Course Title: Healthcare Operations Management

Course Number: XHLT 8130

Course Description: Healthcare Operations management is designed to give students the necessary tools to be an effective member of the Medical Office Management Team. This course will cover healthcare business processes and workflow, space planning and operational flows, and business continuity. As part of the Medical Practice Management Certificate Series, this course will help students prepare for the Certified Physician Practice Manager (CPPM) exam provided by the AAPC and the Certified Medical Practice Executive (CMPE) credential through the MGMA, with applicable experience.

Hours: 60

Course Prerequisite(s): 3 years of experience in a medical office

Student Learning Outcomes:
1. Explore today’s healthcare environment
2. Communication skills within the healthcare team
3. Managing the front office
4. Duties of the medical office manager
5. Business continuity

Textbook(s): (Contact bookstore for current edition and cost)
Medical Office Management, by Christine Malone. Pearson publishing

Withdrawal Policy: See the current Career Skills Training catalog for the tuition refund policy.

Collin College Academic Policies: See the current Collin Student Handbook.

Americans with Disabilities Act: Collin College will adhere to all applicable federal, state and local laws, regulations and guidelines with respect to providing reasonable accommodations as required to afford equal opportunity. It is the student’s responsibility to contact the ACCESS office, SCC-G200 or 972.881.5898 (V/TTD: 972.881.5950) to arrange for appropriate accommodations. See the current Collin Student Handbook for additional information.

Meeting Location: Preston Ridge Campus

Attendance Policy: Students must be in attendance for at least 90% in order to pass competencies.

Lesson Plan:
Session 1: Introductions, review syllabus, course overview, Certificate Series overview.

Session 2: Chapter 5: Managing the Front Office – Telephone system features, telephone etiquette in the medical office, types of incoming calls to the medical office, telephone triage, and prioritizing telephone calls.

Session 3: Chapter 5 cont’d – Emergency telephone calls, handling difficult callers, calls from emotionally upset patients, documenting calls from patients, and using an answering service.

Session 4: Chapter 5 cont’d – Personal phone calls, calling patients, using a telephone directory, making long distance or toll free calls, and calling in prescriptions and prescription refill requests.

Session 5: Chapter 5 cont’d – Arranging for translation services, telecommunication relay systems, maintaining the reception area, greeting patients in the medical office, and visitors to the medical office.

Session 6: Chapter 6: Appointment Scheduling – Scheduling new patient appointments, new patient vs. established patient appointments, allowing the appropriate amount of time for appointments, convenient scheduling, and computer scheduling vs. paper appointment books.

Session 7: Chapter 6 cont’d – Types of appointment scheduling, the appointment schedule as a legal document, allowing for unforeseen appointments, triage and appointment scheduling, appointment reminder systems, and making corrections to the appointment schedule.

Session 8: Chapter 6 cont’d – No-show appointments, achieving the most efficient scheduling system, managing the physician’s professional and travel schedule, scheduling hospital services and admissions, and arranging transportation for patients.

Session 9: Midterm Exam

Session 10: Chapter 8: Legal and Ethical Issues in Managing the Medical Office – The impact of HIPAA legislation on patient care, the Business Associate Agreement and HIPAA legislation, and the Red Flags Rule.

Session 11: Chapter 8 cont’d – Developing a corporate compliance plan

Session 12: Chapter 8 cont’d – The Health Information Technology for Economic and Clinical Health Act, and The Joint Commission and ambulatory care.

Session 13: Chapter 8 cont’d – OSHA and ambulatory care, CLIA and ambulatory care, fraud and abuse, healthcare reform.

Session 14: Visit from OIG personnel.

Session 15: Chapter 11: Office Policies and Procedures – creating patient education pamphlets, creating a personnel manual, and creating policies and procedures for the medical office.

Session 16: Wrap-up, review for final exam.

Session 17: Final exam and course evaluations.

Sessions listed are a guideline to indicate all topics that will be covered during your course. Do not plan your personal calendar based on these sessions. Your instructor will give you a calendar for your class that will indicate specific topics, labs, and days.

Method of Evaluation: Students must achieve a minimum of 70% final average and must be in attendance 90% of the class time in order to pass competencies.