

Washtenaw Community College Comprehensive Report

MED 101 Introduction to Medical Assisting Effective Term: Winter 2020

Course Cover

Division: Health Sciences

Department: Allied Health

Discipline: Medical Office Worker

Course Number: 101

Org Number: 15900

Full Course Title: Introduction to Medical Assisting

Transcript Title: Intro to Medical Assisting

Is Consultation with other department(s) required: No

Publish in the Following: College Catalog , Time Schedule , Web Page

Reason for Submission: Course Change

Change Information:

Consultation with all departments affected by this course is required.

Rationale: Conditionally approved; seeking full approval.

Proposed Start Semester: Winter 2020

Course Description: In this course, students will be introduced to the field of medical assisting and the healthcare team. Students will explore the role of the medical assistant, including professionalism, duties, responsibilities, and medical specialties. Students will also learn effective communication, medical law and ethics, and compliance and regulatory issues affecting the role of the medical assistant.

Course Credit Hours

Variable hours: No

Credits: 1

Lecture Hours: Instructor: 15 **Student:** 15

Lab: Instructor: 0 **Student:** 0

Clinical: Instructor: 0 **Student:** 0

Total Contact Hours: Instructor: 15 **Student:** 15

Repeatable for Credit: NO

Grading Methods: Letter Grades

Audit

Are lectures, labs, or clinicals offered as separate sections?: NO (same sections)

College-Level Reading and Writing

Reduced Reading/Writing Scores

College-Level Math

Requisites

Prerequisite

Academic Reading Level 5; Academic Writing Level 3
and

Prerequisite

Admission to Medical Assisting program

General Education

Degree Attributes

Below College Level Pre-Reqs

Request Course Transfer

Proposed For:

Student Learning Outcomes

1. Differentiate between scope of practice and standards of care for medical assistants.

Assessment 1

Assessment Tool: Outcome-related questions on departmental exam

Assessment Date: Fall 2022

Assessment Cycle: Every Three Years

Course section(s)/other population: All

Number students to be assessed: All

How the assessment will be scored: Answer key

Standard of success to be used for this assessment: 80% of students will score 75% or above

Who will score and analyze the data: Departmental faculty

2. Identify styles and types of verbal communication.

Assessment 1

Assessment Tool: Outcome-related questions on departmental exam

Assessment Date: Fall 2022

Assessment Cycle: Every Three Years

Course section(s)/other population: All

Number students to be assessed: All

How the assessment will be scored: Answer key

Standard of success to be used for this assessment: 80% of students will score 75% or higher

Who will score and analyze the data: Departmental faculty

3. Differentiate between subjective and objective information.

Assessment 1

Assessment Tool: Outcome-related questions on departmental exam

Assessment Date: Fall 2022

Assessment Cycle: Every Three Years

Course section(s)/other population: All

Number students to be assessed: All

How the assessment will be scored: Answer key

Standard of success to be used for this assessment: 80% of students will score 75% or higher

Who will score and analyze the data: Departmental faculty

4. Use and pronounce medical terminology accurately to communicate information to providers and patients.

Assessment 1

Assessment Tool: Outcome-related questions on departmental exams

Assessment Date: Fall 2022

Assessment Cycle: Every Three Years

Course section(s)/other population: All

Number students to be assessed: All

How the assessment will be scored: Answer keys

Standard of success to be used for this assessment: 80% of students will score 75% or higher on the outcome-related questions

Who will score and analyze the data: Departmental faculty

Assessment 2

Assessment Tool: Skill check sheets

Assessment Date: Fall 2022

Assessment Cycle: Every Three Years

Course section(s)/other population: All

Number students to be assessed: All

How the assessment will be scored: rubrics

Standard of success to be used for this assessment: 80% of students will score 85% or higher on the skill checks.

