COURSE DESCRIPTION: This course is the second in a series of three seminar style courses designed to aid the PA student in being successful in clinical rotations and in making the transition to the professional practice environment. Topics will include licensing and credentialing; finding a job; insurance systems, and prior authorization. In addition to scheduled topics and guest speakers, students will be responsible for presenting case- and/or topic-related material to their classmates. Students may present unique cases or discuss novel topics that may be helpful to other students in their rotations. Seminar will meet on campus for a total of approximately 15 hours of sessions, workshops, and evaluations during the two day end-of-rotation activities during the semester.

COURSE CREDIT: 1

COURSE INSTRUCTORS AND CONTACT INFORMATION:
COURSE DIRECTOR: Heather Garrison MPAS, PA-C, Assistant Professor  
E-mail: hgarriso@highpoint.edu  
Office Location: Congdon 3123  
Office Telephone Number: 336.841.9603  
Office Hours: Open door policy, or via appointment.

COURSE GOALS
This course is designed to aid students in being maximally successful in their clinical experience and to aid in their transition to professional practice.

ARC-PA STANDARDS ADDRESSED IN THIS COURSE
B2.11 - health care delivery systems and health policy  
B2.13 – patient safety, prevention of medical errors, risk management  
B2.14 – licensing and credentialing  
B2.15 – reimbursement

PROGRAM LEARNING OUTCOMES SUPPORTED BY THIS COURSE
High Point University Department of Physician Assistant Studies Graduates will possess the knowledge, skills, and attitudes necessary to demonstrate entry-level proficiency in the following program learning outcomes. (Cognitive, Psychomotor, Affective)
6. Accurately and concisely communicate the findings of a given patient encounter in written and oral forms to all members of the health care team. (P)

9. Provide advocacy and support to assist patients in obtaining quality care and in dealing with the complexities of health care delivery systems. (A)

**COURSE OUTCOMES**
Upon successful completion of this course students will be able to:
1. Generate a professional CV and cover letter related to securing PA employment.
2. Describe the nuances of working with insurance companies and obtaining prior authorization for procedures, diagnostic testing and therapeutic regimens.
3. Explain the requirements for licensure and certification as a PA in North Carolina.
4. Describe the general credentialing process required in a health care delivery system.
5. Demonstrate medical knowledge appropriate for a student in the second semester of the Clinical Year.

**COURSE OBJECTIVES**

**CV and Cover Letter Development**
1. Generate a high-quality professional CV
2. Demonstrate an understanding of the differences between a CV and a resume
3. Recognize the key components of a well written CV to include: proper formatting, important content, and proper layout and design
4. Identify the structure of a cover letter
5. Differentiate between the three types of cover letters

**EKG Review: “Reading EKGs in the Real World”**
1. Recognize a normal EKG and distinguish common mimics of pathology from real disease
2. Diagnose common cardiac rhythm disturbances by EKG
3. Identify EKG characteristics of ischemia
4. Identify acute myocardial infarction, including STEMI

**Healthcare Payer Processes**
1. Differentiate between common healthcare payers in North Carolina
2. Describe common challenges in interacting with payers, patient implications of health insurance coverage/payment for services, and strategies to improve practice-payer communication and effectiveness
3. Recognize unethical practices that can occur in the process of care delivery, billing, and coding
4. Apply ethical reasoning to the delivery of high quality patient-centered care within the current financial reimbursement system
5. Given a scenario, appropriately deconstruct the healthcare payer process for the patient, provider, and healthcare payer

**PA Licensure and Certification**
1. Describe the requirements and processes associated with the Physician Assistant National Certification Examination (PANCE)
2. Discuss the requirements for maintaining national certification, including strategies for meeting the NCCPA CME requirements
3. Describe the requirements and timelines associated with earning state licensure
4. Discuss behaviors that could threaten a PA’s ability to earn and maintain an active state license
Credentialing
1. Describe the process required for medical credentialing as detailed by the National Committee For Quality Assurance (NCQA)
2. List the background information a PA typically must provide to initiate and complete the medical credentialing process
3. Discuss strategies that can be employed to avoid delay in the medical credentialing process
4. Describe the pieces of information that typically must be verified prior to a hospital/healthcare system credentialing a physician assistant

Medical Knowledge and Skills
1. Given a scenario, demonstrate appropriate medical knowledge, clinical reasoning, and patient-centered problem-solving
2. Differentiate between normal and abnormal lab and special tests results
3. Given a patient case, competently conduct a medical history, physical examination, ordering of labs and/or special tests, narrow down a differential diagnosis, and create an assessment and plan
4. Demonstrate appropriate communication skills and exhibit professionalism during simulated patient interactions

TEACHING METHODS AND ASSIGNMENTS FOR ACHIEVING COURSE OBJECTIVES AND LEARNING OUTCOMES
This course will be taught through a variety of instructional methods with application activities. Specific methods within the course include: lectures; slide presentations; group discussions and activities; and reading assignments.

