|  |  |
| --- | --- |
| **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** | 1.1.1 Identify the knowledge, skills and abilities necessary to succeed in careers.  1.1.2 Identify the scope of career opportunities and the requirements for education, training, certification, licensure, and experience.  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. |

|  |  |
| --- | --- |
| **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, and medical test results).  1.2.3Identify and use verbal, nonverbal and active listening skills to communicate effectively.  1.2.5 Communicate information (e.g., directions, ideas, vision, workplace expectations) for an intended audience and purpose.  1.2.6 Use problem-solving and consensus-building techniques to draw conclusions and determine next steps.  1.2.11 Write professional correspondence, documents, job applications and resumes. |

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

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

|  |  |
| --- | --- |
| **Outcome** | **2.3 International Business:** Relate factors impacting international business to internal business operations, practices and strategies. |
| **Competencies** | 2.3.8 Describe the impact of digital communication tools (e.g., internet, video-and computer conferencing, webcasts, email, social media, digital communications) on global business activities.  2.3.13 Describe costs associated with global business, methods used to analyze those costs and the role of outsourcing and offshoring in cost management.  2.3.15 Analyze U.S. competitiveness at a global level for different industries, and describe factors impacting competitiveness. |

|  |  |
| --- | --- |
| **Outcome** | **3.1 Customer Relations:** Apply techniques, strategies and tools to develop, maintain, and grow positive internal and external customer or client relationships |
| **Competencies** | 3.1.1 Explain the nature of positive customer or client relations and their role in keeping customers; and describe the importance of meeting and exceeding customer expectations.  3.1.5 Maintain confidentiality or privacy of internal and external customers.  3.1.10 Confer with patients about their rights and responsibilities as stated in the Patient Bill of Rights, the legal ownership of medical records, advanced directives and informed consent. |

|  |  |
| --- | --- |
| **Outcome** | **3.4 Social Media Communications:** Apply tools, strategies and processes to plan, create, implement, monitor and evaluate social media communications to support corporate brand and strategy. |
| **Competencies** | 3.4.1 Describe the impact of a person’s social media brand on the achievement of organizational goals.  3.4.2 Compare and contrast the use of social media for personal and business purposes. |

|  |  |
| --- | --- |
| **Outcome** | **4.3 Compliance:** Develop compliance systems, processes and procedures used to manage compliance risk across an organization. |
| **Competencies** | 4.3.6 Analyze existing policies, procedures and documents to ascertain compliance with regulatory requirements (e.g., Centers for Medicare and Medicaid Services [CMS], Health Insurance Portability and Accountability Act [HIPAA} and self-regulatory guidelines.  4.3.7 Monitor compliance with organizational or departmental compliance policies and procedures (e.g., continuing education requirements, prevention of fraudulent practices, and record falsification of alteration, patient or customer abuse, lack of follow-up).  4.3.8 Identify strategies for managing professional liability and malpractice risks (e.g., incompetent or impaired physicians, unnecessary procedures, patient or customer misconduct, service or medical errors, lack of training, poor documentation).  4.3.9 Explain the value and purpose of compliance assessment activities (e.g., due-diligence reviews, internal audits, work plan reviews). |

|  |  |
| --- | --- |
| **Outcome** | **7.1 Safety, Health and Security:** Develop, administer and manage policies and procedures to promote business safety, health and security and to reduce risk of loss. |
| **Competencies** | 7.1.5 Identify strategies for protecting business’s digital assets, customer data and other confidential business information.  7.1.6 Develop policies, procedures, performance aids and monitoring activities to promote and support workplace safety and security goals.  7.1.12 Evaluate the impact of third-party (e.g., supplier, contractor, foreign joint venture) workplace incidents on business reputation, brand and performance and describe strategies to reduce risk. |

|  |  |
| --- | --- |
| **Outcome** | **7.4 Quality Management:** Design, implement, and manage quality-control processes to minimize errors, expedite workflow, and achieve performance objectives at a reasonable cost, using continuous improvement techniques (e.g., lean, Six Sigma, or DMAIC [i.e., Define, Measure, Analyze, Improve and Control]) |
| **Competencies** | 7.4.3 Evaluate the impact of quality on internal and external brand experience, reputation, financial performance (e.g., healthcare reimbursement), procurement and sourcing options and process design.  7.4.9 Develop a plan for quality improvement |

|  |  |
| --- | --- |
| **Outcome** | **8.6 Medical Operations:** Develop foundational skills and knowledge to execute the operational processes in medical offices. |
| **Competencies** | 8.6.5 Conduct telephone triage procedures to obtain information required to identify urgency of needs and to direct phone calls properly.  8.6.6 Determine the cause of denied insurance claims and recommend follow-up actions to resolve claims. |

|  |  |
| --- | --- |
| **Outcome** | **8.7 Medical Billing and Coding:** Code and bill medical procedures in accordance with applicable requirements and guidelines. |
|  | 8.7.1 Explain the need for standardized patient terminology in insurance coding and processing. |

|  |  |
| --- | --- |
| **Outcome** | **8.8 Medical Terminology Derivation and Usage:** Decipher medical terms using word origin and structure with an emphasis on derivation, meaning, pronunciation and spelling and use terms in the scope of a practice. |
| **Competencies** | 8.8.1 Build and decipher medical term meanings by identifying and using word elements (e.g., word roots, prefixes, suffixes, and combining forms).  8.8.2 Apply the rules used to build singular and plural forms of medical terminology derived from the Greek and Latin language.  8.8.3 Use diagnostic, symptomatic, and procedural terms to read and interpret various medical reports.  8.8.4 Use the appropriate abbreviations and symbols to identify anatomical, physiological and pathological classifications and the associated medical specialties and procedures.  8.8.5 Use proper spelling and pronunciation of medical terms when communicating medical instructions and preparing medical documentations.  8.8.6 Describe the primary purpose of healthcare settings (e.g., long-term care facility (LTCF), acute care and home health).  8.8.7 Identify the medical specialists who treat disorders of each body system  8.8.8 Identify body planes, directions, cavities, quadrants, and regions  8.8.9 Recognize standard data definitions, vocabularies, terminologies, nomenclatures (e.g., SNOMED-CT), classifications (e.g., ICD9M, ICD10, CPT), and/or relevant healthcare data sets (e.g., OASIS, HEDIS, UHDDS) as used in the organization’s health information systems. |