Who will score and analyze the data: Departmental faculty

Course Objectives

1. Identify styles and types of verbal communication.
2. Identify types of nonverbal communication.
3. Recognize barriers to communication.
4. Identify techniques for overcoming communication barriers.
5. Recognize the elements of oral communication using a sender-receiver process.
6. Define coaching a patient as it relates to health maintenance, disease prevention, compliance with treatment plan, community resources, and adaptations relevant to individual patient needs.
7. Recognize elements of fundamental writing skills.
8. Discuss applications of electronic technology in professional communication.
9. Define the principles of self-boundaries.
10. Define patient navigator.
11. Describe the role of the medical assistant as a patient navigator.
12. Relate the following behaviors to professional communication: assertive, aggressive, and passive.
13. Differentiate between adaptive and non-adaptive coping mechanisms.
14. Differentiate between subjective and objective information.
15. Discuss the theories of Maslow, Erikson, and Kubler-Ross.
16. Discuss examples of cultural, social and ethnic diversity.
17. Use feedback techniques to obtain patient information including reflection, restatement, and clarification.
18. Respond to nonverbal communication
19. Use and pronounce medical terminology accurately to communicate information to providers and patients.
20. Coach patients regarding office policies, health maintenance, disease prevention, and treatment plans.
21. Coach patients appropriately considering cultural diversity, developmental life stage, and communication barriers.
22. Demonstrate empathy, active listening, and nonverbal communication.
23. Demonstrate the principles of self-boundaries.
24. Demonstrate respect for individual diversity including gender, race, religion, age, economic status, and appearance.
25. Explain to a patient the rationale for performing a procedure.
26. Differentiate between scope of practice and standards of care for medical assistants.
27. Compare and contrast provider and medical assistant roles in terms of standard of care.
28. Describe components of the Health Insurance Portability & Accountability Act (HIPAA).
29. Summarize the Patient Bill of Rights.
30. Discuss licensure and certification as they apply to healthcare providers.
31. Compare criminal and civil law as they apply to the practicing medical assistant.
32. Define negligence, malpractice, statute of limitations, Good Samaritan Act(s), Uniform Anatomical Gift Act, living will/advanced directives, medical durable power of attorney, Patient Self Determination Act (PSDA), and risk management.
33. Describe the following types of insurance: liability, professional (malpractice), and personal injury.
34. List and discuss legal and illegal applicant interview questions.
35. Identify: Health Information Technology for Economic and Clinical Health (HITECH) Act, Genetic Information Nondiscrimination Act of 2008 (GINA), and Americans with Disabilities Act

Amendments Act (ADAAA).

36. Describe the process in compliance reporting unsafe activities, errors in patient care, conflicts of interest, and incident reports.
37. Describe compliance with public health statutes: communicable diseases; abuse, neglect, and exploitation; wounds of violence.
38. Define the following medical legal terms: informed consent, implied consent, expressed consent, patient incompetence, emancipated minor, mature minor, subpoena duces tecum, respondent superior, res ipsa loquitur, locum tenens, defendant-plaintiff, deposition, arbitration-mediation, and Good Samaritan laws.
39. Locate a state's legal scope of practice for medical assistants.
40. Apply HIPAA rules with regards to privacy and release of information.
41. Document patient care accurately in the medical record.
42. Apply the Patient's Bill of Rights as it relates to choice of treatment, consent for treatment, and refusal of treatment.
43. Perform compliance reporting based on public health statutes.
44. Report an illegal activity in the healthcare setting following proper protocol.
45. Demonstrate sensitivity to patient rights.
46. Protect the integrity of the medical record.
47. Define ethics and morals.
48. Differentiate between personal and professional ethics.
49. Identify the effect of personal morals on professional performance.
50. Develop a plan for separation of personal and professional ethics.
51. Demonstrate appropriate response(s) to ethical issues.
52. Recognize the impact of personal ethics and morals on the delivery of healthcare.

New Resources for Course

Course Textbooks/Resources

Textbooks
Manuals
Periodicals
Software

Equipment/Facilities

<u>Reviewer</u>	<u>Action</u>	<u>Date</u>
Faculty Preparer: <i>Rhonda Johns</i>	<i>Faculty Preparer</i>	<i>Sep 09, 2019</i>
Department Chair/Area Director: <i>Kristina Sprague</i>	<i>Recommend Approval</i>	<i>Sep 09, 2019</i>
Dean: <i>Valerie Greaves</i>	<i>Recommend Approval</i>	<i>Sep 09, 2019</i>
Curriculum Committee Chair: <i>Lisa Veasey</i>	<i>Recommend Approval</i>	<i>Oct 04, 2019</i>
Assessment Committee Chair: <i>Shawn Deron</i>	<i>Recommend Approval</i>	<i>Oct 10, 2019</i>
Vice President for Instruction: <i>Kimberly Hurns</i>	<i>Approve</i>	<i>Oct 14, 2019</i>