Northampton Community College

To: Dr. Carolyn Bortz, Vice President, Academic Affairs

From: Dr. Denise François-Seeney, Dean, Business and Technology

Date: February 28, 2018

Re: Executive Summary: Healthcare Office Administration (HCOA)

Associate in Applied Science Degree (68 Credits),
Certificate (44 Credits)
Specialized Diploma (27 Credits)

The Healthcare Office Administration (HCOA) degree has undergone significant changes as a program of study under the 2014 Department of Labor (DOL) TAACCT grant (branded as a Pennsylvania Advanced Training and Hiring (PATH) grant). The program formerly under the moniker of Medical Administrative Assistant was redesigned in 2014 to prepare students to enter the modern office setting. With a framework of stackable credentials, students may easily enter and exit the program to the workforce – from front office duties, health services coding, and insurance reimbursement – or to continue to a four year degree. The HCOA program has developed a responsive curriculum reflecting industry entry level requirements. The program provides students with an integrated learning experience with general education and healthcare specific experiences. HCOA provides the healthcare industry with graduates who have theoretical and practical, hands-on experience.

A site visit was undertaken in December 2017 by Shauna Magna, a faculty member in the Medical Assisting Program at Montgomery Community College. Ms. Magna's professional experience is also as a Medical Assistant in both clinical and administrative roles. The site visit found the program met all standards to a high satisfaction.

There was a concerted effort to gain the input and feedback from industry partners, advisory board, and focus groups members for the program curricula. The program allows for career focused instruction and contextualized curriculum, competency based education, stackable credentials meeting labor market demand, and transferability and articulation of credit at Franklin University and Peirce College. Overall, the program learning outcomes are in line with industry standards. The development of the three stackable credentials of the Healthcare Billing and Coding Specialized Diploma, the Healthcare Office Specialist Certificate, and the Healthcare Office Coordinator programs provide students with value and a variety of career options and opportunity.

As part of an institution mandate, all programs were required to review the program of study holistically and by semester components. The holistic examination allows for a critical review of a student's progression in acquiring knowledge and skills over the life of the program. The comparative analysis of each semester provides validation and evidence of content depth as the student progresses through the coursework. Learning activities promote the development of knowledge, skills, competencies and critical thinking, and assessments align with learning

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outcomes. These documents provide evidence to the Middle States Commission on Higher Education (MSCHE) of the rigor and high quality of the program.

Jobs within this sector will grow in double digit percentages higher than average. The aging population will require more health care services providing opportunities. This program prepares a student to accept the responsibilities and challenges expected of a skilled healthcare office coordinator in the vast professional medical field. A healthcare office coordinator ensures a well-run practice for physicians and patients in strict compliance with healthcare laws. Office coordinators oversee the business operations of medical offices, clinics, managed care organizations, health agencies, and similar organizations. Their responsibilities are broad in scope and highly dependent on the size of the practice.
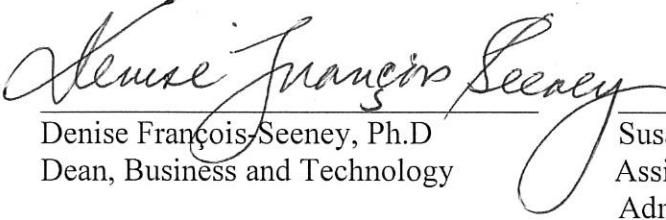
Courses for the healthcare pathways include Basics of Human Anatomy and Physiology, CPT Coding Methodology, and PCS Coding Methodologies. There is an excellent record of employment for our graduates in the full range of medical office settings. To date, this program has a 100% placement rate. Students have been offered positions primarily with one of the health networks in their final semester practicum. According to the Bureau of Labor Statistics (BOLS), healthcare continues to be a growth industry, estimating a 26% growth for 2012-2022.
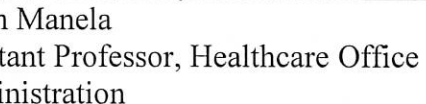
Healthcare billing and coding play a vital role in the connection between healthcare providers, patients and insurance companies. Billers and Coders generally have the same type of duties regardless of the type of facility. As a medical biller and coder, one needs to read patient charts. Based on these charts, students learn the established medical codes – a type of shorthand to be used by healthcare providers and insurance companies. The current code students learn to track patient diagnosis and treatments is ICD-10 (International classification of Diseases). The billing and coding profession is a viable option for self-employment. Medical coders may consult on site at medical facilities or work remotely.

The Healthcare Office Specialist certificate prepares students for the responsibilities as an administrator in a healthcare setting. Responsibilities may include front office duties, health services coding and patient insurance reimbursement. Office Specialists once known as medical secretaries perform administrative functions in various medical facilities.

There are currently 303 students enrolled in the program: Certificates (26), Specialized Diplomas (89) and Associates degree (188). The average income/FTE is $7,029; average expense/FTE is $6,206.

Recommendation: The Dean and program faculty concur with the recommendation and support the program's continuation.