ASSESSMENT OF COURSE OUTCOMES

<table>
<thead>
<tr>
<th>ASSESSMENT TOOL</th>
<th>COURSE OUTCOME</th>
<th>PERCENTAGE OF GRADE</th>
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<tbody>
<tr>
<td>CV &amp; Cover Letter Development Exercise</td>
<td>1</td>
<td>20</td>
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<tr>
<td>EKG Review Activity</td>
<td>5</td>
<td>20</td>
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<tr>
<td>Healthcare Payers Exercise</td>
<td>2</td>
<td>20</td>
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<tr>
<td>Licensure &amp; Credentialing Exercise - Credentialing Packet Review</td>
<td>3, 4</td>
<td>20</td>
</tr>
<tr>
<td>OSCE Evaluations</td>
<td>5</td>
<td>20</td>
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*All point values are subject to change at the discretion of the course director*

COURSE ASSESSMENT AND GRADING
CV & Cover Letter Development Exercise: During the Clinical Seminar days, students will generate a high-quality, professional CV and Cover Letter template. A rubric for evaluation will be utilized and shared with students prior to this exercise.
EKG Review Activity: During the Clinical Seminar days, students will interpret various 12-lead EKGs and will be evaluated for correctness.
Healthcare Payers Exercise: During the Clinical Seminar days, students will participate in a group exercise that aligns with the appropriate course objectives and learning outcomes. A rubric for evaluation will be utilized and shared with students prior to this exercise.
Licensure & Credentialing Exercise: During the Clinical Seminar days, students will participate in an exercise that aligns with the appropriate course objectives and learning outcomes. A rubric for evaluation will be utilized and shared with students prior to this exercise.
OSCE Evaluations: Students will complete an OSCE evaluation at the conclusion of this course worth
20% of the course grade. OSCEs include evaluations of medical knowledge, communication skills and technical skill assessment for topics common to primary care and are consistent with the Program Learning Outcomes. OSCEs are included to assess maintenance of core skills taught during that didactic year, continued development through Supervised Clinical Practice Experiences, and also to provide students with repeated exposure and feedback as they prepare for the Summative Evaluation.

Grading Criteria:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
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<tbody>
<tr>
<td>93-100%</td>
<td>High Pass (HP)</td>
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<tr>
<td>70-92.9%</td>
<td>Pass (P)</td>
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<tr>
<td>&lt; 70%</td>
<td>Non-Pass (NP)</td>
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</table>

REQUIRED TEXTS AND RESOURCES
None.

RECOMMENDED TEXTS AND RESOURCES

Internet Resources
- UpToDate
- Physical Examination and Case Presentation Videos, Loyola Medical School
- Physical Examination Teaching Assistant Videos, University of Florida
- Physical Examination, University of Virginia
- A Practical Guide to Clinical Medicine, UCSD
- The Auscultation Assistant, UCLA
- Heart Sounds, Littmann
- An Introduction to Radiology, University of Virginia

COURSE EVALUATIONS
All students are expected to complete course evaluations in the week preceding final exams. These evaluations, which are delivered online, are an important part of High Point University's assessment program, so your cooperation in completing them is greatly appreciated. As the end of the semester or academic session draws near, you will receive information from the Office of Institutional Research and Assessment about how to complete the online evaluations. IMPORTANT NOTE: All communications from the Office of Institutional Research and Assessment will be sent to your High Point University e-mail account, so please be sure to check and maintain your account regularly.

UNIVERSITY HONOR CODE

Preamble
We, the students of High Point University, believe that honesty and integrity are essential to student development, whether personal, social, or academic. Therefore, we assert that:
Every student is honor-bound to refrain from conduct which is unbecoming of a High Point University student and which brings discredit to the student and/or to the University;
- Every student is honor-bound to refrain from cheating;
- Every student is honor-bound to refrain from collusion;
- Every student is honor-bound to refrain from plagiarism;
- Every student is honor-bound to confront a violation of the University Honor Code;
- Every student is honor-bound to report a violation of the University Honor Code.

