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| **Institution:** | Lamar State College Port Arthur | **Program Award Title and Level:** | AAS Medical Office Administration |

| **Key Activities to WECM Courses Matrix** |
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| **Key Activity #/Statement** | **WECM Course Rubric, Number and Title** |
| HITT 1301 Health Data Content & Structure | HITT 1313 Coding & Insurance | MDCA 1321 Administrative Procedures | MDCA 1205 Medical Law & Ethics | POFM 1302 Medical Software Applications | HPRS 2331 General Health Professions Management |       |       |       |       |       |       |
| 1 Manage Policies & Procedures for Protected Health Information |   |   |   |   |   |   |   |   |   |   |   |   |
| 1.1 Enforce policies and procedures for protected health information  |   |   | X | X |   | X |   |   |   |   |   |   |
| 1.2 Develop forms/templates for health information system |   |   | X |   | X |   |   |   |   |   |   |   |
| 1.3 Monitor patient portal |   |   |   |   | X | X |   |   |   |   |   |   |
| 1.4 Inspect medical records |   | X |   |   | X |   |   |   |   |   |   |   |
| 2 Coordinate Information Technology Resources |   |   |   |   |   |   |   |   |   |   |   |   |
| 2.1 Assess equipment and software inventory |   |   | X |   | X | X |   |   |   |   |   |   |
| 2.2 Maintain Practice Management Software |   |   |   |   | X | X |   |   |   |   |   |   |
| 2.3 Establish Business Continuity Plan |   |   | X |   |   | X |   |   |   |   |   |   |
| 2.4 Trouble-shoot hardware equipment problems |   |   | X |   | X |   |   |   |   |   |   |   |
| 3 Manage Practice Operations |   |   |   |   |   |   |   |   |   |   |   |   |
| 3.1 Identify facility and room logistical needs | X |   |   |   |   | X |   |   |   |   |   |   |
| 3.2 Manage patient scheduling process |   |   | X |   | X |   |   |   |   |   |   |   |
| 3.3 Monitor patient satisfaction  |   |   | X |   |   |   |   |   |   |   |   |   |
| 3.4 Establish patient expectataions |   |   | X |   |   |   |   |   |   |   |   |   |
| 3.5 Supervise patient recall systems |   |   | X |   |   | X |   |   |   |   |   |   |
|       |   |   |   |   |   |   |   |   |   |   |   |   |
| 4 Manage Human Resources within the Practice |   |   |   |   |   |   |   |   |   |   |   |   |
| 4.1 Conduct staff training and education  |   |   | X |   |   | X |   |   |   |   |   |   |
| 4.2 Supervise employees |   |   | X |   |   | X |   |   |   |   |   |   |
| 4.3 Establish staff schedule |   |   | X |   |   | X |   |   |   |   |   |   |
| 4.4 Authenticate staff credentials | X |   |   | X |   | X |   |   |   |   |   |   |
| 4.5 Develop personnel policy manual |   |   | X |   |   |   |   |   |   |   |   |   |
|       |   |   |   |   |   |   |   |   |   |   |   |   |
| 5 Manage Billing Cycle of Practice  |   |   |   |   |   |   |   |   |   |   |   |   |
| 5.1 Develop billing policies |   |   | x |   |   |   |   |   |   |   |   |   |
| 5.2Conduct chart audits  |   | X |   |   | X |   |   |   |   |   |   |   |
| 5.3 Review billing outcomes |   | X |   |   |   |   |   |   |   |   |   |   |
| 5.4 Analyze bad debt |   |   | x |   | X |   |   |   |   |   |   |   |
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| 6 Manage Risk to the Practice |   |   |   |   |   |   |   |   |   |   |   |   |
| 6.1 Maintain ancillary certifications |   |   | X |   |   | X |   |   |   |   |   |   |
| 6.2 Monitor risk conditions |   |   | X |   |   | X |   |   |   |   |   |   |
| 6.3 Implement grievance protocol |   |   | X |   |   | X |   |   |   |   |   |   |
| 6.4 Implement emergency protocol |   |   | X |   |   | X |   |   |   |   |   |   |
| 6.5 Implement patient No-Show protocol |   |   | X |   |   | X |   |   |   |   |   |   |
| 6.6 Ensure continuity of patient care | X |   | X |   |   | X |   |   |   |   |   |   |
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| 7 Manage Practice Financials |   |   |   |   |   |   |   |   |   |   |   |   |
| 7.1 Evaluate revenue resources |   |   | X |   |   | X |   |   |   |   |   |   |
| 7.2 Process accounts payable and payroll |   |   | X |   |   | X |   |   |   |   |   |   |
| 7.3 Prepare practice productivity report  |   |   | X |   | X |   |   |   |   |   |   |   |
| 7.4 Develop budget for practice |   |   | X |   |   |   |   |   |   |   |   |   |
| 7.5 Develop policies and procedures for cash controls |   |   | X |   |   |   |   |   |   |   |   |   |
| 7.6 Develop inventory controls |   |   | X |   |   | X |   |   |   |   |   |   |
| 7.7 Analyze budget performance |   |   | X |   |   | X |   |   |   |   |   |   |
| 7.8 Manage contracts |   |   | X |   |   | X |   |   |   |   |   |   |
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