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Community College *of* Philadelphia

Medical Assisting and Office Management

Program Revision

Proposal

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Date: January 28, 2008

I. Abstract

Certain prerequisites in the Medical Assisting and Office Management (MAOM) Program courses should be altered to provide greater flexibility for students while retaining their ability to succeed. Past experience with students who have been given waivers has shown that these prerequisites are unnecessarily restrictive. Over the past year, there have been two new curriculum proposals presented by the Department Head of Allied Health: a transfer program in Health Services Management (HSVM) which has been approved and a career program in Patient Service Representative (PSR) which is still under development. Because students enrolled in these new curricula take courses in the Medical Assisting and Office Management (MAOM) Program that have course prerequisites that the HSVM and PSR students will not take, it is necessary to make prerequisite changes to these courses. In addition, after its initial offering of the revised first year MAOM courses during the 2006-2007 year, programmatic review by faculty of the courses supports prerequisite changes for other courses in the curriculum. The revision of AH 104 – Basic CPT Coding from two credits to three credits will increase the total credits for the MAOM Program from 63 to 64. It is also being proposed that the courses in the MAOM Program designated as MA or HIT in which the HSVM and PSR students will enroll, change their course designation from MA or HIT to Allied Health (AH). Finally, to reflect the broader content in the courses, name changes to two of the existing courses being taken by students in the three curricula are also being proposed.

II. History and Description of the Program

The MAOM Program graduated its first class in 1976. The Program is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) based on the recommendation of the Curriculum Review Board of the American Association of Medical Assistants Endowment (AAMAE). The Program underwent an accreditation site visit in February 2004 with no deficiencies cited; this has resulted in the maximum period of continuing accreditation being granted, with the next on-site visit in 2014. With these proposed changes the Program will still be in compliance with accreditation *Standards*.

The MAOM Program prepares students as medical assistants whose jobs are multiple and complex. The medical assistant performs administrative functions that include computer operations; answering and screening telephone calls; scheduling appointments for patients in the office and making arrangements for patients to obtain specialty procedures and services at ancillary facilities; performing medical transcription; managing the medical records system; and making managed care referrals.

Specific financial responsibilities performed by the medical assistant are bookkeeping; accounting; performing banking and collection procedures; managing accounts payable and receivable; and submitting third party claims to insurance companies using procedural and diagnostic coding.

The medical assistant adheres to safety and infection control practices and procedures; performs diagnostic tests that include vital signs, electrocardiograms, and pulmonary function tests; and does visual acuity and auditory assessment. Other areas of responsibility are to obtain patient medical histories; prepare and administer medications; prepare patients for examinations, procedures, and treatments; and assist the physician during specialty examinations and procedures.

In the laboratory setting, the medical assistant performs specimen collection and processing, and performs venipuncture and capillary punctures for diagnostic testing using point-of-care technology and automated equipment. Hematology and chemistry testing procedures include: hemoglobin; hematocrit; erythrocyte sedimentation rate; complete blood count; blood glucose; and cholesterol. The physical, chemical and microscopic examination of urine and microbiology testing for streptococcal infections are also performed.

The curriculum prepares the students to perform the tasks just described. The diversity of the curriculum provides graduates with the ability to work in a variety of employment settings such as insurance companies, outpatient laboratories, clinics, hospitals, and physicians' offices. Program graduates are predominantly employed in physicians' offices, hospitals, and ambulatory care clinics. Most graduates remain in the Philadelphia area and are found at many levels of the health care delivery system, employed as medical office managers, medical assistants, medical transcriptionists, medical receptionists, insurance billing specialists, phlebotomists, and electrocardiograph technicians.

III. Description of the Proposed Revision

The MAOM Program is proposing that changes in prerequisites to three MAOM courses be made, which will ensure that students enrolled in the Health Services Management and Patient Service Representative Programs meet the course entrance requirements. This revision is also proposing that prerequisites for one existing MAOM clinical course be changed in order for students to begin the program throughout the academic year. Changes to the names of MAOM courses taken by the HSVM and PSR students will be changed to reflect the broader scope in course content required by these curricula.

The revised AH 104 – Basic CPT Coding course will increase its credits from 2 to 3. This will increase the credits required to graduate from the MAOM curriculum from 63 to 64.

Courses designated as MA that the HSVM and PSR students are required to take will be changed to AH to increase the visibility and availability of those courses to all College students. There will also be a number change for MA 104 – Medical Law and Ethics because there is a proposed course AH 104 – Basic CPT Coding already assigned to that number. MA 104 will be re-numbered as AH 204 as this course is currently being revised to incorporate more advanced risk management tasks performed by health care managers.