Denise François-Seeney   _Susan Manela_

Denise François-Seeney, Ph.D   Susan Manela
Dean, Business and Technology   Assistant Professor, Healthcare Office
                Administration

Healthcare Office Coordinator
Degree awarded: Associate in Applied Science

Program Narrative

Northampton's Office Administration degree programs are designed to prepare you for a wide variety of opportunities in a modern office setting. The two degrees offered by the Office Administration department are Office Administrative Assistant, and Healthcare Office Coordinator. Both programs provide course offerings and experiences to prepare the graduate to work as a team player in a specialized office environment.

Your studies will include state-of-the-art office equipment and software. You will learn the marketable skills required to work well with other people in an office environment, and these skills will be applied through a valuable internship experience related to your field of study. We emphasize development of professional attitudes, values, and ethics. As you grow through the program, you will gain critical thinking, priority setting, and decision-making skills needed in today's business environment.

Program Features

This program prepares you to accept the responsibilities and challenges expected of a skilled healthcare office coordinator in the vast professional medical field. A healthcare office coordinator ensures a well-run practice for physicians and patients in strict compliance with healthcare laws. Office coordinators oversee the business operations of medical offices, clinics, managed care organizations, health agencies, and similar organizations. Their responsibilities are broad in scope and highly dependent on the size of the practice.

Courses for the healthcare pathways include Basics of Human Anatomy and Physiology, CPT Coding Methodology, and PCS Coding Methodologies. We have an excellent record of employment for our graduates in the full range of medical office settings.

Student Learning Outcomes

Students who complete the program will:

- Utilize analytical skills and administrative techniques necessary to organize, prioritize, and manage the flow of confidential information in a healthcare setting.

- Display professional behaviors congruent with core values, standards, and ethics in healthcare.

- Exhibit professionally acceptable oral, written, and interpersonal communication skills.

- Employ critical thinking skills for appropriate decision making for healthcare office efficiency and financial health.

- Demonstrate leadership and supervisory skills and an appreciation of diversity to support the organization and its goals.

- Evaluate patient records to maximize reimbursement.

- Apply the patient accounting revenue cycle.

- Perform essential business planning and office management skills in the healthcare office setting.

Endorsed by Local Employers

Potential employers for those following this healthcare career pathway include:

- Hospitals
- Community Health Centers
- Ambulatory Surgical Units
- Outpatient Laboratory Centers
- Physician's Offices
- Urgent Care Centers
- Elder Care Facilities

This program can be completed in the day or evening, on a full- or part-time basis.
To graduate from the Healthcare Office Coordinator Program, and prior to the start of any internship placement, Healthcare Office Coordinator students enrolling in Internship (OFAD 250)[1] are required to submit current documentation to local health networks to include, but not limited to, proof of health insurance, a physical exam, lab tests and immunizations, criminal history record information (CHRI), FBI Clearance, and Child and Elder Abuse History Clearance.

[1]Effective FA18, OFAD 250 is now HCOA 250 as of the May 1, 2018 Curriculum Committee minutes.

Healthcare Office Coordinator

Associate in Applied Science Degree

Course Code	Course Title	Credits
First Semester		
BIOS 130	Basics of Human Anatomy and Physiology	4
CMTH 102	Speech Communication	3
ENGL 101	English I	3
OFAD 101	Essentials of Keyboarding and Formatting I	3
HCOA 154	Medical Terminology	3
		16
Second Semester		
CISC 101	Introduction to Computers	3
ENGL 151R	English II (Report Writing)	3
HCOA 175	ICD-10-CM/PCS Coding Methodologies	3
HCOA 176	CPT Coding Methodology	3
PSYC 103	Introduction to Psychology	3
HCOA 172	Health Insurance Basics	3
		18
Third Semester		
ACCT 100 or ACCT 101	Accounting for Non-Accountants or Financial Accounting I	3
BUSA 221G	Business Communications	3
CISC 104 or OFAD 152 + OFAD 143	Microcomputer Applications or OFAD 152 Excel for the Medical Profession and OFAD 143 Introduction to Access	3/4
HCOA 177	Health Information Management	3
BUSA 205	Management Fundamentals	3
		15/16
Fourth Semester		
BUSA 226	Human Resources Management	3
HCOA 240	Medical Office Managment Procedures	3
OFAD 250	Internship	3
PHIL 202	Ethics & Moral Problems	3
_____	General Education Elective +	3
_____	Elective	3
		18

Total Credits 67/68

+ For the General Education Elective, students must select one course from the list of approved courses in one of the following categories: Arts & Humanities (AH); Social Science: Societies and Institutions over Time (SIT); Social Science: Scientific Study of Human Behavior (SSHB).

One course should be designated as Diversity and Global Awareness (D).

