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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 |  |  |  |  |  |  |
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| 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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