BUSN – Business Technology

NOTE: Credits for BUSN 1190, BUSN 1400, BUSN 1410, BUSN 1420, BUSN 1430, BUSN 1440, BUSN 2160, BUSN 2350, and BUSN 2370 or courses requiring those courses as pre-requisites are awarded only if the courses have been completed within the last seven years. Courses over seven years old may be recommended by the program chair and approved by the Dean of the School of Business/Public Services if the student presents recent, documented, in-field experience or current software certification.

BUSN 1000 - Computers in Healthcare
3 Credits 5 Contact Hours
Introduces the fundamental concepts, terminology, and operations necessary to use computers in a business healthcare setting. Emphasis is placed on familiarity with basic computer functions and computer use; the role of information technology in business healthcare decision making; and legal, ethical, and privacy issues related to computer use in the business healthcare environment. Topics include an introduction to computer terminology, the Windows environment, Cloud computing, data security, Internet and email, word processing software, spreadsheet software, database software, and presentation software.

BUSN 1015 - Introduction to Healthcare Reimbursement
3 Credits 3 Contact Hours
Prerequisites: ALHS 1090
Designed to increase efficiency and streamline administrative procedures for healthcare insurance billing and reimbursement. Topics include documentation in the medical record, types of insurance, Medicare compliance policies related to documentation and confidentiality, and HIPAA and other compliance regulations.

BUSN 1100 - Introduction to Keyboarding
3 Credits 3 Contact Hours
This course introduces the touch system of keyboarding placing emphasis on correct techniques. Topics include computer hardware, computer software, file management, learning the alphabetic keyboard, the numeric keyboard and keypad, building speed and accuracy, and proofreading. Students attain a minimum of 30 GWAM (gross words a minute) on 3-minute timings with no more than 3 errors.

BUSN 1190 - Digital Technologies in Business
2 Credits 3 Contact Hours
Prerequisites: COMP 1000
Provides an overview of digital technology used for conducting business. Students will learn the application of business activities using various digital platforms.

BUSN 1240 - Office Procedures
3 Credits 4 Contact Hours
Prerequisites: COMP 1000
Emphasizes essential skills required for the business office. Topics include office protocol, time management, telecommunications and telephone techniques, office equipment, workplace mail, records management, travel/meeting arrangements, electronic mail, and workplace documents.

BUSN 1250 - Records Management
3 Credits 4 Contact Hours
Prerequisites: COMP 1000
Introduces records management concepts for use in any office environment. Topics include basic records management concepts; alphabetic, numeric, subject, and geographic filing; and records retention, transfer, and disposition of records.

BUSN 1300 - Introduction to Business
3 Credits 3 Contact Hours
Prerequisites: Regular Status
Introduces organization and management concepts of the business world and in the office environment. Topics include business in a global economy, starting and organizing a business, enterprise management, marketing strategies and financial management.

BUSN 1320 – Business Interaction Skills
3 Credits 3 Contact Hours
Prerequisites: COMP 1000
Equips participants with the tools to communicate and interact more effectively in person, in writing, and on the telephone with both internal and external customers. Participants also learn how to work in teams to create a collaborative environment for accomplishing goals. This course consists of the following: language of business, communication skills, working with information, business writing, team and collaborative skills, and resolving interpersonal conflict.

BUSN 1340 – Customer Service Effectiveness
3 Credits 4 Contact Hours
Prerequisites: COMP 1000
Emphasizes the importance of customer service throughout all businesses. Topics include customer service challenges and problem solving; strategies for successful customer service; effective communication and dealing with difficult customers; empowerment, motivation, and leadership; customer retention and satisfaction measurement; and excellence in customer service.

BUSN 1400 - Word Processing Applications
4 Credits 6 Contact Hours
Prerequisites: COMP 1000
Covers the knowledge and skills required to use word processing software through course demonstrations, laboratory exercises and projects. Minimal document keying will be necessary as students will work with existing documents to learn the functions and features of the word processing application. Topics and assignments will include word processing concepts, customizing documents, formatting content, working with visual content, organizing content, reviewing documents, sharing and securing content.