Career Potential: Medical Office Manager, Medical Administrative Assistant, Administrative Assistant, Medical Receptionist, Medical Billing Clerk, Medical Transcriptionist, Medical Coder, Medical Records Clerk, Medical Secretary

Healthcare Office Specialist

Certificate

Course Code	Course Title	Credits
	First Semester	
BIOS 130	Basics of Human Anatomy and Physiology	4
OFAD 101	Keyboarding & Formatting I	3
ENGL 101	English I	3
HCOA 154	Medical Terminology	3
		13
	Second Semester	
ACCT 100	Accounting for Non-Accountants	3
CISC 101	Introduction to Computers	3
HCOA 172	Health Insurance Basics	3
HCOA 175	ICD-10-CM/PCS Coding Methodologies	3
HCOA 176	CPT Coding Methodology	3
		15
	Third Semester	
BUSA 226	Human Resource Management	3
HCOA 177	Health Information Technology	3
HCOA 240	Medical Office Management Procedures	3
HCOA 270	Advanced Coding for Medical Services	3
HCOA 275	Capstone Simulation for Coding	2
HCOA 276	Diversity & Cultural Competency in Healthcare	2
		16
	Total Credits	**44**

Career Potential: Medical Receptionist, Medical Secretary, Medical Administrative Assistant, Patient Coordinator, Medical Billing Clerk, Medical Coder, Medical Records Clerk

Program Features

This program prepares you for the responsibilities and challenges expected of a skilled administrative assistant in a healthcare setting. Responsibilities of a healthcare office specialist include front-office duties, health services coding, and patient insurance reimbursement, but these responsibilities can vary depending on the size of the practice.

Courses for the healthcare pathways include Basics of Human Anatomy and Physiology, CPT Coding Methodology, and PCS Coding Methodologies. We have an excellent record of employment for our graduates in the full range of healthcare settings.

Graduates of this certificate program can also continue on to complete the Healthcare Office Coordinator associate degree with ease.

Healthcare Billing and Coding

Specialized Diploma

Course Code	Course Title	Credits
	First Semester	
BIOS 130	Basics of Human Anatomy and Physiology	4
HCOA 154	Medical Terminology	3
		7
	Second Semester	
HCOA 172	Health Insurance Basics	3
HCOA 175	ICD-10-CM/PCS Coding Methodologies	3
HCOA 176	CPT Coding Methodology	3
		9
	Third Semester	
ACCT 100	Accounting for Non-Accountants	3
HCOA 177	Health Information Technology	3
HCOA 270	Advanced Coding for Medical Services	3
HCOA 275	Capstone Simulation for Coding	2
		11
	Total Credits	**27**

Career Potential: Medical Billing Clerk, Medical Coder, Medical Records Clerk, Patient Account Representative

Program Features

This program prepares you for the responsibilities and challenges expected of a skilled medical biller and coder. A medical biller and coder translates healthcare procedures into standardized code for use by insurance companies, while also compiling and submitting claims to insurance companies and billing patients.

Courses for the healthcare pathways include Basics of Human Anatomy and Physiology, CPT Coding Methodology, and PCS Coding Methodologies. We have an excellent record of employment for our graduates in a full range of healthcare settings.

Graduates of this specialized diploma program can also continue on to complete the Healthcare Office Specialist certificate, as well as the Healthcare Office Coordinator associate degree, with ease.

Program Name:　　　　　　　　AAS Healthcare Office Coordinator　　　　　　**Mapping Completion**
Date:
Effective Date:

Pre-Degree Requirements (if any):
　　　　　　　　Program Specific:
　　Reading and Writing Placement:

　　　　Mathematics Placement:

SEMESTER-BY-SEMESTER PROGRAM PLAN FOR FULL-TIME STUDENTS
Plans can be modified to fit the needs of part-time students by adding more semesters

Semester 1						
Course # (listed in order courses should be taken)	Course Title	Credits	Category (Gen Ed Category if applicable) (SD, Cert, Degree)	Type (required, elective, milestone, writing intensive)	Term/Location Offered (F, W, SP, SU) (Beth, Monroe, Fowler, Online)	Pre-req
COLS101	College Success	1	D	Required	F,SP, SU – B, M, O	
BIOS130	Basics of Human Anatomy and Physiology	4	SD, C, D	Required	F,SP, SU – B, M, O	Restrict Medica
CMTH102	Speech Communication	3	D	Required	F,SP, SU – B, M, O	
ENGL101	English I	3		Required	F,SP, SU – B, M, O	English I
HCOA154	Medical Terminology	3	SD, C, D	Required	F,SP, SU – B, M, O	
	Total Semester Credits:	14				
Semester 2						
Course #	Course Title	Credits	Category	Type	Term/Location Offered	Pre-req
ENG151	English II	3		Required	F,SP, SU – B, M, O	ENGL10
CISC101	Introduction to Computers	3		Required	F,SP, SU – B, M, O	
HCOA172	Health Insurance Basics	3	SD, C, D	Required	F,SP, SU – B, M, O (sp18)	HCOA1
HCOA175	ICD-10-CM/PCS Coding Methodologies	3	SD, C, D	Required	F,SP, SU – B, M, O	HCOA1
HCOA176	CPT Coding Methodology	3	SD, C, D	Required	F,SP, SU – B, M, O	HCOA1
PSYC103	Introduction to Psychology	3		Required	F,SP, SU – B, M, O	
	Total Semester Credits:	18				

