

Medical Billing and Coding Specialist Assessment Results

Program Objective

The objective of the MBCS program is to qualify students for employment in healthcare office settings, with an emphasis on insurance billing, coding, medical records, and administrative front office responsibilities. Students will become proficient in using medical billing software, as well as Microsoft Office Suite products. Students will be adept in translating information from patient medical records using ICD-9 and CPT coding books to provide evidence of medical necessity. This program helps prepare students for Certified Coding Associate (CCA) certification. Exam vouchers are provided for students who meet the requirements of the Test Pass Assurance program (TPA).

To fulfill the basic goals and objectives the following Business Administration Year Two Program Learning Outcomes have been adopted for the program.

Upon successful completion of this program, students will be able to do the following:

- Perform administrative activities consistent with a medical office.
- Accurately create, read, understand, and maintain medical records.
- Demonstrate competence and understanding in the use of medical practice management software applications to competently perform the medical billing and coding process.
- Code accurately using the ICD-9-CM, CPT, and HCPCS books to extract and summarize information from medical records to properly demonstrate medical necessity of the medical services performed.
- Employ learning strategies necessary to obtain Certified Coding Associate (CCA) certification.

Program Learning Outcomes (PLOs) Assessment Report Summary

Findings:

This assessment was completed in 2011. The course student learning outcomes assessments from all of the course assessments in the Medical Billing and Coding Specialist program map to the program learning outcomes. The department set target achievement goals and compared the results of the actual achievement goals to the target. The results of the course and program assessment showed the following:

- Our average achievement rate for the MBCS program was 84%. Our goal was 90%. We were not far from achieving our target rate.
- This assessment process helped us realize we need to improve our curriculum by offering more repetition in various areas. The students are doing well overall, but obtaining more practice will enhance their billing and coding skills.

Action Items:

The department will incorporate more case scenarios and practice material in all the classes to improve the students' skill level and material retention. Additionally, the department will integrate curriculum in the advanced billing classes utilizing Electronic Medical Records/E-medsys program.