

Component 2: The Culture of Health Care

Unit 3: Health Care Settings- Where Care is Delivered

Unit 3 Objectives and Overview
3.1 a: Outpatient Care

Objectives Of This Unit

- Differentiate the range of care delivery organizations, including primary care, specialty care, tertiary care, inpatient and outpatient facilities, and long-term care facilities
- Analyze the organization of Healthcare delivery from the perspective of a “continuum of care”, such as ambulatory services, in-patient care, long term care, and end of life care.

Objectives of this Unit (cont'd)

- Evaluate the similarities and differences of community hospitals and teaching hospitals
- Describe the various departments and services offered in a hospital.
- Describe ways in which medical and/or information technology has improved inter-departmental communication and how that has improved the patient experience

Objectives for this Unit (cont'd)

- Explain the ways in which these departments interact and the services relate.
- Speculate on the data and information that are created and used by the people in these departments

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Overview Healthcare Settings Unit

- **Outpatient clinics**
 - Organizational Chart
 - Clinic Personnel
 - Health information generated in a clinic
- **Hospitals**
 - Organizational Chart
 - Descriptions of individuals associated with a hospital
 - Hospital departments and their functions

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Component 2: Health Care Settings

3.1: Unit 3: Health Care Settings- Where Care is Delivered

3.1 a: Outpatient Care

Overview of Outpatient Clinics

- Outpatient Clinic
 - Definition
 - Organizational Chart
 - Clinic Personnel
 - Healthcare Provider/Physician
 - Nurse Practitioners/Physician Assistants
 - Medical Office Manager
 - Reception and front office staff
 - Coding and billing staff
 - Medical Transcription and medical records workers
 - Housekeeping and maintenance
 - Nurses and Medical Assistants
 - Health Information

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Outpatient Clinics

- Outpatient Clinics
 - Also known as ambulatory care clinics. Ambulatory is to walk, so basically they are walk-in clinics.
 - Most prevalent type of outpatient service and primary care provider.

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Outpatient Clinics (cont'd)

- Most outpatient clinics are privately owned, but healthcare systems are introducing more corporate owned clinics
- Some outpatient clinics can be owned by health insurance plans (i.e. Kaiser)
- Outpatient clinics have an organizational structure that is quite different from the hospital organizational structure.

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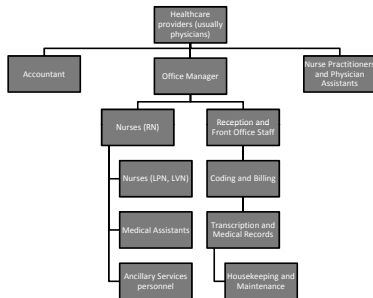
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Outpatient Clinics (cont'd)

- Other types of facilities include those that provide diagnostic testing, radiation therapy or physical therapy.
- Outpatient clinics have organizational charts that are very different from hospitals.

Outpatient Clinic Organizational Chart



Clinic Personnel

- Healthcare Provider/Physician
 - Own the clinic
 - Can be a physical therapist, occupational therapist, a physician or a group of physicians.
 - If a group of physician owns the practice, it may be called a group practice.
 - Provide care
 - Ensure quality
 - Manage the clinic/business

Clinic Personnel (cont'd)

- Nurse Practitioners and Physician Assistants
 - Nurse Practitioners and Physician Assistants- have master's degree and can specialize
 - Licensed to provide care to patients under the supervision of a licensed physician
 - They have a certain scope of practice which is more limited than that of a physician.
 - They are paid less than a physician and they deliver quality healthcare at a low cost

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Clinic Personnel (cont'd)

- Medical Officer Manager
 - Top supervisory position in the clinic
 - Wears many hats.
 - Supervises scheduling, coding, billing, collections, patient relations, and acts as a liaison between the healthcare providers and the non-clinical staff

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Clinic Personnel (cont'd)

- Reception and front office staff
 - Front line personnel that are the first to interact with patients
 - Education- includes high school diplomas, certificates (one year or less training) or an associate's degree
 - Functions-managing the reception desk, processing patient information, scheduling appointments, pulling medical records, and filing medical records.

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Clinic Personnel (cont'd)

- Coding and billing staff
 - Do not have direct patient contact and deal with the business functions of the clinic
 - Education- high school diploma, certificate (less than one year), and associate's degree
 - Functions-
 - Coders: check medical charts for accuracy and completion, verify signatures, verify medical data in computers, assign appropriate diagnosis and procedural codes.

Clinic Personnel (cont'd)

- Billers- management of healthcare billing-processing, adjusting and resubmitting of claims, adherence to current healthcare industry regulations and policies, and compliance with insurance procedures and allotted benefit coverage.

Clinic Personnel (cont'd)

- Medical transcription and medical records workers
 - Many times the medical transcription work is outsourced to a company to perform this task. Medical records work is always done in-house.
 - Education- high school diploma, certificate (less than 1 year), associate's degree

Clinic Personnel (cont'd)

– Functions-

- Medical transcriptionist- transform spoken words into comprehensive written records
- Medical Records technicians- manage health records by ensuring all associated paperwork (chart notes and test results) are filed in the medical record (if it is a paper record), or enter medical records data into computer systems and validate their accuracy and completeness (if it is an electronic health record)

Clinic Personnel

- Housekeeping and Maintenance

- These folks are responsible for the upkeep and appearance of the facility.
- Education- some high school, high school diploma, craftsmen—electricians, plumbers, etc.
- Functions- removing waste (hazardous and regular), cleaning the facility, keeping all the aspects of the facility running properly

Clinic Personnel

- Nurses and Medical Assistants

- RNs, LPNs, and Medical Assistants can work in the clinical area of the clinic.
 - RNs- licensed to perform RN duties in a particular state
 - can have a two year associate's degree or a bachelor's degree
 - Highest paid nurse level
 - Usually only one or two per practice. Physician decides how many will be employed.

Clinic Personnel (cont'd)

- LPNs- licensed to perform LPN duties in a particular state
 - Can have a diploma or certificate—usually 1 year of less of training
- Medical Assistants
 - Specially trained individuals to help the nurses with some tasks.
 - Education- Certificate (less than one year) or associate's degree
 - Performs administrative and clinical tasks, works directly with patients to ensure that patients receive the care they need, while providing health practitioners with vital patient information

Health Information

- Health information generated in a clinic
 - This will vary according to the size of the clinic.Generally speaking, the information is generated:
 - Chart notes
 - Lab results
 - Other test results
 - Patient's personal, financial, and social data

Outpatient Clinic Summary

- Outpatient clinics are the largest primary care delivery system
- Usually owned by a healthcare provider/physician, but can be owned by an insurance company or corporation
- Professionals employed include nurse practitioners, physician assistants, medical office manager, nurses, reception and front office staff, coding and billing staff, medical transcriptionists, medical records workers, housekeeping, maintenance, and medical assistants.
- Health information generated in a clinic includes chart notes, lab results, other objective test results, patient's personal, financial, and social data.
