

# Health Services Management

healthservices.chemeketa.edu

The Health Services Management program offers one- and two-year training for students on a career ladder in health care services. The one-year program allows you to be trained as a health information technician, medical coder, insurance biller, or other health management support staff. The two-year degree programs include Health Services Management and Medical Transcription. Students must earn grades of C or better in all required courses.

## Program outcomes

### Students completing the Medical Coding Certificate will:

- Assign diagnostic and procedure codes using ICD coding system.
- Assign procedure codes using HCPCS/CPT coding system.
- Adhere to security, privacy and confidentiality policies.
- Use computers to process information.
- Support data collection and reimbursement system.
- Communicate in a professional manner.
- Model professional and ethical behaviors.

### Students completing the Medical Transcription Certificate will:

- Apply knowledge of disease processes and basic physiological functions in the human body when transcribing medical reports.
- Apply knowledge of common drugs and diagnostic tests when transcribing medical reports.
- Use current technology to accurately transcribe medical data within the health care environment.
- Facilitate the access of medical information by other health care professionals by providing medical data in a usable format.
- Adhere to legal and ethical responsibilities of medical transcriptionists.

### Students completing the Health Information Technology Certificate will:

- Use health records to abstract, collect, and analyze data for use by a range of health care professions and health-related organizations.
- Apply current technology and basic assessment tools to manage and maintain health information.
- Use knowledge of structure, function, and terminology related to the human body to communicate in health care systems.
- Apply the principles of professional ethics and diversity to medical-legal matters, including confidentiality, medical records management, release of information, patient rights, workplace rights, informed consents, and electronic information in the health care facility.
- Use interpersonal and communication skills that build and maintain cooperative working relationships in the health care profession.

- Use the specific skills associated with their scope of practice such as medical coding, medical reimbursement, health records management, or health services management.
- Integrate and apply theory and skill in a health care organization through a work site experience.

### In addition to the certificate outcomes, students completing the Health Services Management AAS will:

- Apply advanced theoretical concepts of management to the health service organization.
- Analyze and interpret health care data and statistics for decision making in health care organizations.
- Identify the characteristics of major health care systems to manage the health care environment.
- Apply skills in leadership, motivation, and team building in health care settings.

### In addition to the certificate and Health Services Management outcomes, students completing the Medical Transcription AAS will:

- Use current technology to accurately transcribe medical data within the health care environment.
- Facilitate the access of medical information by other health care professionals by providing medical data in a usable format.

## Getting started

The first step to entering the following programs is to take part in an assessment process, which includes taking the college's free placement test and meeting with Counseling and Career Services. You may need to complete pre-program courses. Then, your advisor will help you develop an individualized program of study, which may include one or more of the following:

AH115	Healthcare Career Success Strategies.....	2
CA121A	Keyboarding A (If less than 25 wpm) .....	1
CIS101	Introduction to Microcomputer Applications .....	3
MTH060	Introductory Algebra+ (or higher) .....	4
RD090	College Textbook Reading (or higher).....	3
WR115	Introduction to Composition (or higher).....	3

If you have questions about the requirements, call Counseling and Career Services at 503.399.5120 or 503.399.5058. Failure to be assessed may delay your entry into program classes.

## Medical Coding Certificate of Completion

The Medical Coding Certificate Program is designed to prepare students to meet the demand for qualified medical coders. This increased need has been created due to the constantly changing regulations for reimbursement of health care services. The program instructs students in ICD-9-CM and CPT coding systems, and third party reimbursement methods. Upon completion the student is prepared for entry level employment as a medical coder. The program is designed to prepare the student to take the certified coding associate (CCA) examination offered by the American Health Information Management

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## Chemeketa Community College

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Association. The CCA Certified Coding Associate is intended for entry-level coding candidates with minimal coding experience or graduates of coding certificate or training programs.

A job as a Medical Coding Specialist includes analysis of patients' records and assigning correct codes for each diagnosis and procedure. The Medical Coding Specialist must have expertise in the ICD-9-CM and CPT coding systems and be knowledgeable in anatomy and physiology, medical terminology, content of patient records, ethical issues and legal aspects affecting health information.

Opportunities for employment include all types of health care environments such as hospitals, outpatient facilities, clinics, physician offices, medical billing companies, and insurance companies. A medical coding specialist is a valuable member of the health information team who is responsible for translating diagnostic and procedural information into coded form.

