Curriculum Committee Meeting Minutes

May 8, 2017 – 2:00 – 4:00 p.m.

Development Office

Agenda:

Meeting Begins: 2:00 p.m.

Room: Development Office

Present: Dr. Terri Martin-Parisien, Kellie Hall, Wanda Laducer, Sheila Trottier, Dr. Teresa Delorme, Erik Kornkven

Agenda:

1.) **Approval of Minutes:**
   - Approval of the March 30th and April 18th minutes will be approved at the next meeting.

2.) **Medical Administrative Assistant / Patient Access Specialist:**
   Medical Administrative Assistant – 2 Year Degree
   Patient Access Specialist – 9 Month Certificate / Equals 50/50 HLC
   - Joan Azure / Heart Program paid her to develop both programs
   - Joan Azure contacted Erik to help with student program goals and learning outcomes.
   - Erik recommends changing "Program Goals" to "Program Outcomes"
      - Maybe delete Learning Outcomes
      - Need CTE outcomes
         - Sheila said if sequence of courses are ok next step is to send to HLC.
   - Teresa said that students involved in SNBAT will be able to succeed.
   - Kellie wanted to know if Keyboarding and Intro to Computers was a duplication of curriculum.
   - Terri said TMCC is getting stronger with the process and would like the outcomes to be listed.
   - Program Outcomes:
      - Students will be able to:
         - Add curriculum mapping to a course
            - We would have to make sure courses that we have are in-line with the outcomes.
   - List Needed – Next meeting
      - Sheila will do research on this.
      - Terri said from Associates Degree to Bachelors it has to be different.
   - Sheila motioned to Table the Medical Administrative Assistant / Patient Access Specialist discussion until next meeting.
      - Teresa seconded the motion

- All in favor say I
- All opposed same sign
  - Motion Passed

3.) BA Native Language:
- Terri motioned to Table the BA Native Language discussion until next meeting.
  - Wanda seconded the motion
  - All in favor say I / All opposed same sign
    - Motion Passed

4.) TMCC Native Language
- Proposed for the 2017-2018 Academic Year
- 6 credits of Native Language needed to graduate all Associate Degrees.
  - Terri – add 6 credits to all programs
  - Sheila – what is it going to look like in the schedule?
  - Sheila will research to see if it would fit in to the CTE Programs
    - All departments need to review to see if it "fits" into the required curriculum.
      - Dr. Davis highly approves this decision to add the 6 credits
- Terri wants a motion to pass:
  - Erik wonders how do we vote yes then say we will take out later / Can we look at total programs?
  - Sheila – Says that she cannot approve right now – needs to look at each program. Suggests formal proposal for committee on graduation requirements. Discussion on 6 vs 3 credits.
  - Curriculum Change form for AA, AS, AAS (excludes certificates and bachelors)

- Terri motions to approve 6 credits of Native Language for all incoming freshmen for the 2017-2018 academic year for AA and AS and further discussion on AAS and Teacher BS.
- Wanda seconds the motion
  - Erik wants time to add a culture credit area as its own area.
  - Specifically designate area
  - Wanda's concern – adding 6 credits to the curriculum is a concern for Financial Aid.
  - Terri and Kellie will provide documentation on what, why, when, how and where.
  - Erik wants to know if it can all be put in writing.

- Terri asked for a vote:
  - Terri, Teresa, Wanda, Kellie – Yes
  - Erik – No
  - Sheila – Abstain
- Sheila motioned to Table the TMCC Native Language discussion until next meeting.
  - Terri seconded the motion

- All in favor say I / All opposed same sign
  - Motion passed

5.) Catalog Change "Pre-"
- Ask that suggested curricula under both AA (page 62-63) and suggested curricula and pre on page 72-73 be changed.
  - Except Pre-Engineering and Pre-Nursing
  - Sheila explained "guided" electives movement – History or "pre's"
  - Erik wants to take them out of the advisors guide / resource for advisors
- Terri motioned to remove and make changes to catalog
  - Sheila seconded the motion
  - All in favor say I / All opposed same sign
    - Motion passed

6.) TMCC Assessment Handbook - Dr. Terri Martin-Parisien
- Last summer faculty revised Assessment Manual
  - Lack of process to formalize
  - Kellie will research other organizations internal approval process.

