Course Title: Quality in Healthcare

Course Number: XHLT 8120

Course Description: Quality in Healthcare is designed to introduce the student to healthcare reform, fraud and abuse, corporate compliance, as well as HIPAA and patient data security. 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: 40

Course Prerequisite(s): Healthcare Operations Management

Student Learning Outcomes:
1. Explain the concepts of total quality management
2. Visit healthcare reform and equate it to the medical office
3. Define fraud and abuse
4. Explore corporate and regulatory compliance in the healthcare setting
5. Discuss quality improvement and risk management

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 3: Regulatory Compliance in the Healthcare Setting – The standard of care for different healthcare practitioners, checking the credentials of healthcare professionals, maintaining personnel files for physicians, and medical malpractice.

Session 3: Chapter 3 cont’d – Reportable conditions, maintaining the physician-patient relationship, ethical dilemmas, treating minors in the medical office, and receiving subpoenas.

Session 4: Chapter 16: Quality Improvement and Risk Management – Creating a quality improvement program, avoiding patient injury, developing a trusting relationship with your patients, and reporting test results quickly.

Session 5: Chapter 16 cont’d – Communicating possible outcomes, communicating with other team members, recognizing your limitations and scope of practice, and documenting noncompliance.

Session 6: Chapter 16 cont’d – Medication errors, communicating after an adverse outcome, service recovery, and incident reporting.

Session 7: Chapter 16 cont’d – Decreasing the likelihood of mistakes, personal accountability – owning our mistakes, use of protective equipment, hazardous waste disposal, and employee safety.

Session 8: Final Exam
Session 9: Visit from OIG personnel.
Session 10: Review Chapter 8: Legal and Ethical Issues in Managing the Medical Office
Session 11: Review Chapter 8, cont’d.
Session 12: Discussion of and review for AAPC and MGMA exams. End of 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.