

## MOA184 : Health Care Delivery Systems

### General Information

|   |   |
|---|---|
| Author:                                     | <ul style="list-style-type: none"><li>Sophia Possidon</li><li>Perera, Sonali</li></ul>  |
| Attachments:                                | DE Addendum_MOA_184 (CE) COR_2:28:2024 CoDE_3:26:2024.pdf   |
| Course Code (CB01) :                        | MOA184  |
| Course Title (CB02) :                       | Health Care Delivery Systems  |
| Department:                                 | MOA   |
| Proposal Start:                             | Spring 2026   |
| TOP Code (CB03) :                           | (0514.20) Medical Office Technology   |
| CIP Code:                                   | (51.0716) Medical Administrative/Executive Assistant and Medical Secretary.   |
| SAM Code (CB09) :                           | Clearly Occupational  |
| Distance Education Approved:                | Yes   |
| Will this course be taught asynchronously?: | Yes   |
| Course Control Number (CB00) :              | CCC000613232  |
| Curriculum Committee Approval Date:         | 02/26/2025  |
| Board of Trustees Approval Date:            | 04/22/2025  |
| Last Cyclical Review Date:                  | 02/26/2025  |
| Course Description and Course Note:         | MOA 184 introduces students to healthcare delivery systems, including ambulatory, long-term and managed care, mental health, rehabilitation medicine, hospice and home health. Students explore these topics within United States healthcare system and delivery: regulatory and accreditation requirements, funding and reimbursement, licensing and government regulations, industry issues, and industry growth. |
| Justification:                              | Mandatory Revision  |
| Academic Career:                            | <ul style="list-style-type: none"><li>Credit</li></ul>  |
| Mode of Delivery:                           | <ul style="list-style-type: none"><li>Online</li></ul>  |
| Author:                                     | <ul style="list-style-type: none"><li>Perera, Sonali</li></ul>  |
| Course Family:                              | No value  |

### Academic Senate Discipline

|                       |   |
|-----------------------|---|
| Primary Discipline:   | <ul style="list-style-type: none"><li>Office Technologies (Secretarial skills, office systems, word processing, computer applications, automated office training)</li></ul> |
| Alternate Discipline: | No value  |
| Alternate Discipline: | No value  |

## Course Development

### Basic Skill Status (CB08)

Course is not a basic skills course.

Allow Students to Gain Credit by Exam/Challenge

### Course Special Class Status (CB13)

Course is not a special class.

### Pre-Collegiate Level (CB21)

Not applicable.

### Grading Basis

- Grade with Pass / No-Pass Option

### Course Support Course Status (CB26)

Course is not a support course

## General Education and C-ID

### General Education Status (CB25)

Not Applicable

### Transferability

Transferable to CSU only

### Transferability Status

Approved

| C-ID | Area                          | Status   | Approval Date | Comparable Course                                    |
|------|-------------------------------|----------|---------------|--|
| HIT  | Health Information Technology | Approved | 12/07/2022    | HIT 104 X - Alternative Healthcare Delivery Settings |

## Units and Hours

### Summary

|                                       |     |
|---------------------------------------|-----|
| Minimum Credit Units (CB07)           | 3   |
| Maximum Credit Units (CB06)           | 3   |
| Total Course In-Class (Contact) Hours | 54  |
| Total Course Out-of-Class Hours       | 108 |
| Total Student Learning Hours          | 162 |

### Credit / Non-Credit Options

#### Course Type (CB04)

Credit - Degree Applicable

#### Noncredit Course Category (CB22)

Credit Course.

#### Noncredit Special Characteristics

No Value

#### Course Classification Code (CB11)

Credit Course.

Variable Credit Course

#### Funding Agency Category (CB23)

Not Applicable.

Cooperative Work Experience Education Status (CB10)

## Weekly Student Hours

|                  | In Class | Out of Class |
|------------------|----------|--------------|
| Lecture Hours    | 3        | 6            |
| Laboratory Hours | 0        | 0            |
| Studio Hours     | 0        | 0            |

## Course Student Hours

|                                |    |
|--------------------------------|----|
| <b>Course Duration (Weeks)</b> | 18 |
| <b>Hours per unit divisor</b>  | 0  |

### Course In-Class (Contact) Hours

|              |    |
|--------------|----|
| Lecture      | 54 |
| Laboratory   | 0  |
| Studio       | 0  |
| <b>Total</b> | 54 |

### Course Out-of-Class Hours

|              |     |
|--------------|-----|
| Lecture      | 108 |
| Laboratory   | 0   |
| Studio       | 0   |
| <b>Total</b> | 108 |