  - Sheila motion to Table the TMCC Assessment Handbook dissuasion until next meeting.
    - Wanda Seconded the motion
      - All in favor say I / All opposed same sign
        - Motion passed

7.) Credit Hour Definition
- Lab Classes
- #1 – Regular
- #2 – Lab Classes
- Kelli wants to make sure that there no classes are missing.

Next Meeting:

Thursday May 18, 2017

11:30 a.m. – 1:30 p.m.

Development Office

Next Meeting Agenda:

1.) Approve minutes from March 30th and April 18th
2.) Checklist Development Committee - Kellie
3.) Critical Components for Website (curriculum)
4.) Credit Hour Definition – Sheila
5.) Internal Approval Process - Kellie

6.) BA Native Language Degree
7.) Further Discussion on AAS and BS
8.) Native American History Requirement – Erik
   o   (Designate courses that meet this)

Patient Access Specialist Program Outline 2017-18

Enrollment:

LIMITED (20 per new enrollment)

Program begins: Fall 2017

Contact:

Joan Azure, Instructor
Sheila Trottier, CTE Director

Delivery Methods:
Face to face
Hybrid

Admissions Requirements:
Meet TMCC Admissions Requirement

Award: 9- month Certificate

Upon successful completion of the required courses students will be awarded a 9-month certificate of completion as a Patient Access Specialist.

Need for Program:

The Patient Access Specialist will efficiently and effectively fill the demands of the healthcare field that have dramatically increased with the expansion of health care coverage brought about by the Affordable Care Act and the Meaningful Use incentives brought about by the use of the Electronic Health Record. The median income for a Patient Account Assess Specialist in North Dakota is approximately $20,000 annually and had an expected growth of 13% in the next 7-10 years.(per CAREERwise)

Purpose:

The Patient Access Specialist program prepares students to be trained as specialists who handle patient encounters, patient customer service questions and other registration duties within a health care organization. The Patient Access Certificate will provide the individual with entry-level skills in patient registration/access duties. Students will begin with basic tasks such as answering the telephone, customer service skills, making appointments, canceling appointments, updating demographic information, verifying insurance coverage, and calculating co-payment. Through classroom instruction and a simulated office program, students learn proper phone etiquette, how to schedule, cancel and modify patient appointments, how to verify third party coverage and calculate co- payments. The curriculum is based on a 9-month certificate – with the option of continuing on to the 2-year Medical Administrative Assistant degree.

Career Opportunities:

Upon completion of the 9-month program, graduates may find employment opportunities with medical offices, hospital admitting departments, emergency rooms, and free-standing clinics as patient registration clerks, admission clerks and ward clerks. Additional experience may provide opportunities as managers or supervisors, in Patient admissions, patient registration or patient accounts.

Program Goals:
Upon the successful completion of this program the student will be able to:

1. Apply Privacy Rules to the patient registration processes
2. Retrieve patient medical records for physicians, technicians and other medical staff.
3. Operate medical office equipment(fax, telephone, computer)
4. Use proper telephone etiquette and portray professionalism during patient encounters

Learning Outcomes: (Working on Standard CTE Outcomes)

Program Educational Outcomes: Upon completion of the Patient Access Specialist Certificate program, the graduate is prepared to:

- Check- in patients for medical appointments.
- Answer telephone calls using proper phone etiquette.
- Update patient demographic information.
- Verify third party coverage.
- Schedule, cancel and modify patient appointments.
- Calculating co-payments, deductibles and co- insurances for third party coverage.
- Admit patients to the hospital through the scheduling package
- Navigate through the Electronic Health Record

PATIENT ACCESS SPECIALIST CERTIFICATE PROGRAM OF STUDY
9-month Certificate

1st Year Semester 1		1st Year Semester 2	
BOTE171 Medical Terminology	3	Medical Language Applications	4
BOTE102 Keyboarding	3	Electronic Health Records	3
BIOL115 Human Structure & Function I	4	BOTE282 Medical Billing/Insurance	3
CSC101 or CIS 101 Intro to Computers	3	Medical Office Simulation I	3
Intro Health Info Management	3	Customer Relations Management	3
Medical Office Procedures	3		