*In addition to tuition, estimated costs for students who complete the entire program listed below are books, \$1,194; class fees, \$75; universal fee, \$256; equipment and supplies, \$40.*

You may earn a Certificate of Completion by successfully completing the required 32 credit hours with a grade of "C" or better in all required courses:

Course	Title	Credit Hours
<b>Term 1</b>		
BI171	Body Structure and Function 1 .....	3
	or	
BI231	Human Anatomy and Physiology.....	4
HM101	Medical Law and Ethics .....	3
HM110	Health Information Systems Procedures 1 .....	4
HM120	Medical Terminology 1 .....	3
<b>Term 2</b>		
BI172	Body Structure and Function 2 .....	3
	or	
BI232	Human Anatomy and Physiology.....	4
HM112	Health Information Systems Procedures 2 .....	4
HM114	CPT-IV Coding/Reimbursement.....	3
HM121	Medical Terminology 2 .....	3
<b>Term 3</b>		
HM115	ICD-9-CM Coding/Reimbursement.....	3
HM122	Medical Terminology 3 .....	3

### Medical Transcription Certificate of Completion

A medical transcriptionist assists in the operations of office functions in a medical setting and performs administrative duties including transcribing reports and word processing correspondence. The Medical Transcription Certificate prepares students for an entry-level position in a variety of health care settings including medical clinics, doctors' offices, hospitals, private transcription businesses, and long-term care facilities. The transcriptionist uses word processing equipment to transcribe medical reports according to established guidelines for format, accuracy, and speed. These reports become an important part of the patient's medical record. A medical transcription career is for those students capable of a high level of attention to detail in complex situations dealing with people's health records.

*In addition to tuition, estimated costs for students who complete the entire program listed below are books, \$1,541; class fees, \$80; universal fee, \$328; equipment and supplies, \$132.*

You may earn a Certificate of Completion by successfully completing the required 41 credit hours with a grade of "C" or better in all required courses:

Course	Title	Credit Hours
<b>Term 1</b>		
BI171	Intro to Human Anatomy and Physiology 1 .....	3
	or	
BI231	Human Anatomy and Physiology.....	4
HM101	Medical Law and Ethics .....	3
HM110	Health Information Systems Procedures 1 .....	4
HM120	Medical Terminology 1 .....	3
WR121	English Composition-Exposition+ (or higher) .....	3
<b>Term 2</b>		
BI172	Intro to Human Anatomy and Physiology 2.....	3
	or	
BI232	Human Anatomy and Physiology.....	4
HM112	Health Information Systems Procedures 2 .....	4
HM121	Medical Terminology 2 .....	3
HM141	Medical Transcription 1 .....	3
<b>Term 3</b>		
BT099	Proofreading/Editing .....	3
HM122	Medical Terminology 3 .....	3
HM142	Medical Transcription 2 .....	3
HM143	Medical Transcription 3 .....	3

### Health Information Technology Certificate of Completion

As a graduate of the Health Information Technology program, you may become a health information technician, a medical coder, an insurance biller, or other health management support staff. You may continue in this program to earn your Associate of Applied Science degree in Health Services Management or you may transfer to Central Oregon Community College or Portland Community College to earn an associate degree as a registered health information technician. You must meet college graduation requirements including general education, math, and English competencies. Consult a program advisor for help in planning general education classes. You may also continue on to Public Health or Health Care Administration at four-year institutions.

As a health information technician, your duties may include medical coding or insurance billing; maintaining and using a variety of health record indexes, special registries, and storage and retrieval systems; inputting and retrieving computerized health data; administering medical office duties; abstracting medical information for correspondence purposes; and assisting in compiling, analyzing, and preparing information needed by the health facility or external agencies.

Health care institutions may require criminal background checks, drug tests and/or specific immunizations before a student can be placed at the facility for externship, practicum, or cooperative work experience.

If you have questions about the requirements, call Counseling and Career Services at 503.399.5120 or 503.399.5275. Failure to be assessed may delay your entry into program classes.

In addition to tuition, estimated costs for students who complete the entire program listed below are books, \$1,788; class fees, \$75; universal fee, \$392; equipment and supplies, \$40. Contact the Financial Aid Office at 503.399.5018 to find out if you qualify for help with these costs. Students are responsible for costs related to travel to practicum locations.

