



Walters State Community College Course Syllabus

Course Information

Course Number and Name: OTAP 2220 Practice Management

Section ID: 81396.202380

Semester and Year: Fall 2023

Credit Hours: 2

Start Date: August 21, 2023

End Date: December 08, 2023

Course Format: CON - Conventional Methodology

Catalog Course Description: This course addresses issues related to the delivery of occupational therapy services. Topics include, but are not limited to: professionalism and ethical practice, administration and management, regulatory requirements for practice and patient care, current trends and issues, program planning, marketing, advocacy, quality improvement, reimbursement, and transition from student to practitioner. Prerequisite(s): OTAP 1120,1210,1220,1240,1320,1330,1340,1355,and 1380. **F**

Meeting Details: R; 09:00AM - 11:00AM; GRNV 248

Course Drop Deadline: October 27, 2023

Instructor Information

Name: John Pruett

Role: Instructor

Office Location: 287

Office Hours: Tuesdays 9:00 a.m. - 4:00 p.m.; By appointment; Virtual appointments; Walk-ins welcome.

Office Phone: 423-798-7985

Email: John.Pruett@ws.edu

Supervisor Name: Courtney Boren

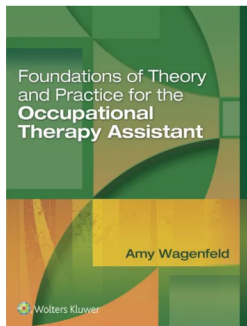
Supervisor Phone: 423-798-8183

Secretary Name: Dawn Woodley

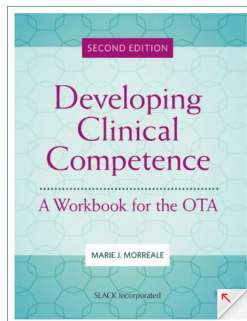
Secretary Phone: 423-798-8187

Name: Courtney Boren
Office Location: WSGC2 291
Office Hours: By appointment
Office Phone: 423-798-8183
Email: Courtney.Boren@ws.edu
Supervisor Name: Sheila Williams
Supervisor Phone: 423-585-6992

Required Textbook(s) and Materials



Foundations of Theory and Practice for the Occupational Therapy Assistant
ISBN: 9781496314253
Authors: Amy Wagenfeld
Publisher: Slack
Publication Date: 2015-07-01
Edition: First



Developing Clinical Competence
Subtitle: A Workbook for the OTA
ISBN: 9781630918965
Authors: Marie Morreale
Publisher: Slack
Publication Date: 2021-10-01
Edition: Second

Supplemental or Optional Materials

TNOTA Membership

Student Learning Outcomes/Objectives

- Course Objectives

1. Demonstrate knowledge of national and state credentialing for occupational therapy.

2. Identify contextual factors that impact management and delivery of OT services across all settings as well as the creation and implication of federal and state legislation and regulations on practice.
3. Articulate a working definition of occupational therapy that portrays the unique nature and value of occupation to support performance, participation, and health.

- Student Learning Outcomes

1. **2018 ACOTE B.1.3** (Reimbursement Paper): Demonstrate knowledge of global social issues and prevailing health and welfare needs of populations with or at risk for disabilities and chronic health conditions.
2. **2018 ACOTE B.3.3** (Mock Interview): Articulate to consumers, potential employers, colleagues, third-party payers, regulatory boards, policy makers, other audiences, and the general public both the unique nature of occupation as viewed by the profession and the value of occupation to support performance, participation, health and well-being.
3. **2018 ACOTE B.4.20** (Reimbursement Paper): Understand and articulate care coordination, case management, and transition services in traditional and emerging practice environments.
4. **2018 ACOTE B.4.24** (Milligan Collaboration): Demonstrate effective intraprofessional OT/OTA collaboration to explain the role of the occupational therapy assistant and occupational therapist in the screening and evaluation process.
5. **2018 ACOTE B.4.29** (Reimbursement Paper; Service Delivery Module Assignments): 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. Documentation must effectively communicate the need and rationale for occupational therapy services.
6. **2018 ACOTE B.5.1** (Discussions and Testing): Describe the contexts of health care, education, community, and social systems as they relate to the practice of occupational therapy.
7. **2018 ACOTE B.5.1** (Final Test; Reimbursement Paper): 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.
8. **2018 ACOTE B.5.2** (Reimbursement Paper): Identify the role and responsibility of the practitioner to advocate for the profession and the consumer and understand due process and appeals systems services.
9. **2018 ACOTE B.5.2** (Service Delivery Model Assignments): 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.

