MEDICAL BILLING AND CODING PROFESSIONAL PROGRAM ASSESSMENT PLAN

Diploma

A. Goals, Objectives, Program Description and Outcomes

Objective

To qualify students for employment in healthcare office settings with an emphasis on insurance billing, coding, medical records, and administrative front office responsibilities. Students will become proficient in using practice management billing software, electronic health records software, as well as Microsoft Office Suite products. Students will become adept in translating information from patient medical records using ICD-10, CPT, and HCPCS coding standards to provide evidence of medical necessity. This program helps prepare students for Certified Coding Associate (CCA) certification or Certified Medical Reimbursement Specialist (CMRS) certification. Exam vouchers are provided for students who meet the requirements of the Test Pass Assurance program (TPA).

Each course within this program is acceptable for full credit toward MTI College's associate degree in Business Administration. Students who successfully complete this program are eligible to be considered for advancement to Year Two of the A.A. degree program in Business Administration with additional coursework. Please contact the dean for further information.

Program Outcomes

Upon successful completion of this program, students will be able to do the following:

- Perform administrative activities consistent with a medical office.

- Accurately create, read, understand, and maintain medical records.

- Demonstrate competence and understanding in the use of medical practice management software applications to competently perform the medical billing and coding process.

- Demonstrate competence and understanding of the work flow in a medical office by using Electronic Health Records software.

- Demonstrate an understanding of CPT, HCPCS, ICD-10-CM; ICD10-PCS codes used in Healthcare to competently perform medical billing and coding.

- Employ learning strategies necessary to obtain Certified Coding Associate (CCA) or Certified Medical Reimbursement Specialist (CMRS) certification.

- Model behavior that reflects confidence, competence and professionalism.

Assessment Findings

In October of 2016, the assessment process began. The department reviewed the outcomes to see if they needed updating and also examined the assessments to see if they were adequate measures of the outcomes. After the assessments had been gathered, additional changes to the outcomes and assessments was done because both were found to be inadequate. Tests have been updated to better assess the outcomes. More work needs to be done in this department to strengthen the outcomes and assessments.

MO130:
Feedback from students, a review of the curriculum and assessments indicate some areas for improvement. This includes:

> Making sure students are tested on material before moving on to new material.
> More education on Medicare

In looking at CAAHEP standards, the Department Chair thinks that it would be beneficial to include a medical insurance chapter into MO130 and complement some of the information the students are learning in MO112 in MO130.

Several questions on the chapter 3 test need to be reviewed:

Question	%correct
16	57%
33	36%
36	64%

We need to see if the question, curriculum or lecture focus needs to be improved.

MO136:

For MO136, the outcomes just needed to be updated to reflect the current software and current ICD number (ICD10) After gathering the approved assessments, it was determined that outcome #3 was not being adequately measured. The final exam was updated to include questions about Harris Care Tracker. The results of the assessment include the updated final exam.

Several questions on the chapter 2-3 test need to be reviewed because a large percentage of students missed the questions. These are as follows:

Question	%correct
6	62.5%
9	54.17%
21	41.67%

We need to see if the question, curriculum or lecture focus needs to be improved.

In reviewing the student comments, curriculum and assessments there are several areas that can be improved. This includes improved instruction and guidance.

The curriculum needs to be reviewed to ensure that we have the best flow of information between MO130 and MO136.

MO143:
The grading for the case studies seems unclear and inadequate. There doesn't seem to be a point value for each question and it seems to be more of a participatory grade rather than a true assessment.

The final does not have all of the information on it to complete a CMS-1500 claim form.

Students seemed to struggle on exam 1 question #38.

MO146:
Students did well on the assessments for the outcomes listed. Need outcomes and assessments for the latter part of the book. Need to review the class to determine exactly what the outcomes are for the whole class and how best to assess them.

Need to examine the best way to provide the EHR . There are a lot of problems with the software. How do we help students navigate through these? Are they the same errors every time?

MO158:
The assessments seem to match the outcomes pretty well. There are several questions in the final that should be reviewed to see if the questions need to be changed or if more instruction is needed. These are questions: 41, 42, 44 and 49.

MO161:
The assessments seem to adequately measure the current outcomes. We need to evaluate the curriculum and the mode of instruction to make sure that it is meeting the needs of the students. There are several final test questions that need to be reviewed to see if the questions need to be changed or if more instruction is needed. These are questions 6, 13 and 20.

Action Items

MO130
Remove outcome #1
Create an assessment for outcome #6
Add an intro to medical insurance to the class
Increase Medicare focus
Review Questions: 16, 33 & 36 on chapter 3 test
Make sure the lessons are taught in a logical order
MO136
Review exam 2-3 questions: 6, 9, 21
Improve instruction
Review curriculum
MO143
Evaluate how the outcomes are being measured
Evaluate and update curriculum and mode of instruction as needed.
MO146
Evaluate the outcomes and assessments and how they are being measured

Improve the EHR experience
MO158
Evaluate and update curriculum and mode of instruction as needed.
Evaluate Final questions: 41, 42, 44 and 49 to see if the questions need to be changed or if more instruction needs to take place.
MO161
Evaluate and update curriculum and mode of instruction as needed.
Evaluate final exam questions 6, 13 and 20 to see if the questions need to be changed or if more instruction needs to take place.