## Time Commitment Notes for Students

No value

## Units and Hours - Weekly Specialty Hours

| Activity Name | Type     | In Class | Out of Class |
|---------------|----------|----------|--------------|
| No Value      | No Value | No Value | No Value     |

## Prerequisites, Corequisites, Recommended Corequisites, and Recommended Preparation

### Prerequisite

MOA180 - Health Information Management & HIPAA Standards

#### Objectives

- Explain health data and clinical documentation principles, standards and guidelines to ensure the quality of the health record in a medical clinic or an acute-care hospital setting.
- Describe regulatory, accreditation, licensure and certification standards related to health information to medical records in the acute-care hospital setting.
- Explain national and state regulatory and accreditation requirements for quality and performance standards.
- Describe the many areas on the delivery of health care that are affected by Health Insurance Portability and Accountability Act (HIPAA) standards.
- Explain reasons for the Health Insurance Portability and Accountability Act of 1996.

## Entry Standards

Entry Standards

Description

No value

No value

## Course Limitations

Cross Listed or Equivalent Course

Description

No value

No value

## Specifications

Methods of Instruction

Methods of Instruction

Lecture

Methods of Instruction

Discussion

Methods of Instruction

Multimedia

Methods of Instruction

Demonstrations

Methods of Instruction

Guest Speakers

Methods of Instruction

Presentations

## Out of Class Assignments

- Visit a local hospital or a clinic and set up an interview with the director of facility and request information on Primary Care Physician services and Specialty Care Physician services
- Write a report documenting similarities and differences between various types of delivery systems within healthcare

| Methods of Evaluation | Rationale      |
|-----------------------|----------------|
| Exam/Quiz/Test        | Weekly quizzes |
| Exam/Quiz/Test        | Midterm exam   |
| Exam/Quiz/Test        | Final exam     |

| Textbook Rationale |
|--------------------|
| No Value           |

| Textbooks |          |           |          |          |
|-----------|----------|-----------|----------|----------|
| Author    | Title    | Publisher | Date     | ISBN     |
| No Value  | No Value | No Value  | No Value | No Value |

| Other Instructional Materials (i.e. OER, handouts) |
|--|
|--|

|                           |  |
|---------------------------|--|
| <b>Description</b>        | Introduction to the U.S. Healthcare System,  |
| <b>Author</b>             | Clobes, Thomas A.  |
| <b>Citation</b>           | ISBN: 979-8-88757-614-5, 2022  |
| <b>Online Resource(s)</b> | OER Zero Cost  |
|                           | <ul style="list-style-type: none"> <li>• Clobes, Thomas A. Introduction to the U.S. Healthcare System (<a href="https://scholarworks.calstate.edu/concern/educational_resources/nk322m064">https://scholarworks.calstate.edu/concern/educational_resources/nk322m064</a>), ISBN: 979-8-88757-614-5, 2022 <ul style="list-style-type: none"> <li>◦ Free Download PDF; Comprehensive basic about US Healthcare, similar terms as our COR</li> <li>◦ Clobes has a quiz bank for this book in the Canvas Commons: <a href="https://lor.instructure.com/resources/38e24c52961d40b0a5d5b1a0c7a7b92e?shared">https://lor.instructure.com/resources/38e24c52961d40b0a5d5b1a0c7a7b92e?shared</a> (<a href="https://lor.instructure.com/resources/38e24c52961d40b0a5d5b1a0c7a7b92e?shared">https://lor.instructure.com/resources/38e24c52961d40b0a5d5b1a0c7a7b92e?shared</a>)</li> </ul> </li> </ul> |

| Learning Outcomes   |
|---|
| <b>Course Objectives</b>  |
| Evaluate current regulatory standards and legislation affecting health care facilities.             |
| Describe healthcare quality management principles, methodologies and performance improvement tools. |
| Describe organization and function of various health care settings and facilities.                  |