Semester 3

Course #	Course Title	Credits	Category	Type	Term/Location Offered	Pre-requisites/Co-requisites
ACCT100/101	Accounting for Non-accountants or Financial Accounting I	3	SD, C, D	Required	F,SP, SU – B, M, O	
BUSA205	Management Fundamentals	3	D	Required	F,SP, SU – B, M, O	
BUSA221G	Business Communications	3	D	Required	F,SP, SU – B, M, O	ENGL101, ENGL151, CMTH102
HCOA240	Medical Office Management Practices	3	C, D	Required	F,SP, SU – O	HCOA154
HCOA177	Health Information Technology	3	SD, C, D	Required	F,SP, SU – B, M, O (Sp18)	
	Total Semester Credits:	15				

Semester 4

Course #	Course Title	Credits	Category	Type	Term/Location Offered	Pre-requisites/Co-requisites
BUSA226	Human Resources Management	3	C,D	Required	F,SP, SU – B, M, O	
PHIL202	Ethics & Moral Problems	3	Gen Ed	Required	F,SP, SU – B, M, O	
OFAD250	Internship	3	D	Required	F,SP, SU – B, M	BUSA221G; pre- or co OFAD230 or HCO240
	AH, SIT or SSHB Elective	3	Gen Ed	Required		
	Elective	3		Required		
	Total Semester Credits:	15				
	Total Degree Credits:	62				

Notes:

- Students should take HCOA154 in the first semester as it is a pre-req for many other courses in the program
- Students who are planning on transferring to a 4-year institution should take ACCT101 in the 3rd semester and ACCT151 in the 4th semester as their elective.
- PHIL111 On Death and Dying is a suggested course for the AH elective
- After the completion of the 3rd semester, students are eligible for the Healthcare Billing & Coding Specialized Diploma or Healthcare Office Specialist Certificate with the addition of HCOA270, HCOA275, and HCOA276.

Transfer Information:

- NCC has a transfer agreement with Franklin University that allows the student upon completion of their AAS Degree to continue their pursuit of a Bachelor of Science degree in Allied Healthcare Management.

Career Information:

- The Healthcare Office Coordinator degree provides students with a pathway to a variety of healthcare office careers. Healthcare Office Coordinator career paths may include, but are not limited to careers such as health information technician, patient account representative, medical billing specialist, health unit coordinator, medical secretary, patient coordinator or medical office manager. Earning potential within the field may range from $13-$24 per hour (source: U.S. Department of Labor: Bureau of Labor Statistics, 2014). For additional information, including the ability to explore local healthcare office employment opportunities in your area visit our Career Coach tool by clicking this link: https://northampton.emsicc.com/

PROGRAM RIGOR ANALYSIS

Name of Program: HealthCare Office Coordinator
Type of Program (AA, AS, or AAS): AAS
Total number of credits: 69

The table below lists elements of analysis in reviewing academic rigor in the program. The elements will include a review of program learning outcomes, program sequencing, the curriculum arrangement, and transferability (for AA and AS degrees.) Discuss each element and record faculty feedback/consensus in the evidence column. Confirm whether acceptable or not and complete the Action Plan column where changes are deemed necessary.

Faculty involved in the analysis: Susan R. Manela

LIST THE PROGRAM LEARNING OUTCOMES:

1. UTILIZE ANALYTICAL SKILLS AND ADMINISTRATIVE TECHNIQUES NECESSARY TO ORGANIZE, PRIORITIZE, AND MANAGE THE FLOW OF CONFIDENTIAL INFORMATION IN A HEALTHCARE SETTING.

2. DISPLAY PROFESSIONAL BEHAVIORS CONGRUENT WITH CORE VALUES, STANDARDS, AND ETHICS IN HEALTHCARE.

3. EXHIBIT PROFESSIONALLY ACCEPTABLE ORAL, WRITTEN, AND INTERPERSONAL COMMUNICATION SKILLS.

4. EMPLOY CRITICAL THINKING SKILLS FOR APPROPRIATE DECISION MAKING FOR HEALTHCARE OFFICE EFFICIENCY AND FINANCIAL HEALTH.

5. DEMONSTRATE LEADERSHIP AND SUPERVISORY SKILLS AND AN APPRECIATION OF DIVERSITY TO SUPPORT THE ORGANIZATION AND ITS GOALS.

