

NOVA COLLEGE-WIDE COURSE CONTENT SUMMARY OCT 208 – OCCUPATIONAL THERAPY SERVICE MANAGEMENT (3 CR.)

Course Description

Presents principles and techniques of management appropriate to the occupational therapy assistant. Includes roles and functions of the supervisor and the supervisee, scheduling, billing, quality improvement. Issues relevant to professional practice and patient care will be discussed with similarities and differences between various facilities highlighted. Lecture 3 hours per week.

General Course Purpose

The purpose of this course is to introduce students to the roles and responsibilities of OTAs in management and leadership under the ethical guidelines set forth by the American Occupational Therapy Association (AOTA). The students in this course will gain an understanding of current reimbursement systems and related documentation, supervisory guidelines, program development and entrepreneurship, quality improvement, effective communication skills and team building, impact of policies/accreditations and various contexts on OT practice, and will understand professional responsibilities across various service delivery models.

Course Prerequisites/Corequisites

Prerequisite: Completion of OTA program semester 1, 2 and 3 coursework.

Course Objectives

Upon completing the course, the student will be able to:

1. Identify and explain the contextual factors; current policy issues; and socioeconomic, political, geographic, and demographic factors on the delivery of occupational therapy services for persons, groups, and populations and social systems as they relate to the practice of occupational therapy. **(aligns with 2018 ACOTE Standard B.5.1)**
2. Understand the differences between a leader and manager.
3. Explain an understanding of the business aspects of practice including, but not limited to, financial management, billing, and coding, basics of program development and management skills. **(aligns with 2018 ACOTE Standard B.5.3)**
4. Identify the need and demonstrate the ability to participate in the development, marketing, and management of service delivery options. **(aligns with 2018 ACOTE Standard B.5.6)**
5. Identify and explain the supervisory roles, responsibilities, and the collegial relationship (intraprofessional relationship) between an OTA and an OT and other disciplines.
6. Define strategies for effective, competency-based legal and ethical supervision of occupational therapy assistants and non-occupational therapy personnel. **(aligns with 2018 ACOTE Standards B.5.8)**
7. Demonstrate knowledge of various reimbursement systems and funding mechanisms (e.g., federal, state, third party, private payer), treatment/diagnosis codes (e.g., CPT®, ICD, DSM® codes), and coding and documentation requirements that affect consumers and the practice of occupational therapy. **(aligns with 2018 ACOTE Standard B.4.29)**
8. Under the direction of an occupational therapist, collect, organize, and report on data for evaluation of client outcomes. **(aligns with 2018 ACOTE Standard B.4.6)**
9. Participate in the documentation of ongoing processes for quality management and improvement (e.g., outcome studies analysis and client engagement surveys) and implement program changes as needed to demonstrate quality of services. **(aligns with 2018 ACOTE Standard B.5.7)**

10. Identify and communicate to the occupational therapist the need to design community and primary care programs to support occupational performance for persons, groups, and populations. **(aligns with 2018 ACOTE Standard B.4.27)**
11. Define the systems and structures that create federal and state legislation and regulations, and their implications and effects on persons, groups, and populations, as well as practice. **(aligns with 2018 ACOTE Standard B.5.4)**
12. Demonstrate knowledge of the American Occupational Therapy Association (AOTA) *Occupational Therapy Code of Ethics*, *AOTA Guidelines for Supervision, Roles and Responsibilities During the Delivery of OT Services* and *AOTA Standards of Practice* and use them as a guide for ethical decision making in professional interactions, client interventions, employment settings, and when confronted with personal and organizational ethical conflicts. **(aligns with 2018 ACOTE Standard B. 7.1)**
13. Demonstrate knowledge of personal and professional responsibilities related to:
 - Liability issues under current models of service provision.
 - Varied roles of the occupational therapy assistant providing service on a contractual basis. **(aligns with 2018 ACOTE Standard B.7.5)**
14. Explain the role and responsibility of the practitioner to advocate for changes in service delivery policies, effect changes in the system, recognize opportunities in emerging practice areas, and advocate for opportunities to expand the occupational therapy assistant's role. **(aligns with 2018 ACOTE Standard B 5.2)**
15. Identify and develop strategies for ongoing professional development to ensure that practice is consistent with current and accepted standards. **(aligns with 2018 ACOTE Standard B. 7.4)**
16. Effectively communicate (e.g. written, verbal, nonverbal), in a professional manner, and work interprofessionally with others to meet the goals.
17. Provide care and programs that demonstrate knowledge of applicable national requirements for credentialing and requirements for licensure, certification, or registration consistent with federal and state laws. **(aligns with 2018 ACOTE Standard B.5.5)**
18. Demonstrate knowledge of the social determinants of health for persons, groups, and populations with or at risk for disabilities and chronic health conditions. This must include an understanding of the epidemiological factors that impact the public health and welfare of populations. **(aligns with 2018 ACOTE Standard B.1.3)**
19. Demonstrate knowledge of how the role of a professional is enhanced by participating and engaging in local, national, and international leadership positions in organizations or agencies. **(aligns with 2018 ACOTE Standard B.7.2)**
20. Promote occupational therapy by educating other professionals, service providers, consumers, third-party payers, regulatory bodies, and the public. **(aligns with 2018 ACOTE Standard B.7.3)**

Major Topics to be Included

- Roles and responsibilities of OTA as a manager and as a leader.
- Supervisory roles and responsibilities of OT practitioners and nonprofessional personnel.
- Ethics and ethical dispute resolution in OT practice *AOTA Official Documents* as applied to practice.
- Introduction to program development and management skills
- Effective communication, team building, and conflict resolution with clients, colleagues, and public
- Reimbursement systems and related documentation
- Professional responsibilities across models of service provision
- Impact of current policies and contexts on OT practice.
- OTA as an entrepreneur in emerging areas of practice and traditional service delivery settings
- Advocacy to promote OT