



Faculty SLO Assessment Survey

Medical Administrative Professional
Spring 2018

Published: 05/18/2018

Q3 - What do you think your students liked best about your program?

The field study experience and hands-on simulations.

Q4 - What do you think your students would like to see changed in your program?

Some students wish they could complete their field study at Gundersen or Mayo, but this program provides field studies in small medical clinics/hospitals, chiropractic, vision, and dental offices.

Q5 - How many students will graduate from your program this trimester?

8 students.

Q7 - How many graduates are able to use effective communication skills?

8 students (all)

Q8 - Provide any comments you have on effective communication skills taught in this program.

Students demonstrate effective communication by actively listening, communicating effectively (written and oral), and also being able to understand medical terms.

Q9 - How many graduates are able to apply mathematical concepts?

8 students (all)

Q10 - Provide any comments you have on the application of mathematical concepts taught in this program.

Students apply mathematical concepts in Medical Office Finance/ Managing Office Finance and Math with Business Applications. Students work with financial documents used in the medical office setting.

Q11 - How many graduates are able to transfer social and natural science theories into practical applications?

8 students (all)

Q12 - Provide any comments you have on transferring social and natural science theories into practical applications, and how it is taught in this program.

Social sciences helps students relate to the needs of a diverse patient population. The natural science courses help students speak the "language" and understand general concepts of patient treatment plans and why certain tests and procedures are preformed on patients.

Q13 - How many graduates are able to use critical thinking skills?

8 students (all)

Q14 - Provide any comments you have on critical thinking skills taught in this program.

Critical thinking skills are used in nearly all of the core classes. We look at how healthcare is delivered in the United States and compare this system to other developed nations. Students are encouraged to think for themselves, research, and come to their own conclusions. They are asked to formulate a viewpoint based on their own research.

Q15 - How many graduates are able to use technology effectively?

8 students (all)

Q16 - Provide any comments you have on how using technology effectively is taught in this program.

Technology is incorporated in a number of courses such as Medical Admin. Procedures, MAP- Field Study, Business Formatting, etc. Students become proficient with Microsoft Office products and use EMR (Electronic Medical Records) to help them prepare for a career in the medical office.

Q17 - How many graduates are able to value themselves and work ethically with others in a diverse population?

8 students (all)

Q18 - Provide any comments you have on how valuing one's self and working ethically with others in a diverse population is taught in this program.

Students work with their peers on projects and learn the importance of teamwork. Valuing the input and views of others is encouraged in the classroom.

Q19 - How many graduates are able to make decisions that incorporate the importance of sustainability?

8 students (all)

Q20 - Provide any comments you have on how incorporating the importance of sustainability in the decisions one makes is taught in this program.

Sustainability can be demonstrated by the use of electronic software systems (saving paper, etc.). But sustainability can also be demonstrated in the desire for life-long learning, something that is vital in the medical setting. Students are encouraged to continue learning.

Q22 - How many graduates are able to perform medical administrative procedures including registration, reception, scheduling and other general office management tasks?

8 students (all)

Q23 - Provide any comments you have about teaching this program outcome.

All students successfully completed medical office tasks such as patient registration, scheduling appointments, billing, insurance, and general front desk operations.

Q24 - How many graduates are able to efficiently and accurately use computer application software and medical terminology to prepare and maintain medical documents?

8 students (all)

Q25 - Provide any comments you have about teaching this program outcome.

Students complete medical terminology and Body Structure and Function courses. Medical terms and anatomy is also applied in Medical Office Insurance and Medical Admin. Procedures courses. Students use the Electronic Medical Record and learn how to submit procedures and diagnoses in a medical insurance claim.

Q26 - How many graduates are able to manage charts and financial reports?

8 students (all)

Q27 - Provide any comments you have about teaching this program outcome.

Students learn various methods to record medical records (especially the SOAP Note). They utilize paper records and learn how they are stored in an orderly and systematic way. They also learn about the Electronic Medical Record (EMR) and manage patient charts electronically. Students also generate various financial reports, such as Day Sheets, Patient Encounters, and review basic financial reports.

Q28 - How many graduates are able to prepare insurance claims using procedural and diagnostic coding?

8 students (all)

Q29 - Provide any comments you have about teaching this program outcome.

Students prepare insurance claim forms (both the CMS-1500 and UB-04) for many settings: 1) a medical office, 2) a vision clinic, 3) a dental office, 4) a chiropractic office, and 5) a hospital bill. Students must demonstrate appropriate use of the ICD-10 (diagnosis codes) and CPT/HCPCS (Procedure codes). Students prepare paper claim forms and also generate billing using the Electronic Medical Record (EMR).

Q30 - How many graduates are able to apply HIPAA guidelines as appropriate?

8 students (all)

Q31 - Provide any comments you have about teaching this program outcome.

Students demonstrate an understanding of HIPAA by completing a 2 week HIPAA training session in the Medical Law, Ethics, and Professionalism course. The importance of privacy, confidentiality, and security are also incorporated in other courses, such as Medical Admin. Procedures. HIPAA also addresses the standardization of code sets, and this is discussed in Medical Office Insurance (CPT, ICD-10, HCPCS, NPI, etc.)

Q33 - Consider this class of graduating students, what was most challenging for the faculty in your program?

This program is taught via IDL and though I visit all of the campuses throughout the semester, I wish I could have more one-on-one time with my students. Students have been given my cell phone number and are encouraged to text or call if they have questions. I think this has helped to strengthen relationships with the students who reach out for help.

Q34 - Please use this space to share any other feedback, comments, or suggestions about your experience teaching in this program this past trimester.

I would like to offer more job shadow opportunities for students very early in the MAP program. While some providers (such as Gundersen) is willing to offer job shadow, some students find it hard to do this activity when they are juggling school, work, and family. Note: job shadows are different from field studies. Job shadows are short (2-3 hour) sessions that expose students to the medical setting. Field studies are 90-hrs in the field.