6. EVALUATE PATIENT RECORDS TO MAXIMIZE REIMBURSEMENT.

7. APPLY THE PATIENT ACCOUNTING REVENUE CYCLE.

8. PERFORM ESSENTIAL BUSINESS PLANNING AND OFFICE MANAGEMENT SKILLS IN THE HEALTHCARE OFFICE SETTING.

ELEMENTS	EVIDENCE DESCRIBE ANALYSIS/DATA/DISCUSSION	ACCEPTABLE	NOT ACCEPTABLE	ACTION PLAN/RESPONSIBLE PARTY
Review of Program Learning Outcomes Do program Learning Outcomes reflect level of knowledge, skills, & competencies for an Associate degree? Do the Learning Outcomes describe the characteristics of graduates from the program? Record evidence of faculty discussions/analysis in the "Evidence" column to the right.	As part of the PATH grant, the program learning outcomes have been identified and carefully reviewed by a team of faculty and administration to ensure proper alignment.	☒	☐	
Do program Learning Outcomes reflect appropriate growth according to Bloom's taxonomy (move students toward higher level thinking and problem solving)? *(See Bloom's taxonomy and verbs and additional resources on the final pages of this document)* Record evidence of faculty discussions/analysis in the "Evidence" column to the right.	As part of the PATH grant, the program learning outcomes have been carefully reviewed by a team of faculty and administration to reflect appropriate growth according to Bloom's taxonomy.	☒	☐	
Does the course sequence supports student acquisition of and development of disciplinary and/or career knowledge. Record evidence of faculty discussions/analysis in the "Evidence" column to the right.	On recent review for Pathways project by the business cluster, the sequencing of the program was found to be aligned sufficiently.	✕	☐	
Are the program courses arranged to support measurable progression in learning/critical thinking/problem-solving?	As stated above, sequence is found to be satisfactory.	☒	☐	
Does the course sequence include appropriate pre-requisite courses to support learning/critical thinking/ problem-solving?	This program shares some business (BUSA) courses...business faculty have proposed adding some pre-reqs which will serve this program well.	☒	☐	Business faculty are in the process of adding/changing some course pre-reqs

ELEMENTS	EVIDENCE DESCRIBE ANALYSIS/DATA/DISCUSSION	ACCEPTABLE	NOT ACCEPTABLE	ACTION PLAN/RESPONSIBLE PARTY
Record evidence of faculty discussions/analysis in the "Evidence" column to the right.				
Are there a sufficient number of 200-level courses required? ENTER THE NUMBER IN THE DEGREE HERE:	Yes – 6			
MINIMUM OF 4 REQUIRED IN THE DEGREE PROGRAM (These 4 required 200 level courses can include general education, electives or program courses) If < 4, are there required courses in the degree that are 100-level that have 200-level rigor. If yes, list courses here: *If renumbering a course is being considered, a Course Rigor Analysis worksheet is available to document this assessment. Please consult your dean for that worksheet.* For programs not meeting the minimum requirement, please note in the evidence column how you will meet that requirement. (Justify current rigor or note recommendations for change.)		☒	☐	
Review of Transferability *[Complete this section for programs designed for transfer AA/AS/some AAS]* Can graduates of the program transfer easily?	Recent evaluation with Franklin University and Penn State Lehigh Valley has shown these two institutions found the Healthcare Office Coordinator degree program very well aligned with their BS programs. Franklin University —	☒	☐	

ELEMENTS	EVIDENCE DESCRIBE ANALYSIS/DATA/DISCUSSION	ACCEPTABLE	NOT ACCEPTABLE	ACTION PLAN/RESPONSIBLE PARTY
List top transfer institutions for your program.	Penn State Lehigh Valley			
Are their articulation/transfer agreements for this program? Include a list of or links to these agreements.				
List top transfer institutions for the degree here:				
Data source:				
Do courses in the major transfer count toward the four year degree program?	Yes	☒	☐	
Review of Career Readiness – Preparation for Employability *(Complete this section for programs designed to prepare graduates for direct employability - AAS)* Are program learning outcomes aligned with employer/business/industry/accreditation agency expectations? If yes: how is this verified? If no, complete action plan/responsibility column. Placement data indicates employability (Refer to Placement Report) Data source: Frequent employers: Quantity/quality of employer feedback(if available): Summary of graduate surveys	Yes, program-learning outcomes are aligned with employer and industry expectations. This has been verified through the strategic efforts of the PATH Grant, Medical Office Focus Group & Advisory Board, as well as additional collaboration with local employers. Frequent Employers include: St. Luke's University Health Network, Lehigh Valley Health Network, and various private practices. Employer feedback is often received on several occasions throughout the semester via a variety of channels, including, but not limited to: roundtable discussions, recruiting events, and internship observations.	☒	☐	

SUMMARY AND RECOMMENDATIONS: (provide a brief narrative summary of the analysis and recommendations): As the Healthcare Office Coordinator is a fairly new program and part of the PATH grant, it has been carefully reviewed and monitored for elements such as academic rigor, transferability to 4-year institutions, and employer/business, industry expectations. Following a lengthy discussion with the Business Cluster, it was recommended that the credit hours for this degree program was excessive as compared to similar degree programs. In addition OFAD 101 overlaps content of CISC 101 and does not offer the transferability of the latter course. Subsequently, I am recommending deletion of two current required courses – OFAD 101 – Keyboarding and Formatting and CISC 104 Computer Applications. Credit hours for the AAS degree will drop from 69 credits to 62 credits.

