

HUMBOLDT COUNTY OFFICE OF EDUCATION
COURSE OUTLINE

1. COURSE TITLE: **Health Occupations**

2. CBEDS TITLE: Health Care Information Services

3. CBEDS NUMBER: 4276

4. <u>JOB TITLES:</u>	Admissions Clerk	DOT	205.362-018
	Medical Clerk	DOT	205.362-018
	Medical Secretary	DOT	201.362-014
	Insurance Clerk	DOT	214.482-018

5. COURSE DESCRIPTION: During this class, students will receive basic instruction in skills required in any health care setting. The class will provide students with an understanding of the health industry and its various career paths, both traditional and nontraditional. Competency based areas include medical law and ethics, communications, medical terminology, medical math, body system review and pathology of disease, human growth and development including life continuum and the complex world of reimbursement of health care procedures. Instruction and practice will be provided in basic skills used in most health care settings, including specific skills such as basic patient intake skills, documentation skills, computer input and retrieval skills, understanding of various insurance plans, reading and interpreting physician orders, as well as others. Career preparation skills will include career search as well as finding the “right” career, job seeking skills, keeping a job, professionalism, stress management and time management.

6. HOURS OF INSTRUCTION: 180 hours of instruction and skills practice.

7. PREREQUISITES: Applicants for the program must pass a basic entrance exam.

8. DATE: September, 2002

9. COURSE OUTLINE:

A. Career Preparation Standards:

1. Understand how personal skill development, including positive attitude, honesty, self-confidence, time management affect employability. Students will:
 - A. Demonstrate an understanding of classroom policies and procedures by signing a contract with instructor.
 - B. Define and demonstrate an understanding of ethics and how they differ from moral values.
 - C. Define and demonstrate an understanding of workplace laws and the more restrictive medical laws, including the Patient’s Bill of Rights, HIPAA, and privacy rights.

- D. Understand how personal hygiene, professional appearance and presentation affect client perception and satisfaction.
 - E. Be able to prioritize tasks, plan and meet deadlines and understand that effective time management reduces stress.
 - F. Understand and demonstrate personal skills in relation to business environment such as: positive attitude, self-confidence, honesty, and self-discipline.
 - G. Understand that a successful career includes the concept and practice of life-long learning.
2. Understand principles of effective interpersonal skills, including group dynamics, conflict resolution and collaboration. Students will:
- A. Understand some of the elements that effect relationships and how they influence interpersonal communications and understanding.
 - B. Understand how cultural diversity can influence communication and group dynamics.
 - C. Demonstrate knowledge of personal defense mechanisms that are utilized in interpersonal relationships.
 - D. Demonstrate knowledge and understanding of human needs through the study of Maslow's hierarchy of needs.
 - E. Demonstrate knowledge of cooperative relationships and proper etiquette across gender and cultural groups.
 - F. Understand non-verbal communication.
 - G. Demonstrate proper telephone techniques.
3. Understand how good academic skills, critical thinking and problem-solving skills are important in the workplace. Students will:
- A. Recognize the importance of good reading, writing and math skills in the workplace. Students will utilize these skills daily in the health care environment.
 - B. Demonstrate proficiency in the following skills:
 1. Math, including decimals and fractions
 2. Reading and following instructions, then effectively communicate those instructions to others.
 3. Critical and creative thinking skills by recognizing problem areas, identify and organize information to evaluate and select appropriate solutions.
 4. Transferable skills that may be used in the workplace.
4. Understand principles of effective communication. Students will:
- A. Demonstrate how to read and implement written instructions.
 - B. Demonstrate knowledge of the elements that effect relationships.
 - C. Demonstrate knowledge of the elements that effect relationships.
 - D. Demonstrate knowledge of active listening through verbal and written feedback.
 - E. Demonstrate knowledge of proper etiquette in the professional setting.
 - F. Understand nonverbal communication as the main form of communication.
 - G. Demonstrate an understanding of barriers to effective communication.
 - H. Demonstrate an understanding of basic medical terminology.

