**Course Description:**

Students will apply fundamental principles of communication, leadership, technology and management as it applies to the medical office setting. Students will demonstrate documentation and record keeping procedures set forth by national accrediting organizations.

**Strand 1. Business Operations/21st Century Skills**

Learners apply principles of economics, business management, marketing and employability in an entrepreneur, manager and employee role to the leadership, planning, developing and analyzing of business enterprises related to the career field.

**Outcome 1.1. Employability Skills**

Develop career awareness and employability skills (e.g., face‐to‐face, online) needed for gaining and maintaining employment in diverse business settings.

**Competencies**

1.1.6. Explain the importance of work ethic, accountability and responsibility and demonstrate associated behaviors in fulfilling personal, community and workplace roles.

1.1.7. Apply problem‐solving and critical‐thinking skills to work‐related issues when making decisions and formulating solutions.

1.1.8. Identify the correlation between emotions, behavior and appearance and manage those to establish and maintain professionalism.

1.1.9. Give and receive constructive feedback to improve work habits.

1.1.10. Adapt personal coping skills to adjust to taxing workplace demands.

1.1.11. Recognize different cultural beliefs and practices in the workplace and demonstrate respect for them.

*An “X” indicates that the pathway applies to the outcome.*

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| **Pathways** | X | Health Information Management | X | Medical Bioscience | X | Allied Health and Nursing | | X | Exercise Science and Sports Medicine | X | Therapeutic Services |
| **Green Practices** |  | Green-specific |  | Context-dependent | | X | Does not apply | | |  |  |

**Outcome 1.2. Leadership and Communications**

Process, maintain, evaluate and disseminate information in a business. Develop leadership and team building to promote collaboration.

**Competencies**

1.2.1. Extract relevant, valid information from materials and cite sources of information (e.g., medical reports, fitness assessment, medical test results).

1.2.3. Identify and use verbal, nonverbal and active listening skills to communicate effectively.

1.2.4. Use negotiation and conflict‐resolution skills to reach solutions.

1.2.6. Use proper grammar and expression in all aspects of communication.

1.2.7. Use problem‐solving and consensus‐building techniques to draw conclusions and determine next steps.

1.2.8. Identify the strengths, weaknesses and characteristics of leadership styles that influence internal and external workplace relationships.

1.2.9. Characteristics of leadership styles that influence internal and external workplace relationships.

1.2.10. Use interpersonal skills to provide group leadership, promote collaboration and work in a team.

1.2.11. Write professional correspondence, documents, job applications and résumés.

1.2.12. Use technical writing skills to complete forms and create reports.

1.2.14. Use motivational strategies to accomplish goals.

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**Outcome 1.3. Business Ethics and Law**

Analyze how professional, ethical and legal behavior contributes to continuous improvement in organizational performance and regulatory compliance.

**Competencies**

1.3.1. Analyze how regulatory compliance affects business operations and organizational performance.

1.3.2. Follow protocols and practices necessary to maintain a clean, safe and healthy work environment.

1.3.3. Use ethical character traits consistent with workplace standards (e.g., honesty, personal integrity, compassion, justice).

1.3.5. Access and implement safety compliance measures (e.g., quality assurance information, safety data sheets [SDSs], product safety data sheets [PSDSs], United States Environmental Protection Agency [EPA], United States Occupational Safety and Health Administration [OSHA]) that contribute to the continuous improvement of the organization.

1.3.7. Identify the labor and practice laws that affect employment and the consequences of noncompliance for both employee and employer (e.g., harassment, labor, employment, employment interview, testing, minor labor laws, Americans with Disabilities Act, Fair Labor Standards Acts, Equal Employment Opportunity Commission [EEOC], human trafficking) and interpret personal safety rights according to the employee Right‐to‐Know Plan.

1.3.9. Identify potential conflicts of interest (e.g., personal gain, project bidding) between personal, organizational and professional ethical standards.

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**Outcome 1.4. Knowledge Management and Information Technology**

Demonstrate current and emerging strategies and technologies used to collect, analyze, record and share information in business operations.