Curriculum Proposal completed date (if applicable):

Curriculum Committee approved date (if applicable):

Cluster leader signature (REQUIRED):

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DIVISION: Business & Technology   **PROGRAM:** Healthcare Office Coordinator   **Submitted By:** Susan Manela

CLUSTER APPROVAL DATE: 03-19-2018

Current Program Level Outcomes	Proposed Program Level Outcomes
1. Utilize analytical skills and administrative techniques necessary to organize, prioritize, and manage the flow of confidential information in a healthcare setting.	1. Utilize the appropriate medical terminology.
2. Display professional behaviors congruent with core values, standards, and ethics in healthcare.	2. Display the necessary office skills needed to function effectively in a health care setting.
3. Exhibit professionally acceptable oral, written, and interpersonal communication skills.	3. Identify the appropriate documentation that is required for billing and reimbursement.
4. Employ critical thinking skills for appropriate decision making for healthcare office efficiency and financial health.	4. Apply the appropriate coding system: ICD codes to diagnosis//procedures, HCPCS codes to medical equipment, supplies, etc., and CPT codes to procedures for health records and billing adhering to current HIPAA standards.
5. Demonstrate leadership and supervisory skills and an appreciation of diversity to support the organization and its goals.	5. Utilize analytical skills and administrative techniques necessary to organize, prioritize, and manage the flow of confidential information with adherence to current HIPAA standards.
6. Evaluate patient records to maximize reimbursement.	
7. Apply the patient accounting revenue cycle.	

I=Introduced
R=Reinforced
M=Mastery Emphasized

Program Learning Outcomes

Program Learning Outcomes	HCOA 154	HCOA 172	HCOA 175	HCOA 176	HCOA 177	HCOA 240	OFAD 250
1. Utilize the appropriate medical terminology.	I	R	R	R	R	M	M
2. Display the necessary office skills needed to function effectively in a health care setting.	I	R	R	R	R	M	M
3. Identify the appropriate documentation that is required for billing and reimbursement.	I	R	R,M	R,M	R	M	M
4. Apply the appropriate coding system: ICD codes to diagnosis//procedures, HCPCS codes to medical equipment, supplies, etc., and CPT codes to procedures for health records and billing adhering to current HIPAA standards.	I	R	R,M	R,M	R	M	M
5. Utilize analytical skills and administrative techniques necessary to organize, prioritize, and manage the flow of confidential information with adherence to current HIPAA standards.	I	R	R,M	R,M	R,M	M	M

Health Care Office Coordinator AAS	Aug. '12 Dec. '12 May '13*	Aug. '13 Dec. '13 May '14*	Aug. '14 Dec. '14 May '15*	Aug. '15 Dec. '15 May '16*	Aug. '16 Dec. '16 May '17
# of Graduates	27	26	23	26	
employed	16	16	14	4	
job hunting	5	5	5	2	
continuing ed.	2	3	0	4	
other	4	2	4	4	
Employed Graduates	16	16	14	16	
Additional Data Not Avail.	—		—	—	—
related	15	11	12	12	
unrelated	1	4	1	3	
unrelated by choice	0	1	1	1	
Median starting salary (if>2 reported)	$11.50	$10.65	$13.74	$11.99	

* Formerly called Medical Administrative Assistant

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Health Care Office Specialist	Aug. '12	Aug. '13	Aug. '14	Aug. '15	Aug. '16
Certificate	Dec. '12	Dec. '13	Dec. '14	Dec. '15	Dec. '16
	May '13	May '14	May '15	May '16	May '17
# of Graduates	—	—	—	3	
employed	—	—	—	2	
job hunting	—	—	—	0	
continuing ed.	—	—	—	0	
other	—	—	—	1	
Employed Graduates	—	—	—	2	
Additional Data Not Avail.	—	—	—	—	—
related	—	—	—	2	
unrelated	—	—	—	0	
unrelated by choice	—	—	—	0	
Median starting salary (if>2 reported)	—	—	—	—	

SD: Health Care Billing & Coding	Aug. '12 Dec. '12 May '13*	Aug. '13 Dec. '13 May '14*	Aug. '14 Dec. '14 May '15*	Aug. '15 Dec. '15 May '16*	Aug. '16 Dec. '16 May '17
# of Graduates	92	63	98	54	
employed	27	9	17	10	
job hunting	4	5	4	3	
continuing ed.	44	34	62	30	
other	17	15	15	11	
Employed Graduates	27	9	17	10	
Additional Data Not Avail.	—	—	—	—	—
related	8	4	7	3	
unrelated	14	5	7	3	
unrelated by choice	5	0	3	4	
Median starting salary (if>2 reported)	$11.00	—	$14.00	—	

* Formerly called Medical Billing

Healthcare Office Coordinator /
Medical Administrative Assistant
HCOD/MADD (AAS)

