Advanced

Assessment Timeframe **2021/2022**

Next Assessment 2026/2027

Method:

Four online performance tests are given in OAT273 to measure the ability of students demonstrate keyboarding skills which meet or exceed current industry standards. Three of the test scores are averaged for grading. For assessment purposes, the average performance test score for each student was used. Class converted to online modality during pandemic and remains online due to overwhelming student requests.

Results:

At least 75 percent of the 12 MOP students in the advanced document processing class (OAT273) will achieve an average keyboarding rate of at least 50 wpm with no more than 5 uncorrected errors when analyzing the average of their best three-5 minute timed writings taken within the semester.

Action:

Since this standard was met; will continue to monitor students and assess as no changes are needed at this time.

#3 Use a variety of resources to accomplish work-related tasks.
OAT266 – Medical Office Practice (Capstone)
Assessment Timeframe **2020/2021**
Next Assessment 2025/2026

Method:

CMS claims coding project in OAT266 requiring students to use ICD-10, CPT, and HCPCS coding manuals to submit a clean and payable claim per healthcare insurance industry standards.

Results:

The assessment included all 12 students in OAT266. All students were able to meet or exceed this assessment.

Action:

Even though this standard was met; will continue to monitor students and update coding project yearly to reflect current healthcare trends.

#4 Apply the principles of edited standard written English to various forms of business communication.
OAT155 – Editing
Assessment Timeframe **2019/2020**
Next Assessment 2024/2025

Method:

Four performance tests are given in OAT155 to measure the ability of students to apply the principles of edited standard written English to various forms of business communications. Three of the test scores are averaged for grading. For assessment purposes, the average performance test score for each student was used.

Results:

The assessment included only Medical Office Professions students who passed OAT155 with the required "C" grade or better.

Action:

From the data collected, it can be concluded that MOP students are apply the principles of edited standard written English as they move through the Medical Administrative Assistant program. Will continue to monitor and assess this outcome as no changes are needed at this time.

#5 Demonstrate keyboarding skill that meets or exceeds current industry standards.

OAT273 – Document Processing: Advanced

Assessment Timeframe **2018/2019**

Next Assessment 2023/2024

Method:

Four performance tests are given in OAT273 to measure the ability of students demonstrate keyboarding skills which meet or exceed current industry standards. Three of the test scores are averaged for grading. For assessment purposes, the average performance test score for each student was used.

Results:

At least 75 percent of MOP students in the advanced document processing class (OAT273) achieved an average keyboarding rate of at least 50 wpm with no more than 5 uncorrected errors when analyzing the average of their best three-5 minute timed writings taken within the semester.

Action:

Even though this standard was met; will continue to monitor students keyboarding skill that meets or exceeds current industry standards. No changes needed at this time.

#6 Complete health insurance claim forms using appropriate diagnostic and procedure codes that meet industry standards.

OAT55 – Medical Insurance II

Assessment Timeframe **2020/2021**

Next Assessment 2025/2026

Method:

CMS claims coding project in OAT255 requiring students to use ICD-10, CPT, and HCPCS coding manuals to submit a clean and payable claim per healthcare insurance industry standards.

Results:

The assessment included all 12 students in OAT255. All students were able to meet or exceed this assessment.

Action:

Even though this standard was met; will continue to monitor students and update coding project to reflect current healthcare industry trends.

#7 Demonstrate competency in professional skills that meet or exceed current industry recognized standards
for a medical administrative assistant.

OAT266– Medical Office Practice
Assessment Timeframe Compiled Each Year
Next Assessment 2023/2024

Method:

Student Perception Survey was administered with students being asked if they felt they are able to demonstrate competency in professional skills that meet or exceed current industry recognized standards for a medical administrative assistant. Survey asks students what could be improved with program as well.

Results:

Student Perception Survey shows students feel they can demonstrate competency in professional skills that meet or exceed current industry.

Action:

Even though this standard was met; will continue to monitor and assess students each year for their consideration on program improvement.

Program Assessment Summary:

- The Medical Office Professions (MOP) Coordinator is confident in this program curriculum and the professional medical office skills which students are achieving.
- Will continue to monitor and assess annually to make curriculum updates which keep the program up to date with current healthcare industry standards.