

Western Student Learning Results (Program Outcomes) for 2012

Source: Student

of Grads: 2

of Responses: 2

Program: Medical Coding Specialist

Outcome	Yes	No	Unk	NA	Result	Feedback
What did you like about this program?	4 100.00%	0	0	0		
					Yes	I liked that all aspects of coding field were taught. I liked the assignments that were not just question and answer from the book. Websites that may later be a useful resource were incorporated into assignments. Assignments to figure out payment formulas some were challenging but provided a good understanding of billing and payment process. A clear understanding of terms. The opportunity to meet in class for discussions, clarifications and feedback from other students. Instructors responses were prompt and effective.
					Yes	I mostly enjoyed the fact that all the courses were online. It allowed me to continue working my full time job and to have time at home with my family.
					Yes	This program was beneficial to me in more ways than one. As I work full time plus being a mom and wife, it was convenient for me, and I feel that this did wonders for my future career choices.
					Yes	I learned the importance of communication with co workers as well as other medical staff to ensure accuracy in coding.
What would you change about this program?	4 100.00%	0	0	0		
					Yes	I would change the availability of the courses. There were courses that I wanted to take one semester, but weren't available until another semester.
					Yes	We had assignments that required finding formulas. Figuring out different formulas for payment for different types of payers. Some were finding payment owed to facility and some were finding amounts covered by insurance plans. Gives coders an understanding of how payment process works, payment that can be expected for reimbursement, and shows why accurate coding is important.
					Yes	I would like an opportunity to work with a coder. I liked that we coded from actual dictated notes in class. I didn't think it was necessary to have to retake the medical terminology class, I didn't feel the curriculum had changed from previous. I took body structure and microbiology and now have to take A&P to be able to take the 2 new coding classes being offered. I like that the program covers all areas of coding to help decide which type of facility or department would be interested in working.
					Yes	I haven't use math much since high school, which was 6 years ago, and there were some aspects where I had to revisit some of my mathematical skills that I learned. There wasn't much for math concepts, that I saw, but it was enough to get me thinking.
Use effective communication skills.	3 75.00%	1 25.00%	0	0		
					Yes	As it is an online program, sometimes it's difficult to maintain a high level of communication; however, we were proactive with e-mails, discussion boards, etc.

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	Speaking to a group. Professional writing skills. Emphasizing the importance of communication in facilities for accuracy. Understanding consequences of ineffective communication.
Demonstrate ability to think critically.	3 75.00%	1 25.00%	0	0		
					Yes	Do not make assumptions in coding. Query MD if unsure of diagnosis or procedure. There are penalties for intentionally or unintentionally providing false information. Following the ethics of coding.
Demonstrate ability to value self and work ethically with others in a diverse population.	3 75.00%	1 25.00%	0	0		
					Yes	I am currently in the healthcare field. I have been able to recognize things, not related to my specific job, but that I have learned about through the program. I hope to apply my skills to expand my capabilities in my position or another.
Use technology effectively.	4 100.00%	0	0	0		
					Yes	I think a general computer class would be helpful. I have taken some in the past. I know word, excel. I am unfamiliar with power point or publisher. I liked the opportunity to use the 3M coder in class, since this is how most coding will be done.
Use computers to process information	6 100.00%	0	0	0		
					Yes	I liked being able to email instructors they were very helpful and prompt. Sending assignments through blackboard or blackboard link. 3M coder in lab.
					Yes	Keeping up on coding skills. Checking regulations.
Assign diagnostic and procedure codes using ICD coding systems	4 100.00%	0	0	0		
					Yes	I feel comfortable assigning diagnostic and procedure codes in ICD.
Assign procedure codes using CPT Coding System	4 100.00%	0	0	0		
					Yes	I thought the CPT was a little more difficult than ICD.
Use computers to process information	4 100.00%	0	0	0		
					Yes	Computers is the single most important thing in this field as we will be using it every single day; this program was able to teach me how to process information with certain databases that'll be used in the work field as well
					Yes	There was a lot of information, going into this, that I was unaware of. Every one did a fantastic job of making us aware of the rules and regulations out there that we need to adhere by.
					Yes	Program covered ethics of coding. Also strict confidentiality requirements in healthcare.
Support data collection and reimbursement system	4 100.00%	0	0	0		

Outcome	Yes	No	Unk	NA	Result	Feedback
					Yes	Importance of collecting and reviewing all information before making a decision. Understanding the reimbursement process from provider, to different departments in reimbursement all the way through to payment. Understanding definitions and coding rules.
Adhere to security, privacy, confidentiality policies	4 100.00%	0	0	0		
Communicate in a professional manner	4 100.00%	0	0	0	Yes	I learned to not make assumptions. It is ok to ask for clarification, but allow provider to make the decision, being careful not to lead.
Model professional behaviors, ethics and appearance	4 100.00%	0	0	0	Yes	I liked having the speaker come in at the end of the program. She gave us interview tips. She gave advice on interview questions and resumes. She relayed personal experiences as a manager and an employee. She answered questions.
Adhere to security, privacy, confidentiality policies	2 100.00%	0	0	0		
Communicate in a professional manner	2 100.00%	0	0	0		
Model professional behaviors, ethics and appearance	2 100.00%	0	0	0		
Aggregate Assessment of Achievement	61 95.31%	3 4.69%	0	0		