You may earn a Certificate of Completion by successfully completing the required 49 credit hours with a grade of "C" or better in all required courses:

Course	Title	Credit Hours
<b>Term 1</b>		
BI171	Introduction to Human Anatomy and Physiology 1.....	3
	or	
BI231	Human Anatomy and Physiology.....	4
HM101	Medical Law and Ethics .....	3
HM105	Professional Development A.....	1
	or	
FE205B	Résumés and Job Search Correspondence.....	1
HM110	Health Information Systems Procedures 1 .....	4
HM120	Medical Terminology 1 .....	3
WR121	English Composition—Exposition+ (or higher).....	3
<b>Term 2</b>		
BI172	Introduction to Human Anatomy and Physiology 2.....	3
	or	
BI232	Human Anatomy and Physiology.....	4
HM106	Professional Development B.....	1
	or	
FE205C	Interviewing for Success .....	1
HM112	Health Information Systems Procedures 2 .....	4
HM114	CPT-IV Coding/Reimbursement.....	3
HM116	Introduction to Allied Health Data .....	3
HM121	Medical Terminology 2 .....	3
<b>Term 3</b>		
HM115	ICD-9-CM Coding/Reimbursement.....	3
HM122	Medical Terminology 3/Human Diseases.....	3
HM130	Health Information Technology Practicum.....	5
HM131	Health Information Technology Seminar .....	1
PSY101	Psychology of Human Relations+ (or higher) .....	3

### Two-Year Degree Programs Health Services Management Associate of Applied Science

As a graduate of this two-year program, you will be prepared for a variety of middle-management jobs in the health care field. You may be employed by hospitals, state agencies, medical clinics, or other health care organizations.

The Health Services Management program curriculum focuses on four areas: applied science; the U.S. health care delivery system; accounting, business, and health management; and general education courses.

You may transfer to a four-year institution to continue coursework in public health administration or health care administration. The combination of career and technical education courses and transfer courses will give you a wide variety of options.

To be eligible for practicum, you must complete all HM and BI classes offered in terms 1 through 5 and be eligible for graduation. Healthcare institutions may require criminal background

checks, drug tests and/or specific immunizations before a student can be placed at the facility for externship, practicum or cooperative work experience.

In addition to tuition, estimated costs for students who complete the entire second year listed below are books, \$2,967; class fees, \$98; universal fee, \$776; equipment and supplies, \$40. Contact the Financial Aid Office at 503.399.5018 to find out if you qualify for help with these costs. Students are responsible for costs related to travel to practicum locations.

You may earn an Associate of Applied Science degree by successfully completing the required 97 credit hours with a grade of "C" or better in all courses. If you have completed or are currently enrolled in a health occupations program and wish to apply credits toward the Health Services Management degree program, contact the advisor in this program.

Course	Title	Credit Hours
<b>Term 1</b>		
BI171	Introduction to Human Anatomy and Physiology 1.....	3
	or	
BI231	Human Anatomy and Physiology.....	4
HM101	Medical Law and Ethics .....	3
HM110	Health Information Systems Procedures 1 .....	4
HM120	Medical Terminology 1 .....	3
WR121	English Composition—Exposition+ (or higher).....	3
<b>Term 2</b>		
BI172	Introduction to Human Anatomy and Physiology 2.....	3
	or	
BI232	Human Anatomy and Physiology.....	4
HM112	Health Information Systems Procedures 2 .....	4
HM114	CPT-IV Coding/Reimbursement.....	3
HM116	Introduction to Allied Health Data .....	3
HM121	Medical Terminology 2 .....	3
<b>Term 3</b>		
BA206	Business Management Principles .....	4
HM115	ICD-9-CM Coding/Reimbursement.....	3
HM122	Medical Terminology 3/Human Diseases.....	3
MTH070	Elementary Algebra+ (or higher) .....	4
WR227	Technical Writing.....	3
<b>Term 4</b>		
HM105	Professional Development A.....	1
	or	
FE205B	Résumés and Job Search Correspondence.....	1
HM210	Introduction to Health Services .....	3
HM250	Health Services Management 1 .....	3
MTH095	Intermediate Algebra (or higher).....	4
	or	
BA115	Introduction to Accounting.....	4
PSY201	General Psychology—Biological Emphasis+ (or higher) .....	3
	Business elective (200 or higher) (Recommend BA214 or BA202) .....	3