**Competencies**

1.4.1. Use office equipment to communicate (e.g., phone, radio equipment, fax machine, scanner, public address systems).

1.4.2. Select and use software applications to locate, record, analyze and present information (e.g., word processing, e‐mail, spreadsheet, databases, presentation, Internet search engines).

1.4.3. Verify compliance with security rules, regulations and codes (e.g., property, privacy, access, accuracy issues, client and patient record confidentiality) pertaining to technology specific to the industry pathway.

1.4.4. Use system hardware to support software applications.

1.4.5. Use information technology tools to maintain, secure and monitor business records.

1.4.6. Use an electronic database to access and create business and technical information.

1.4.7. Use personal information management and productivity applications to optimize assigned tasks (e.g., lists, calendars, address books).

1.4.8. Use electronic media to communicate and follow network etiquette guidelines.

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**Outcome 1.5. Global Environment**

Evaluate how beliefs, values, attitudes and behaviors influence organizational strategies and goals.

**Competencies**

1.5.1. Describe how cultural understanding, cultural intelligence skills and continual awareness are interdependent.

1.5.2. Describe how cultural intelligence skills influence the overall success and survival of an organization.

1.5.3. Use cultural intelligence to interact with individuals from diverse cultural settings.

1.5.4. Recognize barriers in cross‐cultural relationships and implement behavioral adjustments.

1.5.5. Recognize the ways in which bias and discrimination may influence productivity and profitability.

1.5.6. Analyze work tasks for understanding and interpretation from a different cultural perspective.

1.5.7. Use intercultural communication skills to exchange ideas and create meaning.

1.5.8. Identify how multicultural teaming and globalization can foster development of new and improved products and services and recognition of new opportunities.

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**Outcome 1.6. Business Literacy**

Develop foundational skills and knowledge in entrepreneurship, financial literacy and business operations.

**Competencies**

1.6.5. Describe organizational structure, chain of command, the roles and responsibilities of the organizational departments and interdepartmental interactions (e.g., following physician’s orders).

1.6.6. Identify the target market served by the organization, the niche that the organization fills and an outlook of the industry.

1.6.9. Explain how the performance of an employee, a department and an organization is assessed.

1.6.11. Describe how all business activities of an organization work within the parameters of a budget.

1.6.12. Describe classifications of employee benefits, rights, deductions and compensations.

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**Outcome 1.8.** **Operations Management**

Plan, organize and monitor an organization or department to maximize contribution to organizational goals and objectives.

**Competencies**

1.8.3. Analyze the performance of organizational activities and reallocate resources to achieve established goals.

1.8.4. Identify alternative actions to take when goals are not met (e.g., changing goals, changing strategies, efficiencies).

1.8.5. Use inventory and control systems to purchase materials, supplies and equipment (e.g., Last In, First Out [LIFO]; First In, First Out [FIFO]; Just in Time [JIT]; LEAN).

1.8.7. Collect information and feedback to help assess the organization’s strategic planning and policymaking processes.

1.8.8. Identify routine activities for maintaining business facilities and equipment.

1.8.9. Develop a budget that reflects the strategies and goals of the organization.

1.8.10. Analyze how business management and environmental management systems (e.g., health, safety) contribute to continuous improvement and sustainability.

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**Outcome 1.9. Financial Management**

Use financial tools, strategies and systems to develop, monitor and control the use of financial resources to ensure personal and business financial well‐being.

**Competencies**

1.9.1. Create, analyze and interpret financial documents (e.g., budgets, income statements).

1.9.2. Identify tax obligations.

1.9.4. Identify credit types and their uses in order to establish credit.

1.9.5. Identify ways to avoid or correct debt problems (e.g., collection agency payments and post collection agency payments).

1.9.8. Identify income sources and expenditures.

1.9.9. Compare and contrast different banking services available through financial institutions.

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**Outcome 1.10. Sales and Marketing**

Manage pricing, place, promotion, packaging, positioning and public relations to improve quality customer service.

