Outcome Assessment Timeline

Academic Programs

**Med Ops**

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| **APR /SLO 3-Year Cycle** | **2018-2019** | | |
| **Course ID** | **Course-Level Student Learning Outcome (CSLO)** | **Measure/Collect Data** | **Discuss & Plan** |
| MedOp 20 | Demonstrate specific organized ways of concepts to others. | FA 2018 | SP 2019 |
| Gather specific information to look for ways to solve problems. |
| Follow HIPAA regulations in order to communicate with patients and staff from varying backgrounds and ethnicities. |
| MedOP 21 | Analyze and extract basic procedural information necessary for proper assignment of CPT and HCPCS codes. | FA 2018 | SP 2019 |
| Demonstrate knowledge of medical terminology and basic anatomy and physiology and be able to identify appropriate usage of CPT and HCPCS codes, contained in procedural statements and clinical case studies |
| MedOp 22 | Determine primary and principal diagnoses, recognize complications and comorbidities, and assign codes in proper sequence as required for proper reimbursement. | FA 2018 | SP 2019 |
| Understand and apply diagnostic coding guidelines. |
| MedOp 25 | Assess and demonstrate accuracy in performing clinical competencies such as patient intake, vital signs, injections, charting and medication related functions. | FA 2018 | SP 2019 |
| Interpret and explain with clarity to patients the rationale for performance of medical procedures.  Recognize and deduce patient understanding of communications related to their care |
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| MedOp 27 | Administer office laboratory procedures and tests (CLIA waived) following proper techniques. | SP 2019 | SU 2019 |
| Recognize medical office laboratory test results using different types of current technology based on normal laboratory test values. |
| MedOp 30 | Demonstrate recognition of the patient's level of understanding in communications. | SP 2019 | SU 2019 |
| Use language/verbal skills that enable patient's understanding.  Implement time management principles to maintain effective office function. |
| MedOp 35 | Communicate in a language the patient can understand regarding managed care and insurance plans. | SP 2019 | SU 2019 |
| Work with patient, physician, staff, and managed care and/or insurance providers to achieve the maximum reimbursement. |
| MedOp 44 | Communicate with all the healthcare team members and identify and explain the various types of insurance available. | FA 2018 | SP 2019 |
| Identify, use and apply information to solve problems and complete insurance claims. |
| MedOp 45 | Demonstrate accuracy in performing clinical competencies such as patient intake, vital signs, injections, charting and medication related functions.  Practice and demonstrate proficiency in administrative competencies such as appointment scheduling, billing verification (ICD 10/CPT preparation and insurance approval), filing and referrals. | FA 2018 | SP 2019 |
| Interpret and explain with clarity to patients the rationale for performance of medical procedures. |
| MedOp 121 | Recognize ethical issues associated with the electronic health record such as maintaining password security, preventing unauthorized access of patient records, and ensuring patient confidentiality. | FA 2018 | SP 2019 |
| Differentiate between the Electronic Medical Record (EMR) and Electronic Health Record (EHR) in regard to meaningful use criteria and interoperability. |
| MedOp 133 | Recognize and explain the principle of homeostasis and the use of feedback loops to control physiological systems in the human body. | FA 2018 | SP 2019 |
| Recognize the anatomical structures and explain the physiological functions of body systems. |
| MedOp 135 | Recognize the changes in function and structure that occur in the body organs and systems under diseased conditions. | SP 2019 | SU 2019 |
| Recognize the clinical manifestations that are correlated to the pathophysiology of the body systems in order to provide proper patient care and help restore the patient to healthy conditions. |
| MedOp 230 | Analyze medical terms and categorize their basic word-part components, such as: prefix, combining form, and/or suffix, then define each word-part as well as the medical terms. | SP 2019 | SP 2019 |
| Correctly spell, pronounce and define medical terms and medical specialties related to body systems. |
| Describe and identify body structures using correct anatomical, positional, and directional terms. |
| MedOp 231 | Recognize and explain the different fields of medicine and the role of medical assistants in accomplishing the front office tasks. | FA 2018 | SP 2019 |
| Recognize medical office diagnostic procedure results using different types of current technology based on normal test values. |
| MedOp 234 | Administer medical diagnostic procedure tests following proper techniques, methodologies, and using equipment and instruments correctly. | FA 2018 | SP 2019 |
| Discuss clinical consideration regarding developmental disturbances, temporomandibular joint, Angle’s classification and surface anatomy of the head and neck. |
| MedOp 236 | Demonstrate correct explanation of a drug, dosage, mode of action, administration route, adverse effects, and other pertinent information related to medication. | SP 19 | SU 2019 |
| Calculate and apply commonly used mathematical formulas (metric and non-metric systems) used in preparing dosages for patient therapy. |
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| **Program** |  |  |  |
| **MA-Clinical Certificate**  Program Goal 1 | Student will read patient charts and determine proper procedures to be followed in processing of the chart. | FA 2018 | SP 2019 |
| Program Goal 2  *Clinical* | Student will analyze a medical record and discuss the contents with the medical professional to process paper work properly. | FA 2018 | SP 2019 |