<b>Term 5</b>	
HM106	Professional Development B..... 1 or
FE205C	Interviewing for Success ..... 1
HM251	Health Services Management 2 ..... 3 General Education elective (100 or higher), recommend
	SP218 Interpersonal Communication ..... 3
	Humanities/Fine Arts elective (100 or higher) ..... 3
	Business, Economic or Social Science elective (200 or higher) ..... 3
	Computer elective* ..... 3
<b>Term 6</b>	
HM230	Health Services Management Practicum ..... 5
HM231	Health Services Management Seminar ..... 1
HM252	Health Services Management 3 ..... 3 Business Elective (200 or higher; BA224 recommended)..... 3 General Education elective (100 or higher; HPE295 recommended)..... 3
<b>*Computer electives:</b>	
CA117	Microsoft Publisher (or higher)..... 3
CIS102A	Cyber Security and Safety (or higher)..... 3

## Medical Transcription Associate of Applied Science

The two-year Medical Transcription program prepares you for a career as a professional medical transcriptionist within an acute or non-acute health care environment. This program emphasizes the transcribing applications that will help you train for entry-level employment as a medical transcriptionist and provides the basic knowledge and skills required to transcribe medical dictation accurately and within timelines. Training stresses microcomputer word processing skills as well as proofreading, transcription, and formatting.

To be eligible for practicum, you must complete all HM and BI classes offered in terms 1 through 5 and be eligible for graduation. Healthcare institutions may require criminal background checks, drug tests and/or specific immunizations before a student can be placed at the facility for externship, practicum or cooperative work experience.

If you have questions about the requirements, call Counseling and Career Services at 503.399.5120 or 503.399.5275. Failure to be assessed may delay your entry into program classes.

*In addition to tuition, estimated costs for students who complete the entire program listed below are books, \$3,190; class fees, \$98; universal fee, \$784; equipment and supplies, \$132. Contact the Financial Aid Office at 503.399.5018 to find out if you qualify for help with these costs. Students are responsible for costs related to travel to practicum locations.*

You may earn an Associate of Applied Science degree by successfully completing the 98 required credit hours with a grade of "C" or better in all courses.

<b>Course</b>	<b>Title</b>	<b>Credit Hours</b>
<b>Term 1</b>		
BI171	Introduction to Human Anatomy and Physiology 1..... 3 or	
BI231	Human Anatomy and Physiology..... 4	
HM101	Medical Law and Ethics ..... 3	
HM110	Health Information Systems Procedures 1 ..... 4	
HM120	Medical Terminology 1 ..... 3	
WR121	English Composition—Exposition+ (or higher)..... 3	
<b>Term 2</b>		
BI172	Introduction to Human Anatomy and Physiology 2..... 3 or	
BI232	Human Anatomy and Physiology..... 4	
HM112	Health Information Systems Procedures 2..... 4	
HM116	Introduction to Allied Health Data ..... 3	
HM121	Medical Terminology 2 ..... 3 Computer elective* ..... 3 General Education elective ..... 3	
<b>Term 3</b>		
BA214	Business Communications ..... 3	
BT099	Proofreading/Editing ..... 3	
HM122	Medical Terminology 3 ..... 3	
HM141	Medical Transcription 1 ..... 3	
PHM230	Pharmacology Drug Classifications ..... 3 Computer elective* ..... 3	
<b>Term 4</b>		
HM105	Professional Development A..... 1 or	
FE205B	Résumés and Job Search ..... 1	
HM142	Medical Transcription 2 ..... 3	
HM210	Introduction to Health Services ..... 3	
HM250	Health Services Management 1 ..... 3	
MTH070	Elementary Algebra (or higher)..... 4 or	
BA115	Introduction to Accounting..... 4	
<b>Term 5</b>		
HM106	Professional Development B..... 1 or	
FE205C	Interviewing for Success ..... 1	
HM114	CPT-IV Coding/Reimbursement..... 3	
HM143	Medical Transcription 3 ..... 3	
HM251	Health Services Management 2 ..... 3 General Psychology—Biological Emphasis+ (or higher) ..... 3	
PSY201	Interpersonal Communication ..... 3	
SP218	Interpersonal Communication ..... 3	
<b>Term 6</b>		
HM115	ICD-9-CM Coding/Reimbursement..... 3	
HM144	Medical Transcription Seminar..... 1	
HM252	Health Services Management 3 ..... 3	
HM280H	Cooperative Work Experience ..... 8	
<b>*Computer electives:</b>		
CA117	Microsoft Publisher (or higher)..... 3	
CIS102A	Cyber Security and Safety (or higher)..... 3	