	19	Total Credits	16
Total Credits	35		

Course Descriptions:

BOTE 171 Medical Terminology

Credits: 3

Course Description:

Students will learn standard medical terminology, abbreviations, acronyms, and symbols used in medical documentation. Students will learn the basic suffixes prefixes and combining forms, as well as involving the human body as a whole. The course will be organized by body system. Concepts, terms and abbreviations for a topic will be presented and then immediately followed by exercises that reinforce and assess the students' understanding and retention of the material. End- of –chapter exercises will be utilized to encourage students to apply wheat they have learned using case studies, medical charts and a cumulative review test from previous chapters. Career information and internet project are also included.

BOTE102 Keyboarding

Credits: 3

Course Description:

This course is a basic instruction and practice in using the alphanumeric keyboard. Emphasis is on proper fingering for touch operation of the keyboard development of speed and accuracy, and exploration of business document formatting.

BIOL 115 Human Structure and Function I

Credits: 4

Course Description:

This course is designed to familiarize the student with the basic functions of the human structure and function. The disease process is presented in a format that will allow students discussion on the basic principles of how diseases affect the human body.

CSCI 101 Introduction to Computers

Credits: 3

Course Description

This course exposes the student to a broad view of the computer and includes topics such as history, software, applications, terminology, Internet and Hardware.

CIS 101 Computer Literacy

Credits: 3

Course Description

This course is an introduction to the understanding and use of computers with particular emphasis on microcomputers. Lectures and student work focuses on dispelling fears and gaining confidence by attaining knowledge and skills using computer. No prior computer experience is expected.

Intro to Health Info Management

Credits: 3

Course Description:

This course is a study of recordkeeping practices in hospitals and physician's offices. Emphasis is placed on hospital and medical staff organization, patient record content, quantitative analysis, release of patient information, forms control and design, indexes and registers, reimbursement, regulatory and accrediting agencies, and alternate healthcare delivery systems. The student will learn about the role of the health information professional and how the American Health Information Management Association's (AHIMA) role is integral to the healthcare delivery system. Computer software will be utilized to provide experience in

operating/manipulating health information data.

Medical Office Procedures

Credits: 3

Course Description:

This course covers medical office tasks performed by the medical office assistant. Medical topics covered include health care careers, legal and ethical responsibilities, medical appointments, telephone techniques, health information management, and medical office management.

Medical Language Applications

Credits: 4

Course Description:

This course covers appropriate usage of medical language in written documentation. Authentic medical documentation will be reviewed. Proofreading for spelling errors, analysis of content, and proper pronunciation of medical language are emphasized. A solid foundation of medical terminology is necessary for success in this class.

Electronic Health Records

Credits: 3

Course Description:

This course covers the history, benefits, standards, functionality, security, and confidentiality as well as the impact of Electronic Health Records (EHR) in the healthcare environment. Students will have hands-on experience using EHR software to complete common work tasks in the health care setting.

BOTE282 Medical Billing & Insurance

Credits: 3

Course Description:

This course provides information related to medical billing and health insurance. Topics covered include billing and procedures in the medical office, types of health insurance coverage, insurance claim processes and related ethical and legal issues.

Customer Relations Management

Credits: 3

Course Description:

This course covers the skills necessary for an individual to build and maintain good relationships with internal and external customers and the role the customer service team plays in developing, evaluating, and improving customer service systems.

Medical Office Simulation I

Credits: 3

Course Description:

This course is a capstone simulation course that covers a variety of administrative tasks. This course bridges the gap between classroom and work experience and provides an internship/externship-like experience in a medical office.

SYLLABI

Under development

Medical Administrative Assistant Program Outline 2017-18

Enrollment:

LIMITED (15 per new enrollment)

Program begins: Fall 2017

Contact:

Joan Azure, Instructor
Sheila Trottier, CTE Director

Delivery Methods:
Face to face
Hybrid

Admissions Requirements:
Meet TMCC Admissions Requirement

Award: 2- year degree in Medical Administrative Assistant Program

Upon successful completion of the required courses students will be awarded a 2- Year Degree in Medical Administrative Assistant.