HIT 105 – Basic Medical Terminology will be re-designated as AH 103. The course will also be re-titled “Medical Terminology”. In the latest HIT curriculum revision, an advanced medical terminology course was proposed, but this is no longer necessary.

Current Designation	New designation
HIT 105	AH 103
MA 112	AH 112
MA 120	AH 120
MA 104	AH 204
MA 220	AH 220
MA 260	AH 260
HSVM 222	AH 222
HSVM 224	AH 224

IV. Rationale

It has been determined that certain prerequisites for courses in the Medical Assisting and Office Management (MAOM) Program should be altered to provide greater flexibility for students while retaining their ability to succeed.

Also, over the last three years, the Program Director has met with students who have completed most, if not all of their general education courses for the MAOM Program. These students have demonstrated they are academically strong and they have expressed interest in completing the remainder of the MAOM Program in a more expeditious manner than 18 months.

Changing the prerequisites will still allow students to succeed. In the Fall semester of 2005, eight students were granted a waiver and enrolled in MA 110 – Introduction to Clinical Procedures and MA 250 – Medical Office Laboratory Procedures concurrently. All students successfully completed the courses and graduated the following summer semester.

After careful review of this practice for the past two years and after careful review also of students’ academic records, changes in prerequisites are being proposed to the clinical courses. In addition, changes to prerequisites for common courses taken by the HSVM and PSR students in the MAOM curriculum are also necessary.

Making these changes will increase the availability of graduates to employers in a field where work force demands are extremely high.

Changing the course designation from MA to AH for certain MAOM and HIT courses is expected to promote the visibility of and accessibility of the courses to all College students. Courses which are used by students from more than one Allied Health curriculum will be listed in the College catalog and course listing brochures as Allied Health courses, open to all students who meet the course prerequisites, if any.

V. Effects of the Revision

This proposed revision is expected to increase enrollment in the MAOM Program due to increased flexibility in course offerings. Students (with significant college coursework successfully completed) will be more interested in applying to the Program if they know that they can graduate in a more timely fashion.

The prerequisites for four of the MAOM courses will be changed, but this will have little effect on the students in the MAOM Program and is in keeping with accreditation standards for the MAOM program. The science prerequisites will be modified slightly as it has been determined that learning the content of these courses is not dependent on information addressed in Biology 110. The following section describes the proposed prerequisite changes and name changes, and provides a rationale for the proposed changes.

HIT 104 – Coding for the Physician’s Office will change its course designation from HIT to AH; the number and title of the course will become AH 104 – Basic CPT Coding. The number of course credits will increase from 2 to 3; the structure of the course will change from one hour of lecture and three hours of lab to three hours of lecture in a computer classroom. Faculty feel that the learning activities conducted in this course are more properly designated lecture rather than laboratory activities. This will increase the credits required to graduate from the MAOM curriculum from 63 to 64.

A name change to two courses—MA 220 and MA 260—will better reflect the content addressed in them.

Several MA courses will change their course designation from MA to AH to better reflect the fact that these courses relate not only to Medical Assisting, but to other Allied Health curricula as well. In addition to MA 104 – Medical Law and Ethics changing its course designation to AH, it will also require a number change due to the proposed AH 104 – Basic CPT Coding course already assigned to that course number. Medical Law and Ethics will be re-numbered as AH 204 as this is a second year course and serves as a prerequisite for courses students are required to take in the final semester of the HSVM Program.

HIT 105 will also change its course designation to AH 103 and be re-titled as Medical Terminology.

VI. Course and Prerequisite Changes

After a careful review of the prerequisites and co-requisites, it became apparent that changes can be made without affecting student success in the courses. The following are the suggested changes:

Course Designation Changes:

MA 104 – Medical Law and Ethics will become AH 204
MA 112 – Medical Administrative Procedures will become AH 112
MA 120 – Reimbursement Methodologies in Health Care will become AH 120
MA 220 – Computer Applications in the Medical Office will become AH 220
MA 260 – Medical Office Management will become AH 260
HIT 104 – Coding for the Physician’s Office will become AH 104 (Basic CPT Coding)
HIT 105 – Basic Medical Terminology will become AH 103 – Medical Terminology

MA 104 (to become AH 204) – Medical Law and Ethics

Rationale: In the 2005 MAOM curriculum revision, AH 204, (formerly MA 104) was identified as needing revision to include additional legislative issues affecting health care professionals affecting all health care practitioners. In this revision, the course will also reflect that several more advanced risk management tasks have been incorporated into the course. This course is taken in the second year of the MAOM Program and is a prerequisite for AH 260 – Supervisory Management in Health Care.