10. **2018 ACOTE B.5.3** (Billing Worksheet; Reimbursement Paper): Explain an understanding of the business aspects of practice including, but not limited to, financial management, billing, and coding.
11. **2018 ACOTE B.5.4:** Identify the systems and structures that create federal and state legislation and regulations and their implications and effects on practice.
12. **2018 ACOTE B.5.5** (State and National Credentials quiz): Demonstrate knowledge of applicable national requirements for credentialing and requirements for licensure, certification, or registration under state laws.
13. **2018 ACOTE B.5.6** (Marketing Assignment): Identify the need and demonstrate the ability to participate in the development, marketing, and management of service delivery options.
14. **2018 ACOTE B.5.7** (Assuring Quality Paper) 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.
15. **2018 ACOTE B.5.5** (Professional Development Plan): 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.
16. **2018 ACOTE B.5.8:** Define strategies for effective, competency-based legal and ethical supervision of occupational therapy assistants and non-occupational therapy personnel.
17. **2018 ACOTE B.6.1** (Research Article Review): Explain how scholarly activities and literature contribute to the development of the profession.
18. **2018 ACOTE B.6.1** (Evidence Based Practice Definitions, Research Article Reviews): Locate and demonstrate understanding of professional literature, including the quality of the source of information, to make evidence-based practice decisions in collaboration with the occupational therapist.
19. **2018 ACOTE 6.3** (Evidence Based Practice Definitions, Research Article Reviews): Demonstrate the skills to understand a scholarly report.
20. **2018 ACOTE 8.7.1** (Ethics discussions): Demonstrate knowledge of the American Occupational Therapy Association (AOTA) Occupational Therapy Code of Ethics 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.
21. **2018 ACOTE B.7.2** (Professional Practice Module Assignments): 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.

22. **2018 ACOTE B.7.3** (Marketing Assignment): Promote occupational therapy by educating other professionals, service providers, consumers, third-party payers, regulatory bodies, and the public.
23. **2018 ACOTE B.7.4** (Professional Development Plan): Identify and develop strategies for ongoing professional development to ensure that practice is consistent with current and accepted standards.
24. **2018 ACOTE B.7.5** (Liability Grid): 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.

- Relationship to Curriculum Design

- Offered within the “Improving Occupational Performance” courses– “How Do OTA’s Promote Occupation?” (OTAP 2310, 2330, 2340, 2150, 2350) This course pulls together information about different practice areas learned in prior semesters and addresses practice management from a practical perspective. This course assists in preparing students for their final fieldwork experiences and the transition from school to employment through the introduction of common reimbursement guidelines, review of supervisory responsibilities, importance of professional associations, and the development of professional development plans.
- Using the PEO model as a guide, students develop a working knowledge of how to build management skills highlighting organization and professional communication necessary for team building, leadership, advocacy and collaboration. Students use evidence-based practice to guide their decision-making process and understand how scholarship can be used to evaluate practice, service delivery, and professional issues. Through module work, documentation, research and assignments, students learn the importance of program planning, advocacy, and program quality improvement. Students will prepare for future employment through the preparation of professional development plans, resumes and completion of a mock employment interview.
- The OTPF is incorporated into both teaching and learning experiences. Students use and apply OTPF principles and terminology through information that they have learned about different types of Occupational Therapy service as it helps to prepare them to be able to understand the necessary guidelines and practice requirements that impact patient care.
- Course components are for the Advanced OTA student and build upon applying and analyzing skills and framework established in the intermediate courses. This course

most closely relates to Bloom's Taxonomy levels of Analyze, Evaluate, and Create.

Instructional Approach and Methods

1. Lecture
2. Assigned Readings
3. Discussions
4. Guest Speakers
5. Worksheets
6. Written Assignments
7. In Class Active Learning

Assessment, Evaluation and Testing Procedures

This course has multiple and varied opportunities for students to learn and demonstrate their mastery of the material.

Each module has an assignment designed to pull the major learning components from that module together.