BUSN 1410 - Spreadsheet Concepts and Applications
4 Credits 6 Contact Hours
Prerequisites: COMP 1000
Covers the knowledge and skills required to use spreadsheet software through course demonstrations, laboratory exercises and projects. Topics and assignments will include spreadsheet concepts, creating and manipulating data, formatting data and content, creating and modifying formulas, presenting data visually, and collaborating and securing data.

BUSN 1420 - Database Applications
4 Credits 6 Contact Hours
Prerequisites: COMP 1000
Covers the knowledge and skills required to use database management software through course demonstrations, laboratory exercises and projects. Topics and assignments will include database concepts, structuring databases, creating and formatting database elements, entering and modifying data, creating and modifying queries, presenting and sharing data, and managing and maintaining databases.

BUSN 1430 - Desktop Publishing and Presentation Applications
4 Credits 6 Contact Hours
Prerequisites: COMP 1000
Covers the knowledge and skills required to use desktop publishing (DTP) software and presentation software to create business publications and presentations. Course work will include course demonstrations, laboratory exercises and projects. Topics include desktop publishing concepts, basic graphic design, publication layout, presentation design, and practical applications.
BUSN 1440 - Document Production
4 Credits 7 Contact Hours
Prerequisites: BUSN 1100 or the ability to key 30 gross words a minute on 3-minute timings with no more than 3 errors (see Admissions Office for testing); COMP 1000
Reinforces the touch system of keyboarding, placing emphasis on correct techniques with adequate speed and accuracy and producing properly formatted business documents. Topics include reinforcing correct keyboarding techniques, building speed and accuracy, formatting business documents, language arts, proofreading, and work area management.

BUSN 2160 - Electronic Mail Applications
2 Credits 3 Contact Hours
Prerequisites: COMP 1000; Regular Status
Provides instruction in the fundamentals of communicating with others inside and outside the organization via a personal information management program. Emphasizes the concepts necessary for individuals and workgroups to organize, find, view, and share information via electronic communication channels. Topics include internal and external communication, message management, calendar management, navigation, contact and task management, and security and privacy.

BUSN 2170 - Web Page Design
2 Credits 3 Contact Hours
Prerequisites: Regular Status; COMP 1000
Provides instruction in the concepts necessary for individuals to create and manage professional quality web sites. Topics include web site creation, web page development and design, hyper link creation, test, and repair, integration, web site navigation, and web site management.

BUSN 2190 - Business Document Proofreading and Editing
3 Credits 4 Contact Hours
Prerequisites: ENGL 1010 (diploma) with a minimum grade of C or ENGL 1101 (degree) with a minimum grade of C
Corequisites: BUSN 1440
Emphasizes proper proofreading and editing for business documents. Topics include applying proofreading techniques and proofreaders marks with business documents; proper content, clarity, and conciseness in business documents; and business document formatting.

BUSN 2210 - Applied Office Procedures
3 Credits 5 Contact Hours
Prerequisites: BUSN 1240; BUSN 1400; BUSN 1410; BUSN 1440
Focuses on applying knowledge and skills learned in prior courses taken in the program. Topics include communications skills, telecommunications skills, records management skills, office equipment/supplies, and integrated programs/applications. Serves as a capstone course.

BUSN 2340 - Healthcare Administrative Procedures
4 Credits 6 Contact Hours
Prerequisites: ALHS 1011; ALHS 1090; BUSN 1440; COMP 1000
Emphasizes essential skills required for the business healthcare office. Introduces the knowledge, skills, and procedures needed to understand billing purposes. Introduces the basic concept of business healthcare administrative assisting and its relationship to the other health fields. Emphasizes healthcare regulations and ethics; and, the healthcare administrative assistant's role as an agent of the physician. Provides the student with knowledge and the essentials of professional behavior. Topics include introduction to business healthcare procedures, healthcare regulations ethics, healthcare records management, scheduling appointments, health insurance, billing/collection, work area management, resource utilization, and office equipment.