MA 112 (to become AH 112) – Medical Administrative Procedures

Remove the prerequisite of ENGL 101. ENGL 101 may be taken as a co-requisite to the course.

Rationale: With the 2005 MAOM curriculum revision, changes were made to the course sequencing whereby students can now register for AH 112 (formerly MA 112) in the first semester of the Program. As students may be registered for ENGL 101 during their first semester, it is recommended that ENGL 101 be identified as a co-requisite.

MA 220 – Computer Applications in the Medical Office

Delete the prerequisites of ENGL 101 and AH 120 (formerly MA 120). Maintain the prerequisite of CIS 103.

Add the prerequisite AH 112 (formerly MA 112). (Since ENGL 101 is a ‘prerequisite that may be taken concurrently’ with AH 112 (formerly MA 112), then ENGL 101 in essence must still be taken prior to AH 220 (formerly MA 220).

Change the designation of the course to AH 220 and the title of the course to
Information Management Systems in Health Care

Rationale: This is a computer applications course in which students establish patient, financial, provider, and insurance databases for a medical practice.

The request for the deletion of AH 120 (formerly MA 120 - Reimbursement Methodologies in Health Care) as a prerequisite course is

necessary because its content, although helpful for the students, is not as foundational for AH 220 (formerly MA 220) as the information provided in AH 112 (formerly MA 112 – Medical Administrative Procedures). Scheduling appointments, banking and bookkeeping, billing and collections are topics covered in AH 112 (formerly MA 112), in which students must perform identified competencies. AH 220 – Information Management Systems in Health Care (formerly MA 220 – Computer Applications in Health Care) takes the manual skills one step further by having the students develop several databases and simulate the daily patient and financial transactions of a medical practice.

The name change is being proposed to reflect the applications that will be taught in the course, not limiting it to software for medical offices.

MA 250 – Medical Office Laboratory Procedures

Delete BIOL 110 and MA 115 prerequisites. Add BIOL 109 prerequisite.

Rationale: In order to be successful in this course, students do not need the information presented in BIOL 110 – Anatomy and Physiology II and/or MA 115 – Medications and Medical Specialty Procedures, but do need the knowledge gained in BIOL 109 – Anatomy and Physiology I. In the former MA 250 course (Clinical Medical Assisting III), students were instructed on advanced cardiac arrhythmias and spent 104 hours in a cardiology practice, performing electrocardiograms. The students were first introduced to electrocardiography in MA 115. With the course revision of MA 250 – Medical Office Laboratory Procedures, electrocardiography and an externship are no longer part of the course content/requirements. Therefore, students are not dependent upon the knowledge obtained in MA 115 – Medications and Medical Specialty Procedures to be successful in MA 250.

MA 260 – Medical Office Management

Delete the prerequisite of AH 120 (formerly MA 120). Maintain prerequisite AH 204 (formerly MA 104).

Rationale: **AH 120 (formerly MA 120) – Reimbursement Methodologies in Health Care** does not have a direct relationship to the content of AH 260 (formerly MA 260).

Change the designation of the course to AH 260 and the name of the course to **Supervisory Management in Health Care**.

Rationale: This change in name more appropriately reflects the breadth of the content of the course and addresses information for health care in general, not just

medical offices. In this course, students will learn managerial theories and the responsibilities of a medical office manager. They will discuss types of leadership styles and identify methods to motivate employees. This course is a foundational management course that will introduce students to the field of health care administration.

The following table shows the revised MAOM curriculum with the courses listed in the sequence that the students will typically follow.

Semester 1

1	MA 110-Introduction to Clinical Skills	3
2	AH 103-Medical Terminology	3
3	ENGL 101-English Composition I	3
4	BIOL 109-Anatomy and Physiology I	4
5	AH112-Medical Administrative Procedures	3

Semester 2

6	BIOL 110-Anatomy and Physiology II	4
7	AH 120 -Reimbursement Methodologies in Health Care	3
8	CLT 102-Phlebotomy	4
9	MA 115-Medications and Medical Specialty Procedures	3
10	ENGL 102-English Composition II or ENGL 112-Report and Technical Writing	3

Semester 3

11	PSYC 101 – Introduction to Psychology	3
12	AH 204-Medical Law and Ethics	3
13	MA 250-Medical Office Laboratory Procedures	3
14	AH 220-Information Management Systems in Health Care	3
15	AH 104-Basic CPT Coding	3

Semester 4

16	Humanities Elective	3
17	Social Science Elective	3
18	MA 265-Human Disease and Treatment	3
19	AH 260-Supervisory Management in Health Care	3
20	MA 299-Medical Assistant Externship	4

VI. Catalog Pages

The existing and proposed catalog grid pages for the MAOM Program appear on the following pages.