Grading Scale

A	930-1000
B	850-929
C	750-849
D	749 - 651 Failing
F	650 and below Failing

Assignments

Assignment Breakdown

Professional Practice Module

1. Marketing Event
2. Supervision Discussion
3. Ethics Discussion
4. Ethical Behavior Worksheet
5. Advocacy Worksheet
6. Liability Grid
7. State & National Credentialing Report
8. Attaining Service Competency Worksheet
9. Milligan OT/OTA Collaboration
10. Professional Develop Plan
 - a. Part I
 - b. Part II
 - c. Part III

Evidence-Based Practice Module

1. Assuring Quality Paper
2. Evidence-Based Practice Definitions

Employment Readiness

1. Resume Cover Letter & References
2. Resume
3. Job Hunt Discussion
4. Mock Interview

Service Delivery

1. Billing & Reimbursement Worksheet
2. Reimbursement Paper

Assignment	Points
Marketing Event	25
Supervision Discussion	50
Ethics Discussion	50
Ethical Behavior Worksheet	10

Advocacy Worksheet	10
Liability Grid	100
State & National Credentialing Quiz	25
Attaining Service Competency Worksheet	10
Milligan OT/OTA Collaboration	75
Professional Development Plan Part I	50
Professional Development Plan Part II	100
Professional Development Plan Part III	150
Assuring Quality Paper	50
Evidence-Based Practice Definitions	25
Resume Cover Letter & References	25
Resume	50
Job Hunt Discussion	10
Mock Interview	150
Billing & Reimbursement Worksheet	10
Reimbursement Paper	25
Total:	1000

Class Participation

Please refer to OTA Program Handbook.

Course and Class Policies/Procedures

Please refer to OTA Program Handbook.

This syllabus sets forth the expectations for the course content, work, and grading as well as expectations for student performance and conduct. The syllabus does not constitute a contract between the student and the instructor or the College. The information contained here is subject to change at any time. Instructor reserves the right to modify this syllabus at any time with written notification to the students. Though changes are possible, it is expected that the course will be conducted as described in this syllabus.

Additional Course Requirements/Details/Information

AOTA Membership, Off-campus learning activities

Academic Honesty

Faculty expect all students to refrain from acts of academic misconduct including but not limited to:

1. Plagiarism - refers to using another person's ideas or writing without giving proper credit to the original source. Indulging in this type of conduct will subject the student to disciplinary sanctions, which may be imposed through the regular institutional procedures of Walters State Community College as outlined in the Student Handbook. Plagiarism will result in a grade of "0" for the paper/exam/presentation. Student Conduct and Disciplinary Sanctions contained in the college Catalog/Student Handbook apply (see policy 04:18:02 Disciplinary Sanctions). Plagiarism includes, but is not limited to the following:
 - a. Using cut/paste tool from original document with no references given.
 - b. Copying another student's work and submitting it as one's own.
 - c. Forging or otherwise altering signatures.
 - d. Giving or falsifying academic documents or materials.
2. Cheating - construed as attempting to deceive or mislead which includes, but is not limited to the following:
 - a. Utilizing old tests, projects, notes or written papers.
 - b. Providing unauthorized information to a fellow student about exam content.
 - c. Receiving unauthorized aid from any source with quizzes, examinations, or other assignments.
 - d. Seeking information in an unacceptable manner during/preceding an exam or other assigned work (cheat sheet, verbal exchange, looking at another person's paper or electronic device, utilizing headphones, using textbook when the test/quiz is not an open book test/quiz, using textbook test bank etc.).
 - e. Consulting with a classmate or others when taking a computerized test.
 - f. Disregarding other specific policies and procedures outlined for a particular class.
 - g. Utilizing unapproved technology/electronic equipment during testing (i.e.: mobile devices such as cell phones, smart devices, or tablets, etc.).
 - h. Using the same Internet Protocol network address (IP address) as another student for testing without approval from the course faculty.
3. The use of any generative artificial intelligence (AI) tool, such as OpenAI's ChatGPT, Google's Bard, or any other pre-trained language model (commonly referred to as "chatbot"), must be cited for any assignment where it has been used and may not be used unless specifically allowed by your instructor. Please see your instructor or the course policies within the syllabus if you have questions.