Total Enrollment

ACAD YR	12-13	13-14	14-15	15-16	16-17
FALL					
FULL-TIME	55	87	56	61	53
PART-TIME	170	129	127	99	114
TOTAL FALL	**225**	**216**	**183**	**160**	**167**
SPRING					
FULL-TIME	63	83	51	61	50
PART-TIME	155	135	120	102	111
TOTAL SPRING	**218**	**218**	**171**	**163**	**161**

Healthcare Office Coordinator / Medical Admininstrative Assistant 2012-2017
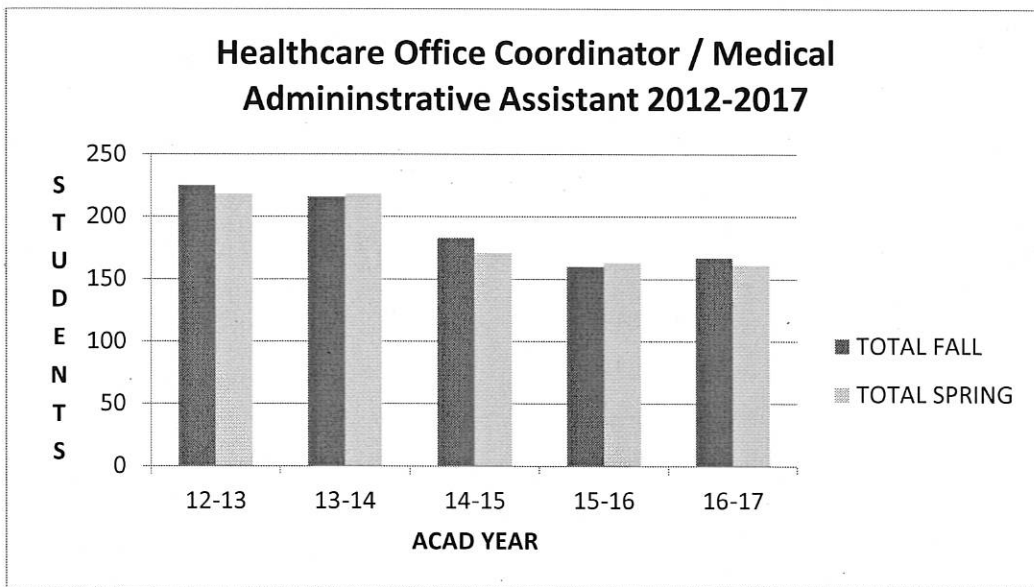
Healthcare Office Specialist / Medical Office Specialist
HCOC/MOFS (Cert)

Total Enrollment

ACAD YR	12-13	13-14	14-15	15-16	16-17
FALL					
FULL-TIME	8	6	3	1	3
PART-TIME	38	30	22	24	25
TOTAL FALL	**46**	**36**	**25**	**25**	**28**
SPRING					
FULL-TIME	8	6	4	0	2
PART-TIME	36	28	18	20	15
TOTAL SPRING	**44**	**34**	**22**	**20**	**17**

Healthcare Office Specialist / Medical Office Specialist 2012-2017
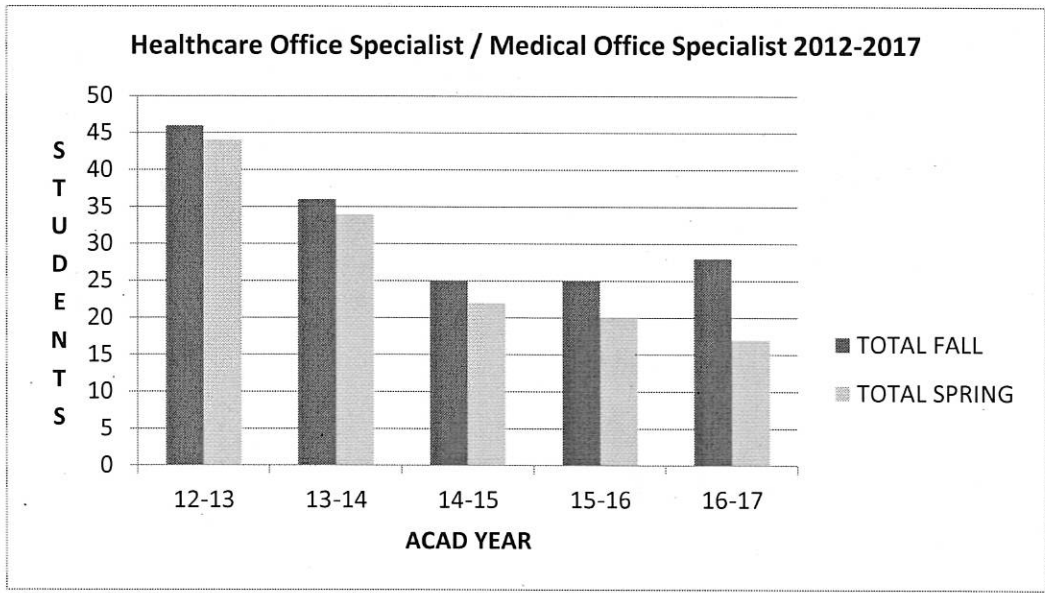
Medical Billing / Healthcare Billing & Coding
MBSS / HCBS (SD)