**Competencies**

1.10.1. Identify how the roles of sales, advertising and public relations contribute to a company’s brand.

1.10.2. Determine the customer's/client’s needs and identify solutions and potential community resources.

1.10.5. Monitor customer/client expectations and determine product/service satisfaction by using measurement tools.

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**Strand 2. Human Body System**

Learners will describe the various anatomy, physiology, and pathophysiology associated with body systems and alterations related to the normal developmental process, obtain a health history, perform an evaluation of the body systems, and document using medical terminology.

**Outcome 2.3. Medical Terminology**

Decipher medical terms through word origin and structure with an emphasis on derivation, meaning, pronunciation and spelling.

**Competencies**

2.3.1. Build and decipher medical term meanings by identifying and using word elements (e.g., word roots, prefixes, suffixes, combining forms).

2.3.2. Apply the rules used to build singular and plural forms of medical terminology derived from the Greek and Latin language.

2.3.3 Use diagnostic, symptomatic, and procedural terms to read and interpret various medical reports.

2.3.4. Use abbreviations and symbols to identify anatomical, physiological and pathological classifications and the associated medical specialties and procedures.

2.3.5. Communicate medical instructions and prepare medical documents using medical terminology.

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**Strand 3. Therapeutic Interventions**

Learners will assist with improving the individual's health outcome and quality of life throughout the lifespan within their scope of practice.

**Outcome 3.1. Environmental Interventions**

Create and maintain a safe, sterile, efficient, and developmentally appropriate

care environment.

**Competencies**

3.1.2. Maintain individuals’ rights, respect individual’s choices and describe informed consent.

3.1.3. Describe confidentiality guidelines in the Health Insurance Portability and Accountability Act (HIPAA).

3.1.6. Identify risks associated with chemical, electrical, and aquatic elements in the work environment.

3.1.7. Describe and follow the precautions used in oxygen therapy and pressurized gases.

3.1.12. Differentiate and apply principles of aseptic and sterile techniques.

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| **Green Practices** |  | Green-specific |  | Context-dependent | | X | Does not apply | | |  |  |

**Outcome 3.3. Pharmaceutical Interventions.**

Prepare, administer, store and document medications, reactions and outcomes according to laws, regulations and authorized health care provider orders and protocols.

**Competencies**

3.3.1. Identify and define terms related to drugs, pharmacology and medicines.

3.3.2. Identify drug classifications.

3.3.3. Recognize trade and generic names of prescription medications, over‐the‐ counter drugs and herbal preparations.

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**Outcome 3.4. Emergency Interventions.**

Identify, activate and respond to medical, environmental, mechanical and natural emergencies and document interventions and outcomes.

**Competencies**

3.4.1. Perform healthcare provider cardiopulmonary resuscitation (CPR) and automated external defibrillation (AED).

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**Strand 4. Assistive Care**

Learners demonstrate the skills and knowledge to provide personal assistive care for the activities of daily living to a variety of individuals across stages of development within their scope of practice.

**Outcome 4.1. Scope of Practice**

Describe the roles and responsibilities of assistive personnel and identify the

medical specialists who treat disorders of each body system.

**Competencies**

4.1.1. Describe the guidelines of the governing body concerning abuse, mistreatment, neglect and misappropriation of an individual’s property.

4.1.2. Recognize and document changes in an individual’s condition and inform supervisors.

4.1.3 Provide input to and work within an individualized plan of care developed by the interdisciplinary team.

4.1.4. Describe the primary purpose of different healthcare settings.

4.1.5. Identify the medical specialists who treat disorders of each body system.

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**Outcome 4.2. Therapeutic Communication and Interpersonal Skills**

Demonstrate and document communication techniques and behaviors

when communicating and interacting with individuals.

**Competencies**

4.2.1. Interpret non‐verbal communication, including gestures, posture, touch, facial expressions, eye contact, body movements, avoidance and appearance.

4.2.2. Describe the importance of maintaining an individual’s personal space.

4.2.3. Identify the importance of empathy in interpersonal relationships and the need for kindness, patience and listening.