BUSN 2350 – Electronic Health Records
2 Credits 3 Contact Hours
Prerequisites: ALHS 1011; ALHS 1090; BUSN 1440; COMP 1000
Provides a study of the content, code sets, storage, retrieval, control, flow, retention, maintenance of electronic health records and computerized office management. Topics include electronic healthcare information management, electronic data interchange, coding standards, health record and office management software, point of entry data entry, electronic coding from health records, speed data entry in processing healthcare records, analysis of records to improve patient care, confidentiality, release of information, security of electronic healthcare record, communication, technology, insurance payment, managed care, posting to accounts, appointment schedules, practice management, report generation, customizing medical documents, claims management, collections management and HIPAA security.

BUSN 2370 – Healthcare Coding
3 Credits 4 Contact Hours
Prerequisites: ALHS 1011; ALHS 1090; BUSN 1000 or COMP 1000
Provides an introduction to medical coding skills and the application of international coding standards as it applies to healthcare billing for insurance purposes. Topics include current procedural terminology, International Classification of Diseases, code book formats, coding techniques, formats of the ICD and CPT manuals, and collections.

BUSN 2400 – Healthcare Procedural Coding
4 Credits 3 Contact Hours
Prerequisites: ALHS 1090; ALHS 1011; MAST 1120
Provides the knowledge and skills to apply the coding of procedures for billing purposes using the Physician’s Current Procedural Terminology (CPT) resources and the Healthcare Common Procedure Coding System (HCPCS). Topics include format of CPT/HCPCS manual, CPT/HCPCS coding guidelines, and coding using the CPT/HCPCS resources. Upon completion, students should be able to apply coding principles to correctly assign CPT/HCPCS codes and apply systems to optimize reimbursement.

BUSN 2410 - ICD Coding
4 Credits 3 Contact Hours
Prerequisites: ALHS 1090; ALHS 1011; MAST 1120
Provides an introduction to medical billing and coding skills with applications of international coding standards for billing of health care services. Topics include International Classification of Diseases, code book formats, guidelines and conventions, and coding techniques.

BUSN 2420 – Advanced Medical Coding
5 Credits 3 Contact Hours
Prerequisites: BUSN 2400; BUSN 2410
Continues CPT and ICD coding. Topics include health records coding techniques, coding linkage and compliance, searching the job market, developing a resume, stress management, test-taking strategies, and reviewing for a coding certification exam.
BUSN 2440 - Healthcare Leadership and Professional Effectiveness
3 Credits 3 Contact Hours
Prerequisites: BUSN 2340
Emphasizes essential skills required for leadership and professional success in healthcare organizations. Introduces the functions, practices, and advanced interpersonal relationships, critical thinking, and problem solving. Provides the student with knowledge and the essentials of professional leadership behaviors. Topics include introduction to the supervisory role, the volatile healthcare environment, the dual nature of supervisory roles, basic functions of management, delegation, empowerment, self-management, interviewing, recruitment, professionalism, decision making, managing change, professional meetings, quality, productivity, teams, and continuing education.

BUSN 2700 - Introduction to Health Informatics
3 Credits 3 Contact Hours
Prerequisites: ALHS 1090; CIST 1001
Emphasizes essential beginning skills for introductory health informatics practice. This course presents the past, present, and future of this rapidly evolving discipline, and explore the critical issues and challenges within the field as well as potential applications, benefits, and opportunities for improving the management of healthcare through information technology. Topics include development of virtual and interactive healthcare through technology; interoperability, standardization, safety, and risks associated with the implementation of the electronic health record; emergence and adoption of new information technologies; and global perspective of trends and issues in the field. Students investigate the professional roles related to managing health information technology as well as organizations that promote health informatics positions to learn the responsibilities, essential skills sets, and professional and educational requirements of the job.

