

Component IV: Emerging/Enhanced Roles

Topic 2: Professional Development and Leadership

Statement of Purpose

To prepare the learner with basic knowledge and skills necessary to identify strategies for advancement and professional development.

Student Learning Outcomes

Upon completion of this topic, the learner will be able to:

1. Spell and define key terms.
2. Identify strategies for advancement.
3. Describe leadership qualities.
4. Describe how values relate to ethics.
5. Identify professional associations and certifications available to medical administrative professionals.

Terminology

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| 1. Certifications | 7. Leadership |
| 2. Communication skills | 8. Mentoring |
| 3. Continuing education | 9. Performance appraisal |
| 4. Cross training | 10. Portfolio |
| 5. Ethics | 11. Professional organizations |
| 6. Goal setting | 12. Values |

References

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3. Goestenors, D. K., (2011). *The Medical Services Professionals Career Guidebook: Charting a Development Plan for Success*. New York, NY: Productivity Press.
4. Haroun, L., (2011), *Career Development for Health Professionals: Success in School and on the Job* (3rd Ed.), Philadelphia, PA: Saunders.
5. Blesi, M., Wise, B.A., & Kelley-Arney, C, (2012) *Medical Assisting Administrative and Clinical Competencies* (7th Ed.) Clifton Park, NY: Delmar, Cengage Learning.
6. Malone, C., (2013). *Medical Office Management*. Upper Saddle River, NJ: Pearson/Prentice Hall.
7. Proctor, D. B., & Young-Adams, A. P. (2011). *Kinn's The Medical Assistant: An Applied Learning Approach* (11th Ed.). Philadelphia, PA: Saunders Elsevier.

Content Outline/Theory Objectives	Suggested Learning Activities
Objective 1 Spell and define key terms. <ul style="list-style-type: none"> A. Review the terms listed in the terminology section. B. Spell the listed terms accurately. C. Pronounce the terms correctly. D. Use the terms in their proper context. 	<ul style="list-style-type: none"> A. Games: word searches, crossword puzzles, Family Feud, Jeopardy, bingo, spelling bee, hangman and concentration. B. Administer vocabulary pre-test and post-test. C. Discuss learning gaps and plan for applying vocabulary.
Objective 2 Identify strategies for advancement. <ul style="list-style-type: none"> A. Learn from performance evaluations. B. Set goals. C. Adapt to change. D. Seek more responsibility. E. Seek a mentor. F. Read. 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Readings C. Have students work in groups and develop a continuing education plan for advancement.
Objective 3 Identify leadership qualities. <ul style="list-style-type: none"> A. Integrity. B. Vision. C. Effectiveness. D. Passion. E. Commitment. F. Communication. 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Readings C. Have students list the qualities they admire in good leaders and how these qualities can be transferred to their career goals.
Objective 4 Describe how values relate to ethics. <ul style="list-style-type: none"> A. Values <ul style="list-style-type: none"> 1. Behavior. 2. Beliefs. 3. Moral compass. B. Ethics <ul style="list-style-type: none"> 1. Right vs. Legal. 2. Moral vs. Legal. 3. Ethical dilemma. 4. Work environment. 5. Management philosophy. 6. Patient privacy. 7. Patient autonomy, beneficence, maleficence. 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Readings C. Discuss how personal values and ethics must align with employer values and ethics. D. Provide narratives and scenarios that represent an ethical dilemma and ask students to identify the dilemma, the moral question and moral resolution.
Objective 5 Identify associations available to medical administrative professionals. <ul style="list-style-type: none"> A. American Association of Medical Assistants (AAMA). B. Association for Healthcare Documentation Integrity (AHDI). C. American Academy of Professional Coders (AAPC) 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Have students research the benefits and advantages of joining a professional organization. C. List the certifications offered by