| Program Goal 3  *Clinical* | Student will research two or more cultural groups that live in San Diego County and identify the medical practices, home remedies, and attitudes toward medical treatments. | FA 2018 | SP 2019 |
| Program Goal 4  *Clinical* | Student will demonstrate the ability to draw blood with precision in a timely manner. | FA 2018 | SP 2019 |
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| **MA-Administrative Certificate** Program Goal 1 | Student will demonstrate with health professionals and patients proper oral and written communication skills with use of correct business English and medical terminology, including the ability to explain medical office policy and procedure according to mandated regulations. | FA 2018 | SP 2019 |
| Program Goal 2  *Administrative* | Student will perform front office duties by evaluating medical records for patient and health insurance needs, including the preparation of documents using keyboarding skills for correspondence and claims processing by following basic medical insurance and coding knowledge. | FA 2018 | SP 2019 |
| Program Goal 3  *Administrative* | Student will apply personal skills, positive attitudes, cultural awareness, professional medical ethics, and learned front office practice proficiency with health professionals and patients within the medical setting. | FA 2018 | SP 2019 |
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| **Medical Assisting-Associate** Program Goal 1 | Student will demonstrate with health professionals and patients proper oral and written communication skills with use of correct business English and medical terminology, including the ability to explain medical office policy and procedure according to mandated regulations and when applying learned business presentation skills. | SP 2019 | SU 2019 |
| Program Goal 2  *MA-Associate* | Student will analyze and evaluate patient medical records and office documents by demonstrating understanding of related basic anatomy and physiology and use of proper medical terminology and business English when creating correspondence or documenting in the record and/or when in discussion with health professionals and when providing health education to patients. | SP 2019 | SU 2019 |
| Program Goal 3  *MA-Associate* | Student will apply learned business math skills to demonstrate basic statistical information on office activity and needs. | SP 2019 | SU 2019 |
| Program Goal 4  *MA-Associate* | Student will apply personal skills, positive attitudes, cultural awareness, professional medical and business ethics, and learned front office practice proficiency with health professionals and patients within the medical setting. | SP 2019 | SU 2019 |
| Program Goal 5  *MA-Associate* | Student will use learned advanced computer skills, various types of software, and information processing to produce office projects, business communique, and coded health insurance billing documents. | SP 2019 | SU 2019 |
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| **MA-Medical Billing and Coding Certificate** Program Goal 1 | Student will demonstrate with health professionals proper oral and written communication skills with the use of correct pronunciation and spelling of medical terminology and business English; including the use of accurate keyboarding skills when creating documents and filing claims | SP 2019 | SU 2019 |
| Program Goal 2  *Medical Billing and Coding* | Student, with knowledge in medical terminology, will analyze and evaluate medical record information for claims processing by applying coding skills in Current Procedural Terminology (CPT), International Classification of Diseases, 9th Revision Clinical Modification (ICD-9-CM), and Healthcare Common Procedure Coding System (HCPCS). | SP 2019 | SU 2019 |
| Program Goal 3  *Medical Billing and Coding* | Student will assess and analyze medical record information by identifying the appropriate insurance program or plan and by filing claims according to specifications (electronic or hard copy) using appropriate coding systems and insurance practices. | SP 2019 | SU 2019 |
| Program Goal 4  *Medical Billing and Coding* | Student will apply legal and ethical considerations pertaining to medical records and insurance claims with office personnel and patients. | SP 2019 | SU 2019 |
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**Directions & Helpful Hints**

In the spaces provided on the timeline, please list course-level and program-level student learning outcomes and when each will be assessed.

**APR/SLO 3-Year Cycle**: The APR/SLO cycle begins with a compressive program review and ends just before the next comprehensive is due.

**Course ID:** Insert course designator (e.g., ENGL 114, MATH 60, COMM 103)

**Course-Level Student Learning Outcome (CSLO):** Write in each CSLO listed on the course outline of record. This can be accessed in CurricUNET.

**Measure:** Insert the semester(s) each CSLO will be measured, and entered into eLumen.

**Discuss & Plan:** State the semester the faculty will meet to discuss assessment results and create action plans as needed.

**Program:** State the program being assessed.

**Program-Level Student Learning Outcome (PSLO):** State the PSLO(s) for each program listed.

Considerations for Completing the SLO Assessment Timeline:

As per the SCEA contract, “The timeline shall ensure that all SLOs in all sections for each course are to be assessed at least once during the 3-year cycle, with a maximum number of course SLOs per section collected by a Unit member at any one time being three (3)”.

According to the ACCJC Standard II.A.3, “The institution identifies and regularly assesses learning outcomes for courses, programs, certificates. And degrees using established institutional procedures.”