BUSN 2720 - Healthcare Information Systems
3 Credits 3 Contact Hours
Prerequisites: ALHS 1090
Emphasizes the importance of a healthcare information system being effectively designed in order to meet the needs of the users. The course discusses the need for knowledge to maintain the system for each step within the complex process. Exploration of the technical aspects of information systems management, including key issues of systems design and development as well as system support and maintenance are discussed. Topics include terminology, functions, standards, systems development life cycle approach, analysis of necessary steps in the life cycle, identification of appropriate systems technology and data standards, creation of requirements, evaluation of security, and accommodation of human factors in design and use, basics of information architecture, and systems infrastructure.

BUSN 2750 - Healthcare Technology Regulations
3 Credits 3 Contact Hours
Emphasizes the importance of technology in healthcare to improve quality, safety, and efficiency in the delivery of healthcare. Struggles and disparities of the healthcare industry are discussed in reference to healthcare informatics advances. Topics include management aspects of healthcare informatics, infrastructure, current trends current regulations policies, patient privacy, record-keeping, database management, and information sharing.

BUSN 2800 - Practice Management Fundamental
3 Credits 3 Contact Hours
Prerequisites: BUSN 2340
Emphasizes essential skills required for the management of healthcare practices. Introduces the functions, practices, and advanced administrative skills. Emphasis is placed on management skills including practice management, personnel supervision, marketing, financial planning, and addressing health disparities. Topics include introduction to healthcare management, management and motivation, organizational behavior, strategic planning, healthcare marketing, quality improvement basics, information technology, managing costs and revenues, managing healthcare professionals, addressing health disparities, and healthcare fraud and abuse.

BUSN 2810 - Healthcare Compliance
3 Credits 3 Contact Hours
Prerequisites: ALHS 1090; ENGL 1010 or ENGL 1101 with a minimum grade of C
Covers how healthcare law and related regulations are formulated, and the impact of those laws on payers, providers, patients, and healthcare businesses. Emphasis is placed on legal compliance in the healthcare industry. Topics covered include in-depth coverage and analysis of implementation of the healthcare reform law, fraud and abuse laws, anti-kickback, false claims, Stark anti-referral provisions, Medicare and Medicaid, the Health Insurance Portability and Accountability Act of 1996 (HIPAA), the HITECH Act and related regulations, the Emergency Medical Treatment and Active Labor Act (EMTALA).

BUSN 2820 - Healthcare Practice Law and Ethics
3 Credits 3 Contact Hours
Prerequisites: ALHS 1090; ALHS 1101; MAST 1120; BUSN 1000 or COMP 1000; ENGL 1010 or ENGL 1101 with a minimum grade of C
Introduces the complex ethical, moral, and legal issues involved in providing healthcare services. Emphasis is placed on legal requirements of medical practices, professional relationships, professional liabilities, and medical practice liability. Provides the student with a working knowledge of current healthcare law and accepted ethical behavior.

BUSN 2830 - Healthcare Delivery Systems
3 Credits 3 Contact Hours
Prerequisites: ALHS 1090; ALHS 1101; MAST 1120; BUSN 1000 or COMP 1000; BUSN 1440
Provides students with a comprehensive overview of healthcare delivery systems and the economic, historic, political, and ethical issues that influence the accessibility, expense, and quality of healthcare services. Introduces provider organization and structure in a healthcare setting, healthcare funding, and rules, regulations, and governing bodies that monitor and protect the usage of healthcare systems in the United States.

BUSN 2850 - Health Record Auditing
3 Credits 3 Contact Hours
Prerequisites: BUSN 2340; BUSN 2370
Introduces the principles of medical auditing. Emphasis will be placed on key areas of regulation, medical record documentation, chart abstraction, and developing coding compliance plans. Topics include coding compliance, importance of documentation, medical necessity, coding compliance programs, auditing, auditing prevention techniques, and emerging technologies.