Total Enrollment

ACAD YR	12-13	13-14	14-15	15-16	16-17
FALL					
FULL-TIME	3	0	0	1	4
PART-TIME	50	46	45	35	32
TOTAL FALL	**53**	**46**	**45**	**36**	**36**
SPRING					
FULL-TIME	0	0	0	0	2
PART-TIME	47	47	32	41	53
TOTAL SPRING	**47**	**47**	**32**	**41**	**55**

Medical Billing / Healthcare Billing & Coding 2012-2017
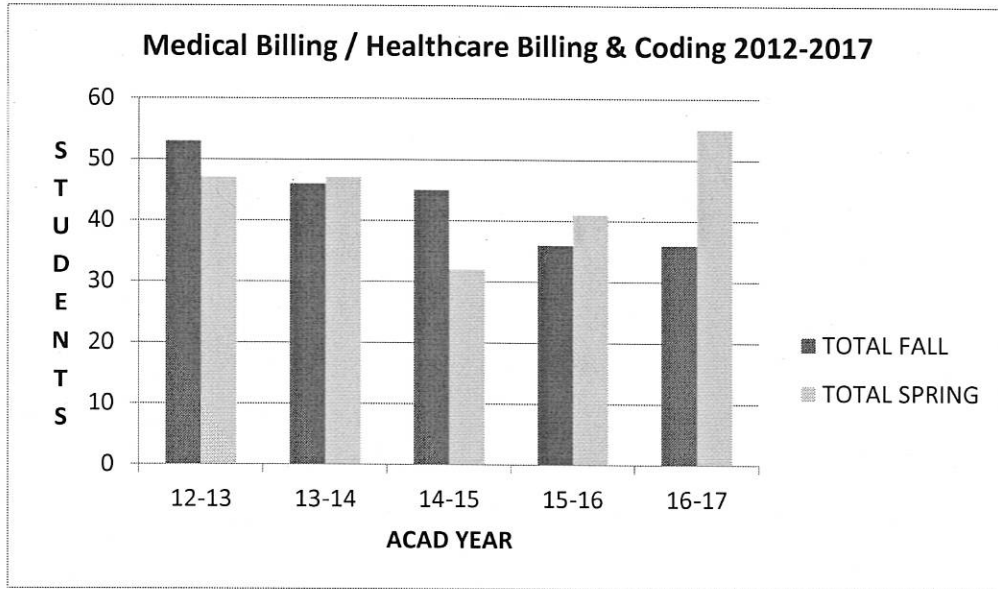
ACADEMIC AUDIT FINANCIAL DATA
2016-17

Health Care Office Coordinator Degree

	FY2017	FY2016	FY2015	FY2014	FY2013
Program Income					
Tuition	555,819	423,221			
Local Reimb	91,194	67,964			
Operating Reimb	209,745	123,844			
Stipend Reimb					
Total Income	856,758	615,029	-	-	-
Program Costs					
Direct Costs	361,564	253,282			
Indirect Costs	374,296	278,225			
Total Costs	735,860	531,507	-	-	-
FTE	117.65	90.77			
Income per FTE	7,282	6,776			
Cost per FTE	6,255	5,855			
Inst Avg Cost per FTE	6,703	6,416			
Rank	87 of 132	102 of 132			

ACADEMIC AUDIT FINANCIAL DATA
2016-17

Health Care Office Specialist Certificate

	FY2017	FY2016	FY2015	FY2014	FY2013
Program Income					
Tuition	48,372	4,667			
Local Reimb	7,936	749			
Operating Reimb	18,254	1,366			
Stipend Reimb					
Total Income	74,562	6,782	-	-	-
Program Costs					
Direct Costs	33,367	2,832			
Indirect Costs	32,574	3,068			
Total Costs	65,941	5,900	-	-	-
FTE	10.24	1.00			
Income per FTE	7,283	6,776			
Cost per FTE	6,441	5,895			
Inst Avg Cost per FTE	6,703	6,416			
Rank	71 of 132	93 of 132			

ACADEMIC AUDIT FINANCIAL DATA
2016-17

Health Care Billing & Coding Specialized Diploma

	FY2017	FY2016	FY2015	FY2014	FY2013
Program Income					
Tuition	109,968	17,769			
Local Reimb	18,043	2,853			
Operating Reimb	41,498	5,200			
Stipend Reimb	-				
Total Income	169,509	25,822	-	-	-
Program Costs					
Direct Costs	75,909	11,066			
Indirect Costs	74,054	11,681			
Total Costs	149,963	22,747	-	-	-
FTE	23.28	3.81			
Income per FTE	7,283	6,776			
Cost per FTE	6,443	5,969			
Inst Avg Cost per FTE	6,703	6,416			
Rank	70 of 132	84 of 132			