4.2.4. Maintain aids that promote oral, auditory and visual health (e.g., eye glasses, hearing aids, dentures).

4.2.8. Provide aids to facilitate communication for speech impaired individuals (e.g., picture cards, slates, notepads).

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**Outcome 4.3. Pathogenic Microorganisms, Infection Control and Infection**

Use principles of infection control to prevent the growth and spread of

pathogenic microorganisms and infection.

**Competencies**

4.3.2. Describe mechanisms for the spread of infection.

4.3.3. Describe methods of controlling or eliminating microorganisms and the importance of practices that hinder the spread of infection.

4.3.5. Demonstrate various decontamination techniques and procedures.

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**Strand 6. Health Information Management**

Learners will demonstrate basic computer literacy, health information literacy and skills, confidentially and privacy of health records, information security and basic skills in the use of electronic health records.

**Outcome 6.1. Health Information Literacy**

Apply principles of systems operations used to capture, retrieve and maintain information from internal and external sources.

**Competencies**

6.1.1. Define health information management (HIM) and differentiate among data, information and competency.

6.1.2. Differentiate between primary and secondary health data sources and databases.

6.1.6. Differentiate between the types and content of patient health records and the data collected (e.g., paper‐based, electronic medical/health records, personal health records, clearinghouse).

6.1.7. Apply concepts of health record documentation requirements of external agencies and organizations (e.g., accrediting bodies, regulatory bodies, professional review organizations, licensure, reimbursement, discipline‐specific, evidence-based good practice).

6.1.8. Describe typical internal organizational health record documentation requirements, policies and procedures.

6.1.9. Explain how to apply policies and procedures to ensure organizational compliance with regulations and standards, including Medicare, Medicaid, and other third party payers.

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**Outcome 6.2. Confidentiality, Privacy and Security**

Apply the fundamentals of confidentiality, privacy and security to communicate health/medical information accurately and within legal/regulatory bounds to other external entities.

**Competencies**

6.2.1. Identify components of the legal system.

6.2.2. Differentiate between types of evidence used in healthcare litigation, process of discovery and the permissible use of evidence in litigation, recognizing the elements of negligence and medical malpractice.

6.2.3. Interpret regulatory requirements, standards of practice, legal responsibility, limitations and implications of actions and describe the appropriate avenues for reporting incidences of malpractice or negligence.

6.2.4. Identify what constitutes the authorized access, release and use of personal health information.

6.2.5. Distinguish confidential and non‐confidential information, and document and prioritize requests for personal health information according to privacy and confidentiality guidelines.

6.2.6. Use networks, including intranet and internet, according to security and privacy policies and procedures.

6.2.7. Describe the possible consequences of inappropriate use of health information.

6.2.8. Implement administrative, physical and technical safeguards to maintain data integrity and validity.

6.2.9. Describe elements that are included in the design of audit trails and data quality monitoring programs.

6.2.10. Describe the relevance of federal, state and private sector initiatives related to the privacy, security and confidentiality of health information technology.

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**Outcome 6.3. Electronic Health Records and Coding**

Perform functions within electronic health records (EHRs) and electronic medical records (EMRs) to ensure accurate information, retrieve information and maintain data.

**Competencies**

6.3.1. Create and update documents within the electronic health record and electronic health systems.

6.3.2. Locate and retrieve information in the electronic medical/health records and other sources.

6.3.3. Input and use health information applying management principles to ensure quality, compliance, and integrity.

6.3.5. Document scope of practice information in an electronic health/medical record.

6.3.7. Resolve minor technology problems associated with using an electronic health/medical record.

6.3.10. Complete health information management (HIM) functions (e.g., scanning, transcription, voice recognition, releasing information) in a paper or electronic environment.

6.3.12. Complete the common insurance claim forms ensuring federal, state and third‐party insurance reimbursements are included and complete payer compliance claim forms.

6.3.13. Apply accurate medical terminology to electronic health/medical records.

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