Need for Program:

Medical administrative assistants can be found working in a variety of healthcare facilities, and the demand for electronic health record specialists will only increase as electronic health records become more standard. Job opportunities can be found in doctors' offices, hospitals, outpatient clinics, and many other types of healthcare facilities. The Medical Administrative Assistant will efficiently and effectively fill the demands of the healthcare field that have dramatically increased with the expansion of health care coverage brought about by the Affordable Care Act and the Meaningful Use incentives brought about by the use of the Electronic Health Record. The median income for a Patient Account Assess Specialist in North Dakota is approximately $27,000 annually and had an expected growth of 13% in the next 7-10 years.(per CAREERwise)

Purpose:

The Medical Administrative Assistant program prepares students to enter into the healthcare arena as trained specialists in the Electronic Health Record and Medical Billing and Insurance. The Medical Administrative Assistant handles patient encounters, patient customer service questions, medical billing questions and other registration duties within a health care

organization. The Medical Administrative Assistant degree will provide the student with the knowledge and skills needed to effectively navigate through the electronic health record, maintain electronic health record databases, and retrieve data electronically upon request, as well are perform as a Medical Biller. Classroom instruction will include simulation of the Electronic Health Record and Third Party Billing.

Upon completion of the 2-year degree the student will be eligible to take National Examinations/Certifications such as:

1. National Center for Competency Testing
   a. Medical Office Assistant (NCMOA)
   b. Insurance and Coding Specialist (NCICS)
2. National Healthcareer Association
   a. Certified Medical Administrative Assistant (CMAA)
   b. Certified Billing & Coding Specialist (CBCS)
   c. Certified Electronic Health Record Specialist (CEHRS)

Career Opportunities:

Upon completion of the 2- year degree graduates may find employment opportunities with medical offices, hospital admitting departments, emergency rooms; and free-standing clinics as patient registration clerks, admission clerks and ward clerks. The median salary for a Medical Administrative Assistant is $28,000, with anticipated increase of workforce by 13% in the next 7-10 years.

Program Goals

Upon the successful completion of this program the students will be able to

1. Apply Privacy Rules to the patient registration processes
2. Retrieve patient medical records for physicians, technicians and other medical staff.
3. Operate medical office equipment(fax, telephone, computer)
4. Use proper telephone etiquette and portray professionalism during patient encounters
5. Accurately assign diagnostic and procedure codes
6. Prepare patient medical bills including co-pays, deductibles and non- covered services.

Learning Outcomes: (Working on Standard CTE Outcomes)

Program Educational Outcomes: Upon completion of the Medical Administrative Assistant program the graduate is prepared to:

- Creating and updating patients' electronic health records
- Managing the day-to-day operations of a medical facility
- Scheduling and coordinating appointments

- Verifying patient insurance
- Completing and submitting insurance claims
- Preparing correspondence between medical providers and their patients
- Providing quality customer service to patients
- Working in a professional environment

Medical Administrative Assistant (2-Year degree)

1st Year Semester 1		1st Year Semester 2	
BOTE171 Medical Terminology	3	Medical Language Applications	4
BOTE102 Keyboarding	3	Electronic Health Records	3
BIOL115 Human Structure & Function I	4	BOTE282 Medical Billing/Insurance	3
CSC101 or CIS 101 Intro to Computers	3	Medical Office Simulation I	3
Intro Health Info Management	3	Customer Relations Management	3
Medical Office Procedures	3		
Total Credits	19	Total Credits	16
2nd year Semester 1		2nd year Semester 2	
Pathophysiology	3	BOTE222 Medical Transcription	4
BOTE139 CPT/HCPCS Coding	3	BOTE 138 ICD Coding	3
Communication Elective	3	Social Science Elective	3
Arts & Humanities Elective???	3	Medical Office Simulation II	3
BOTE211 Business Communication	3	HIT281 Medical Law & Ethics	3
Pharmacology	2		
Total Credits	17		16

COURSE DESCRIPTIONS

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Credits: 3

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Medical Language Applications

Credits: 4

Course Description:

This course covers appropriate usage of medical language in written documentation. Authentic medical documentation will be reviewed. Proofreading for spelling errors, analysis of content, and proper pronunciation of medical language are emphasized. A solid foundation of medical terminology is necessary for success in this class.