- I. Demonstrate an understanding of communication using fax, telephone and e-mail.
5. Understand workplace safety and infection control of the medical settings. Students will:
- A. Understand and practice good body mechanics.
 - B. Understand how to practice electrical safety and the mechanism for reporting unsafe equipment.
 - C. Understand how to locate, read and utilize Material Safety Data Sheets.
 - D. Understand and demonstrate medical asepsis and infection control procedures.
 - E. Understand and demonstrate knowledge of standard precautions and body substance isolation.
 - F. Be able to properly select and use personal protective equipment.
 - G. Demonstrate understanding of fire safety and NFPA labeling.
6. Understand career paths and strategies for obtaining and maintaining employment. Students will:
- A. Explore career opportunities in various medical professions and investigate the educational and personal requirements of each.
 - B. Develop a personal decision matrix.
 - C. Develop job acquisition documents such as resume, job application, cover and follow-up letters and a skills portfolio.
 - D. Demonstrate appropriate and effective interview skills.
7. Understand and adapt to changing technology in personal and professional settings. Students will:
- A. Identify and demonstrate use of computer hardware and peripherals.
 - B. Identify and use various computer software.
 - C. Demonstrate how to input and retrieve information-using computers.
 - D. Demonstrate how computer based technology is integrated in much of the equipment utilized in the health care setting.
 - E. Demonstrate appropriate use of overhead paging, pocket pager, telephone, fax and e-mail.

Additional hours of general workplace skills are integrated into instruction in content area skills.

B. Content Area Skills:

1. Introduction to Health Careers: Students will: 5 hours
- a. Define the basic duties of a health care employee.
 - b. Explain a basic understanding of the educational requirements of various clerical positions.
 - c. Define career ladders and how that might influence career choices.
 - d. Explore the future of health care.

2. Medical Law and Ethics Students will: 5 hours

- a. Define values and how they influence behavior.
- b. Define ethics and how they differ from values.
- c. Define and observe confidentiality.
- d. Define and practice the legal roles of the Health Care Worker especially in regards to the Patient's Bill of Rights.
- e. Explain HIPAA of 1996 and the major impact on health care practice.
- f. Define consents.
- g. Define Durable power of attorney.

3. Communications Students will: 5 hours

- a. Define and role play various interpersonal communication scenarios.
- b. Define and demonstrate various elements that effect relationships, with emphasis on the concerns of clients in the health care setting.
- c. Exhibit active listening skills
- d. Demonstrate and role play various nonverbal communication practices.
- e. Define some barriers to communication and how to deal with those barriers.
- f. Role play and demonstrate effective telephone skills.
- g. Demonstrate proper computer skills through the use of software.

4. Meeting Needs of Clients Students will: 5 hours

- a. Define and explore holistic health and how it is gaining acceptance in mainstream medical arenas.
- b. Develop a proficiency of understanding human needs through the study of Maslow's hierarchy of needs.
- c. Define and demonstrate an understanding of client's defense mechanisms in the health care setting.
- d. Learn how various cultures can influence behavior and how our own culture influences our perception of that behavior.

5. Medical Terminology Students will: 30 hours

- a. Exhibit proficiency in medical terminology defining word roots, prefixes and suffixes.
- b. Exhibit proficiency in use of combining forms.
- c. Exhibit proficiency in medical term pronunciation.
- d. Learn and exhibit proficiency in medical abbreviations.

6. Medical Math Students will: 5 hours

- a. Exhibit proficiency in conversion of standard measures to metrics.
- b. Exhibit proficiency in the use of fractions and decimals.

7. Military Clock Students will: 1 hour

- a. Exhibit proficiency in the conversion of the 12-hour clock to 24-hour military time.

8. The Body Systems Review and Pathology of Disease Students will: 20 hours

Exhibit knowledge in the pathology of disease and its effect on the following body systems:

- a. Skeletal
- b. Muscular

- c. Circulatory
- d. Lymphatic
- e. Respiratory
- f. Digestive
- g. Urinary
- h. Glandular
- i. Nervous
- j. Reproductive
- k. Integumentary

9. Human Growth and Development Students will: 4 hours

- a. Exhibit knowledge of the process of aging.
- b. Exhibit knowledge of the effect that disabilities have on the individual and on family dynamics.
- c. Exhibit a knowledge of terminal illness and the various stages of dealing with and accepting death.
- d. Exhibit knowledge of the life continuum and how such knowledge leads to acceptance of change.
- e. Exhibit a knowledge of disease processes and the lasting effects of such processes, physical and emotional.

10. Safety and Infection Control Students will: 10 hours

- a. Define and exhibit knowledge of asepsis and microorganisms.
- b. Define and practice standard precautions.
- c. Define and practice transmission-based precautions and the use of personal protective equipment.
- d. Define OSHA standards.
- e. Exhibit knowledge of the various disaster plans and actions.
- f. Exhibit knowledge and practice of proper body mechanics.
- g. Define RACE and PASS.
- h. Understand and practice fire safety.
- i. Define MSDS, where to find them and how to use them.

