**Program Goal:** Prepare graduates with skills and knowledge to enable entry-level employment in the healthcare billing environment.

<table>
<thead>
<tr>
<th>Critical Outcomes for all Students</th>
<th>Assessment of Outcomes</th>
<th>Timeline</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Domain/Task/Capability</strong></td>
<td><strong>Performance Criteria/Opportunity</strong></td>
<td><strong>Assessment of Performance</strong></td>
<td><strong>Develop</strong></td>
</tr>
</tbody>
</table>
| Students will be able to use ICD-9-CM and CPT codes to accurately code medical office visits. | ▪ Successful completion of the coding modules in Medical Office and Billing Procedures I and II courses.  
▪ Satisfactory evaluation by internship supervisor | ▪ Classroom Assessment of Skill Checks  
▪ Competency-based simulation project  
| Students will be able to process insurance claims manually and using medical software in classroom at internship site and resolve reimbursement issues. | ▪ Successful completion of the billing and reimbursement modules in the Medical Office and Billing Procedures I and II courses.  
▪ Satisfactory evaluation by internship supervisor | ▪ Classroom Assessment of Competency-based simulation project  
▪ Supervisor Evaluation of Student Internship Performance | Fall (Mob. I) 2002-2003  
Spring (Mob.II) 2002-2003  
Intern-AY 2002-2003  
Summer 2003 | Winter 2003-2004  
Spring 2003-2004  
Summer 2003 | | |
| Graduating students will indicate satisfaction with program | An average score of 3 or above (5-point scale) on the related course  
▪ Student Satisfaction Survey  
▪ Student | (80% of) students will indicate a program satisfaction | AY 2002-2003  
Spring 2003 | | |
<table>
<thead>
<tr>
<th>courses</th>
<th>satisfaction components of the Student Rating Survey (SRS) instrument and/or the Student Satisfaction Survey</th>
<th>Rating Survey (SRS)</th>
<th>the Student Satisfaction Survey administered in the course Outpatient Reimbursement and on the SRS for all courses in the program.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students and graduates will have the technical and interpersonal communications skills to work successfully in the field.</td>
<td>• Satisfactory evaluation by internship supervisor • Supervisor Evaluation of Student Internship Performance</td>
<td>• 80% of students will have a satisfactory evaluation by internship supervisor</td>
<td></td>
</tr>
<tr>
<td>Students will gain entry-level employment in the Healthcare Billing and Coding Technology field</td>
<td>Graduates will be employed in the field NCE Placement Data</td>
<td>(_____% of) graduates will be employed in healthcare billing and coding fields</td>
<td></td>
</tr>
</tbody>
</table>

Comments:
*This program has been suspended for the year AY 2005-2006. No data has been collected.

/ssl
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TOP