Pathophysiology

Credits: 3

Course Description:

This course presents information related to pathophysiology of various body systems. The nature, cause, diagnosis, and treatment of common disease conditions will be emphasized.

Pharmacology

Credits: 2

Course Description:

This course introduces students to basic pharmacological concepts, drug legislation, and drug categories. Emphasis is on commonly used drugs and their effects on body systems. Drug reference utilization is included.

Medical Office Simulation I

Credits: 3

Course Description:

This course is a capstone simulation course that covers a variety of administrative tasks. This course bridges the gap between classroom and work experience and provides an internship/externship-like experience in a medical office.

HIT281 Medical Law & Ethics

Credits: 3

Course Description:

This course is a general introduction to ethical issues that arise in the contemporary practice of healthcare, and which are central to understanding healthcare in contemporary society. In addition to developing a basic understanding of standard moral theories, issues that arise within American culture for patients, providers, and planners of health care are examined. Examples of such issues include, but are not limited to, abortion, euthanasia, patient rights, informed consent, health care distribution and reform, genetic testing and research, and cloning.

Medical Office Procedures

Credits: 3

Course Description:

This course covers medical office tasks performed by the medical office assistant. Medical topics covered include health care careers, legal and ethical responsibilities, medical appointments, telephone techniques, health information management, and medical office management.

Electronic Health Records

Credits: 3

Course Description:

This course covers the history, benefits, standards, functionality, security, and confidentiality as well as the impact of Electronic Health Records (EHR) in the healthcare environment. Students will have hands-on experience using EHR software to complete common work tasks in the health care setting.

Customer Relations Management

Credits: 3

Course Description:

This course covers the skills necessary for an individual to build and maintain good relationships with internal and external customers and the role the customer service team plays in developing, evaluating, and improving customer service systems.

BOTE139 CPT/HCPCS Coding

Credits: 3

Course Description:

This course is designed to prepare students to assign Current Procedural Coding Terminology (CPT) and HCPCS (Healthcare Common Procedure Coding System) codes for services provided in a medical office and other outpatient facilities with entry level proficiency. Course topics include CPT and HCPCS Level II coding, and legal and ethical issues related to outpatient coding practices.

Communication Elective

Arts & Humanities Elective

BOTE211 Business Communications

Credits: 3

Course Description

This course is designed to address and develop the critical communication skills necessary for today's business. Topics include listening and speaking, presenting, workplace writing, information in the workplace, reading in the workplace, problem solving, communicating with co-workers , teamwork, diversity in the workplace, ethics in the workplace, telephone skills, e-mail skills, electronic communications, and communication careers.

BOTE222 Medical Transcription

Credits: 4

Course Description:

This course is an introduction to transcription of dictated medical reports used in a variety of medical facilities. Emphasis is placed on proper formatting, building transcription proficiency, and application of medical transcription style as defined by the Association of Healthcare Documentation Integrity (AHDI).

BOTE282 Medical Billing & Insurance

Credits: 3

Course Description:

This course provides information related to medical billing and health insurance. Topics covered include billing and procedures in the medical office, types of health insurance coverage, insurance claim processes and related ethical and legal issues.

BOTE138 ICD10 Coding

Credits: 3

Course Description:

This course is an introduction to diagnosis coding and hospital procedure coding for billing and insurance purposes. Topics include the basis for classifying and indexing diagnoses and hospital procedure for the purpose of standardization, retrieval, and statistical analysis. The course prepares students to assign International Classification of Diseases (ICD) diagnostic and procedure codes supported by medical documentation with entry-level proficiency.

Medical Office Simulation II

Credits: 3

Course Description:

This course is a capstone simulation course that covers a variety of administrative tasks. This course bridges the gap between classroom and work experience and provides an internship/externship-like experience in a medical office.

Social Science Elective

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