**SLOs**

**Describe how health care is delivered in the United States.**

Expected Outcome Performance: 70.0

|  |  |
|--|--|
| MOA<br>Healthcare Administration Certificate                 | Analyze the impact of healthcare administration on healthcare delivery within the community<br><br>Be prepared for a career in the healthcare industry   |
| MOA<br>Healthcare Administration A.S.<br>Degree              | Analyze the impact of healthcare administration on healthcare delivery within the community<br><br>Be prepared for a career in the healthcare industry   |
| ILOs<br>Core ILOs  | Communicate clearly, ethically, and creatively; listen actively and engage respectfully with others; consider situational, cultural, and personal contexts within or across multiple modes of communication.   |
| MOA<br>Administrative Medical Assistant A.S.<br>Degree       | Communicate effectively with patients, physicians, and co-workers and serve as a liaison between the physician and others<br><br>Communicate effectively with patients, physicians, and co-workers and serve as a liaison between the physician and others<br><br>Educate patients in general office policies, with reference to insurance, reimbursement, billing and coding<br><br>Educate patients in general office policies, with reference to insurance, reimbursement, billing and coding |
| MOA<br>Medical Assistant Certificate                         | Explain health data and clinical documentation principles, standards and guidelines  |
| MOA<br>Medical Coding Assistant Certificate                  | Gain competencies in the application of biomedical knowledge and legal, ethical, and medical standards, the communication and analysis of statistical data and in planning and implementation of clinical informational and data systems   |
| MOA<br>Medical Coding Assistant A.S.<br>Degree               | Gain competencies in the application of biomedical knowledge and legal, ethical, and medical standards, the communication and analysis of statistical data and in planning and implementation of clinical informational and data systems   |
| MOA<br>ADMINISTRATIVE MEDICAL<br>ASSISTANT A.S. Degree Major | Identify knowledge of Medical terminology within the human body system   |
| MOA<br>ADMINISTRATIVE MEDICAL<br>ASSISTANT - Certificate     | Identify knowledge of medical terminology within the body system   |

**Apply current laws, accreditation, licensure, and certification standards related to health information.**

Expected Outcome Performance: 70.0

|   |  |
|---|--|
| ILOs<br>Core ILOs                               | Analyze and solve problems using critical, logical, and creative thinking; ask questions, pursue a line of inquiry, and derive conclusions; cultivate creativity that leads to innovative ideas.<br><br>Demonstrate depth of knowledge in a course, discipline, or vocation by applying practical knowledge, skills, abilities, theories, or methodologies to solve unique problems. |
| MOA<br>Healthcare Administration A.S.<br>Degree | Analyze the impact of healthcare administration on healthcare delivery within the community<br><br>Be prepared for a career in the healthcare industry   |
| MOA<br>Healthcare Administration Certificate    | Analyze the impact of healthcare administration on healthcare delivery within the community<br><br>Be prepared for a career in the healthcare industry   |

|   |   |
|---|---|
| MOA<br>Administrative Medical Assistant A.S.<br>Degree  | Apply HIPAA rules in regard to privacy and display ethical, responsible, and professional behavior                        |
|   | Apply HIPAA rules in regard to privacy and display ethical, responsible, and professional behavior                        |
|   | Communicate effectively with patients, physicians, and co-workers and serve as a liaison between the physician and others |
|   | Communicate effectively with patients, physicians, and co-workers and serve as a liaison between the physician and others |
|   | Educate patients in general office policies, with reference to insurance, reimbursement, billing and coding               |
| Educate patients in general office policies, with reference to insurance, reimbursement, billing and coding |   |

|  |   |
|--|---|
| MOA<br>ADMINISTRATIVE MEDICAL<br>ASSISTANT A.S. Degree Major | Apply HIPAA rules in regard to privacy and display ethical, responsible, and professional behavior. |
|--|---|

|  |   |
|--|---|
| MOA<br>ADMINISTRATIVE MEDICAL<br>ASSISTANT - Certificate | Apply HIPAA rules in regard to privacy and display ethical, responsible, and professional behavior. |
|--|---|

|                                      |   |
|--------------------------------------|---|
| MOA<br>Medical Assistant Certificate | Explain health data and clinical documentation principles, standards and guidelines |
|                                      | Pass the California Certified Board for Medical Assistants Exam                     |

|   |  |
|---|--|
| MOA<br>Medical Coding Assistant Certificate | Facilitate reimbursement, analyze patient outcomes, and medical research   |
|   | Gain competencies in the application of biomedical knowledge and legal, ethical, and medical standards, the communication and analysis of statistical data and in planning and implementation of clinical informational and data systems |

|  |  |
|--|--|
| MOA<br>Medical Coding Assistant A.S.<br>Degree | Facilitate reimbursement, analyze patient outcomes, and medical research   |
|  | Gain competencies in the application of biomedical knowledge and legal, ethical, and medical standards, the communication and analysis of statistical data and in planning and implementation of clinical informational and data systems |