Existing Catalog Page

Recommended Course Sequence	Course Number and Name	Prerequisite or Corequisite	Credits
Program Core Courses - Medical Assisting and Office Management			
1	MA 110 - Introduction to Clinical Skills	ENGL 101	3
2	HIT 105 - Medical Terminology		3
6	MA 112 - Medical Administrative Procedures	ENGL 101	3
7	MA 120 – Reimbursement Methodologies in Health Care		3
8	CLT 102 – Phlebotomy		4
11 (Summer)	MA 115 – Medications and Medical Specialty Procedures	MA 110; BIOL 109 which may be taken concurrently	3
12	MA 104 – Medical Law and Ethics	ENGL 101	3
13	MA 250 – Medical Office Laboratory Procedures	MA 115, BIOL 110	3
14	MA 220 – Computer Applications in the Medical Office	ENGL 101; CIS 103; MA 120	3
15	HIT 104 - Coding for the Physician’s Office	HIT 105, BIOL 110	2
17	HIT 221 – Concepts of Disease and Treatment	HIT 105, BIOL 110	3
18	MA 260 – Medical Office Management	MA 120, MA 104	3
19	MA 299 – Medical Assistant Externship	MA 250, MA 220	4
General Education Courses (See page 31 for information on disciplines which meet these requirements.)			
3	ENGL 101 – English Composition I		3
4	BIOL 109 - Anatomy and Physiology I		4
5	PSYC 101 – Intro. To Psychology		3
9	BIOL 110 - Anatomy and Physiology II	BIOL 109	4
10	ENGL102– English Composition II or ENGL 112 – Report and Technical Writing	ENGL 101	3
16	Humanities Elective*		3
20	Social Science Elective*		3
Total to Graduate: 63 credits			

*One of these courses must be a course designated as meeting the College’s American Diversity requirement.

For More Information Contact:

The Division of Math, Science and Health Careers room W2-7, 1700 Spring Garden Street, Philadelphia, PA 19130, Telephone (215) 751-8431; or the College Information Center (215) 751 8010.

Proposed Catalog Page

Recommended Course Sequence	Course Number and Name	Prerequisite or Corequisite	Credits
Program Core Courses - Medical Assisting and Office Management			
1	MA 110 - Introduction to Clinical Skills		3
2	AH 103 - Medical Terminology		3
5	AH 112 - Medical Administrative Procedures	ENGL 101 which may be taken concurrently	3
7	AH 120 – Reimbursement Methodologies in Health Care	ENGL 101	3
8	CLT 102 – Phlebotomy		4
9	MA 115 – Medications and Medical Specialty Procedures	BIOL 109 which may be taken concurrently	3
12	AH 204 – Medical Law and Ethics	ENGL 101	3
13	MA 250 – Medical Office Laboratory Procedures	BIOL 109	3
14	AH 220 – Information Management Systems in Health Care	CIS 103; AH 112	3
15	AH 104 - Basic CPT Coding	AH 103, BIOL 107 or BIOL 109	3
18	MA 265 – Human Disease and Treatment	AH 103, BIOL 107 or BIOL 109	3
19	AH 260 – Supervisory Management in Health Care	AH 204	3
20	MA 299 – Medical Assistant Externship	MA 250, AH 220	4
General Education Courses (See general education requirements section of this catalog for information on disciplines which meet these requirements.)			
3	ENGL 101 – English Composition I		3
4	BIOL 109 - Anatomy and Physiology I		4
6	BIOL 110 - Anatomy and Physiology II	BIOL 109	4
10	ENGL 102– English Composition II or ENGL 112 – Report and Technical Writing	ENGL 101	3
11	PSYC 101 – Intro. To Psychology		3
16	Humanities Elective *		3
17	Social Science Elective*		3
Total to Graduate: 64 credits			

* All students in the MAOM program must take at least one course that meets the College's American Diversity requirement. Students can meet this requirement through either their Humanities Elective or Social Science elective. Either Sociology 105—Health and Society or History 150—History of American Health Care will fulfill the American Diversity requirement and are recommended for MAOM students.

For More Information Contact:

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