ACADEMIC HONESTY
Academic honesty is extremely important for maintaining the integrity of our program. In keeping with the University Honor and Conduct Codes, as well as the standards of the PA profession, violations of academic honesty standards are considered serious breaches of professionalism. As future healthcare
providers, your conduct and display of integrity is of paramount importance. Remain vigilant, in yourself and in classmates, against all forms of academic dishonesty in this course and in the program. Examples include, but are not limited to:

- Copying on an examination, assignment or other work to be evaluated.
- Making copies or generating facsimiles of exam questions or assignments for any purpose
- Inappropriate collaboration on individual assignments.
- The use of “cheat sheets,” etc.
- Buying/selling examinations, term papers, etc. or giving any assessment-related information or assignments to subsequent classes.
- Use of “ringers”: having another student take an examination; having another student write a term paper or assignment for which the student will receive credit.
- Submitting work for which credit has already been received in another course without the express consent of the instructor.

**UNIVERSITY CONDUCT CODE**

**Preamble**

We, the students of High Point University, shall seek excellence in the classroom, on the playing field, and in positions of leadership and service across our campus.

As a community of scholars, we shall work together with faculty to create an environment conducive to teaching and learning. As a community of persons, we shall treat each other with compassion, with dignity, and with civility, avoiding bigotry, racism, and sexism and learning from each through the diversity we bring to High Point. As persons, we shall be honest and just in all that we do, recognizing that we can never be greater than the integrity of our word and deed. As citizens of global community, we shall act responsibly, both on campus and off, governing our actions not only by our personal needs and desires but also by a concern for the welfare of others, for the general good of humankind, and for the environment upon which we mutually depend. Recognizing that communities cannot exist without values and codes of conduct, we shall search for enduring values; and we shall adhere to those codes of conduct which have been established by and for the members of High Point University. When we leave High Point, we shall leave it better than we found it, and in support of this goal, we pledge our loyalty and our service to this University which we have chosen as our own.

**STUDENT RESPONSIBILITIES**

Students are expected to attend all scheduled PA program lectures and activities. In the event of illness or unforeseen circumstance, the student must make every reasonable attempt to notify the course instructor and PA program administration (TBD) in advance of the absence. Failure to do so will be regarded as a breach of professionalism. Students are expected to treat all instructors, colleagues, patients and simulated patients with a professional level of respect. Students are expected to be adequately prepared for all learning sessions. The success of active learning strategies is critically dependent upon student preparation.

**INSTRUCTOR RESPONSIBILITIES**

The course instructor will be responsible for helping the student gain proficiency in all course objectives by providing reasonable opportunity to do so in course activities and unstructured study time. Ancillary resources will be made available to facilitate student success. The instructor will also be reasonably available to students in private to discuss learning issues and other course related concerns. Office hours will either be posted for specific times or be available by appointment. The instructor will ensure that each student experiences a positive learning environment. Instructors will treat all students with a professional level of respect.
HPU WRITING CENTER
The Writing Center provides writing assistance for students at any level of study – from freshman to graduate – at any stage in the writing process, from invention through revision. The Writing Center staff will be available in a variety of locations around campus during various hours throughout the day, Monday through Friday. Go to https://highpoint.mywconline.com/ to make an appointment. Appointments can only be made through the online portal. Appointments will be available starting January 16, 2018 for the Spring 2018 semester.

Writing Center tutors do not proofread or edit students’ papers for them, but they do work with students to help them develop strategies for improving their writing in light of their respective assignments, instructors, and writing styles. For more information, contact Writing Center Director, Dr. Leah Schweitzer at lschweit@highpoint.edu or 336-841-9106.

HPU LIBRARY
HPU Librarians provide research and citation assistance to all students in any subject area. During regular semesters, experienced librarians are available at Smith Library (open 24/7) and the Wanek Center Learning Commons (open 24/5). You can also call (336-841-9101), email (reference@), message (336-289-9974), or chat with a librarian online at any time, day or night. For more information about library resources, services or facilities, visit HPU Libraries’ website at http://www.highpoint.edu/library.

DISABILITIES STATEMENT
Providing academic accommodations to students with disabilities is a shared responsibility of the campus. High Point University is committed to meeting the needs of students with disabilities. If you have a diagnosed disability that requires you to have accommodations in the classroom or testing environment, please contact Ms. Dana Bright at (336) 841-9361 or dbright@highpoint.edu for your accommodation memos. It is your responsibility to communicate your accommodation needs to your professor. Accommodations are not retroactive.

COURSE/TOPIC OUTLINE

<table>
<thead>
<tr>
<th>SESSION</th>
<th>TOPIC</th>
<th>TEACHING STRATEGIES</th>
<th>COURSE OUTCOME(S) ADDRESSED</th>
<th>ARC-PA STANDARD(S) ADDRESSED</th>
<th>ASSESSMENT of COURSE OUTCOMES</th>
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<tr>
<td>2</td>
<td>EKG Review</td>
<td>Lecture, Workshop</td>
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<td>OSCE Student Assessment Activities</td>
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<td>OSCE Evaluations *Individual student schedules TBD</td>
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Schedule is subject to change at the discretion of the course director.