**Differentiate the roles of various providers and disciplines throughout the continuum of health care.** Expected Outcome Performance: 70.0

|                   |  |
|-------------------|--|
| ILOs<br>Core ILOs | Analyze and solve problems using critical, logical, and creative thinking; ask questions, pursue a line of inquiry, and derive conclusions; cultivate creativity that leads to innovative ideas. |
|-------------------|--|

|   |   |
|---|---|
| MOA<br>Healthcare Administration A.S.<br>Degree | Analyze the impact of healthcare administration on healthcare delivery within the community |
|   | Be prepared for a career in the healthcare industry   |

|  |   |
|--|---|
| MOA<br>Healthcare Administration Certificate | Analyze the impact of healthcare administration on healthcare delivery within the community |
|  | Be prepared for a career in the healthcare industry   |

|  |  |
|--|--|
| MOA<br>Administrative Medical Assistant A.S.<br>Degree       | Communicate effectively with patients, physicians, and co-workers and serve as a liaison between the physician and others  |
|  | Communicate effectively with patients, physicians, and co-workers and serve as a liaison between the physician and others  |
|  | Educate patients in general office policies, with reference to insurance, reimbursement, billing and coding  |
|  | Educate patients in general office policies, with reference to insurance, reimbursement, billing and coding  |
|  | Perform administrative duties such as scheduling appointments, maintaining patient records (paper and electronic), and utilization of computer software  |
| MOA<br>Medical Coding Assistant A.S.<br>Degree               | Perform administrative duties such as scheduling appointments, maintaining patient records (paper and electronic), and utilization of computer software  |
|  | Ensure that valid codes are applied to medical diagnoses and procedures per coding classification guidelines   |
| MOA<br>Medical Coding Assistant Certificate                  | Gain competencies in the application of biomedical knowledge and legal, ethical, and medical standards, the communication and analysis of statistical data and in planning and implementation of clinical informational and data systems |
|  | Ensure that valid codes are applied to medical diagnoses and procedures per coding classification guidelines   |
| MOA<br>Medical Assistant Certificate                         | Gain competencies in the application of biomedical knowledge and legal, ethical, and medical standards, the communication and analysis of statistical data and in planning and implementation of clinical informational and data systems |
|  | Explain health data and clinical documentation principles, standards and guidelines  |
| MOA<br>ADMINISTRATIVE MEDICAL<br>ASSISTANT A.S. Degree Major | Identify knowledge of Medical terminology within the human body system   |
|  | Identify knowledge of medical terminology within the body system   |

## Additional SLO Information

**Does this proposal include revisions that might improve student attainment of course learning outcomes?**

No

**Is this proposal submitted in response to learning outcomes assessment data?**

No

**If yes was selected in either of the above questions for learning outcomes, explain and attach evidence of discussions about learning outcomes.**

No Value

**SLO Evidence**

No Value

## Course Content

### Lecture Content

#### Health and Health Care in America (6 hours)

- Introduction to Health Care In the U.S.
- Healthcare Industry
- Healthcare Policy

#### Hospital-Based Care (6 hours)

- Regulatory issues of hospital based care
- Health Care Insurance, documentation and reimbursement
- Health Care Providers; physicians and allied staff

#### Freestanding Ambulatory Care (6 hours)

- Role of ambulatory care service
- Clinics and non-clinical providers
- Major agencies and organizations

#### Managed care and integrated organizations (6 hours)

- Managed care growth
- Private Provider Organizations
- Utilization control methods in managed care

#### Dialysis, Mental Health, Substance Abuse, and Developmental Disability Services (6 hours)

- Specialty care growth
- Financing the system
- Quality and performance improvement

#### Primary Care, Specialty Care, and Long Term Care Services (6 hours)

- Key Public Health function
- Regulatory issues, reimbursement, and funding
- Community based health care services

#### Home Health, Hospice and End of Life Care (6 hours)

- Aging in America
- Growth of home health care
- Data collection, analysis and reporting

#### The Future of Health Services Delivery (6 hours)

- Diseases that challenge US Health Care Research and innovation
- Innovation in health care

#### Cultural Competency, Health Literacy and Ethics (6 hours)

- Culture and Health Care
- Ethical Issues in Health Care
- Diversity in Health Care services
- Working with people with different abilities/disabilities

**Total Hours: 54**

## Additional Information

### Repeatability

Not Repeatable

### Justification (if repeatable was chosen above)

No Value

Is it possible this course will have a material fee?

No Value

I have contacted my library liaison (<https://campusguides.glendale.edu/faculty/liasons>):

No Value

What term(s) will this course be offered?

No Value

Will any additional resources be needed for this course? (Click all that apply)

No Value

If additional resources are needed, add a brief description and cost in the box provided.

No Value

## Resources

Did you contact your departmental library liaison?

No

If yes, who is your departmental library liason?

Aisha Conner-Gaten (Business, ESL-Credit)

Did you contact the DEIA liaison?

Yes

Were there any DEIA changes made to this outline?

No

If yes, in what areas were these changes made:

No Value

Will any additional resources be needed for this course? (Click all that apply)

- No

If additional resources are needed, add a brief description and cost in the box provided.

No Value