11. Employability Students will: 5 hours

- a. Develop job-seeking skills including preparation of a resume and cover letter.
- b. Define how to maintain and keep a job through proper behavior and attitude.
- c. Define how to have success on the job through positive attitude and application of skills learned.
- d. Define and exhibit professionalism.

- e. Learn and practice time management skills including the use of planners.
- f. Explore and define personal skills that can be utilized in career advancement.
- g. Learn and practice TEAM, (Together Each Accomplishes More).

12. Career Search Students will: 10 hours

- a. Develop a personal decision matrix to assist in finding the right career.
- b. Define the various medical professions and the educational and personal requirements needed.

- c. Explore careers pathways and how to advance within one specific career or to use various positions as a means to a final goal.
- d. Define the various health care agencies and describe the difference in each setting.

13. Admitting Procedures Students will: 10 hours

- a. Demonstrate skill in use of basic medical insurance information.
- b. Exhibit knowledge of the pre-admit interview process.
- c. Understand and demonstrate skill in the insurance approval process.
- d. Understand the emergency admit process.
- e. Exhibit knowledge of utilization review.
- f. Demonstrate the discharge process.

14. The Patient's Chart and Health Unit Coordinator Students will: 20 hours

- a. Exhibit skill in identifying and utilization of the various forms found in a patient's chart.
- b. Exhibit knowledge of charting responsibilities.
- c. Exhibit knowledge of various hospital departments.
- d. Exhibit knowledge of commonly ordered procedures.
- e. Demonstrate skill in transcription of physician orders.
- f. Exhibit organizational skills needed to perform health unit coordinator duties.

15. Insurance Clerk Students will: 20 hours

- a. Demonstrate skill in use of ICD9 in diagnostic coding.
- b. Exhibit knowledge of DRGs and APCs,
- c. Exhibit understanding of assignment of benefits.
- d. Demonstrate skill in the use of HCPCS and CPT-4 manuals.
- e. Exhibit knowledge of various types of insurance.
- f. Demonstrate knowledge of appropriate form utilization.
- g. Demonstrate skill in the use of computerized medical billing.

16. Practical skills learned will include the following: 25 hours

- a. Basic patient intake skills
- b. Documentation skills
- c. Insurance verification skills
- d. Transcription of physician orders
- e. Ordering of procedures
- f. Medical information skills

TOTAL HOURS: 180 hours

10. ACADEMIC CREDIT: This is a one-semester course. High school students will receive 5 units from Eureka High School as an elective course.

11. INSTRUCTIONAL STRATEGIES:

- A. Large group instruction will be done using the textbook. Written exams and quizzes will evaluate knowledge obtained from those instructions.
- B. Written assignments, assigned homework.
- C. Individual instruction will include direction in the formation of the individual decision matrix; then assist the student to evaluate that matrix and the direction that can be taken with that knowledge. This is a technique that the students may use to assist in making other decisions.
- D. Demonstration of specific job skills. The students will then practice these skills in groups. The instructor will evaluate those skills individually.
- E. Simulated work site will include role playing with various scenarios that the instructor has devised from practical experience such as, concerned family members, confused and disoriented patient, non-English speaking patient and family, etc.
- F. Students in the role playing will determine the outcome by making decisions on how best to proceed to reach the desired outcome. Group discussion and class evaluation will follow.
- G. Students will utilize computer programs to evaluate knowledge of medical terminology, medical billing, scheduling of patients and documentation of interventions.

12. INSTRUCTIONAL RESOURCES:

- A. Videos, slides and transparencies
- B. Instructor created material
- C. Guest speakers
- D. Text :

Leonard: Quick and Easy Medical Terminology, 3rd edition

LaFluer-Brooks: Health Unit Coordinating, 4th edition

PMIC, CPT and HCPCS, Coding Made Easy

PMIC, ICD9CM, Coding Made Easy

Support Material:

Lytec Computerized Medical Office System, Demo

PMIC, ICD9 Coding Manuals

PMIC, CPT4 Coding Manuals

PMIC, HCPCS Coding Manuals

13. CERTIFICATES EARNED:
- Admitting Clerk, completed competencies listed on the back.
 - Health Unit Coordinator, completed competencies on back
 - Medical Billing Clerk, completed competencies on back
 - Medical Terminology, completed competencies on back