Student Resources

TUTORING SERVICES

Students in need of tutoring assistance are encouraged to contact the Office of Student Tutoring located as follows:

- Morristown Campus - Student Services Building Room L107 - (423) 585-6920
- Niswonger Campus - GRNV 226 - (423) 798-7982
- Sevierville Campus - MMH Room 210 - (865) 286-2787
- Claiborne Campus - Room 123A - (423) 851-4761

Specific tutoring assistance in mathematics and writing is available in-person and online as follows:

- Morristown Campus - English Learning Lab - HUM 120 - (423) 585-6970

[Walters State English Learning Lab \(opens in new window\)](#)
ws.edu/academics/humanities/writing-lab

- Morristown Campus - Mathematics Lab - MBSS 222 - (423) 585-6872

[Walters State Mathematics Learning Lab \(opens in new window\)](#)
ws.edu/academics/mathematics/learning-lab

TECHNOLOGY SUPPORT

Students who need assistance with computing and technology issues should contact the IET Helpdesk by phone at Morristown: (423) 318-2742; Niswonger: (423) 798-8186; or Sevierville: (865) 286-2789 or on-line access.

[Walters State Helpdesk \(opens in new window\)](#)
helpdesk.ws.edu

STUDENTS WITH DISABILITIES SUPPORT SERVICES

Students with disabilities must register with Student Support Services each semester in the Student Services Building, Room U134 (phone (423) 585-6892) if they need any special facilities, services, or consideration.

[Walters State Student Support Services \(opens in new window\)](#)
ws.edu/student-services/disability/

SUICIDE PREVENTION STATEMENT

Walters State is committed to and cares about all students. Support services are available for any person at Walters State who is experiencing feelings of being overwhelmed, hopelessness, depression, thinking about dying by suicide, or is otherwise in need of assistance. For immediate help, contact the National Suicide Prevention Lifeline by calling or texting 9-8-8 or the Trevor Lifeline

at 1-866-488-7386. Veterans may also contact the Veterans Crisis Line at 1-800-273-8255 (press 1) or Text 838255.

Walters State has a relationship in place with the following community agencies to provide services (may include crisis referral services, prevention screenings, etc.):

- Cherokee Health Systems 423-586-5032
- Frontier Health 423-467-3600

College Policies

STUDENTS HANDBOOK AS OFFICIAL GOVERNING DOCUMENT

This class is governed by the policies and procedures stated in the current Walters State Community College Student Handbook. All students attending Walters State Community College, regardless of the time, location, or format of the class, must abide by the rules and regulations outlined in the current Walters State Catalog/Student Handbook and the current Walters State Timetable of Classes.

[Walters State Catalog \(opens in new window\)](#)
catalog.ws.edu/

[Walters State Timetable of Classes \(opens in new window\)](#)
ws.edu/admissions/regISTRATION/

PURPOSE, LIMITATIONS AND MODIFICATION OF SYLLABUS

This syllabus sets forth the expectations for the course content, work, and grading as well as expectations for student performance and conduct. The syllabus does not constitute a contract between the student and the instructor or the College. The information contained here is subject to change at any time. The instructor reserves the right to modify this syllabus at any time with written notification to the students. Though changes are possible, it is expected that the course will be conducted as described in this syllabus for the semester/year specified in the Course Information section of the syllabus. This syllabus is only valid for the semester/year specified and course requirements are not guaranteed for future semesters.

COURSE GROUND RULES

- Students must attend the first day of on-ground class or contact the instructor prior to the first class. Failure to do this may result in being dropped from the class. Excessive absences may substantially lower the course grade.
- Regular class attendance is a student's obligation for any course regardless of format. (See the Walters State Catalog/Student Handbook). If a student misses class, it is his or her

responsibility to contact the instructor regarding missed assignments and/or activities and to be prepared for the next class assignment.

- Students enrolled in web courses must follow the course attendance policy defined for online attendance during the first week of class and throughout the term. Failure to do this may result in being dropped from the class during week one OR may result in the accrual of absences which may negatively impact the student's grade in the course.
- Students who have not paid fees on time and/or are not correctly registered for this class and whose names do not appear on official class rolls generated by the Walters State student information system (MyWS) will not be allowed to remain in class or receive credit for this course.
- Electronic devices must not disrupt the instructional process or college-sponsored academic activity. Use of electronic devices is prohibited unless use of the device is relevant to the activity and use is sanctioned by the faculty member in charge. Electronic devices that are not relevant to the activity or sanctioned by the faculty member in charge should be set so that they will not produce an audible sound during classroom instruction or other college-sponsored academic activity.

FINANCIAL AID

Students receiving any type of financial aid or scholarship should contact the Financial Aid Office before making any changes to their schedule. Schedule changes without prior approval may result in loss of award for the current term and future terms.

All forms of student Financial Aid may be jeopardized or lost due to the lack of Satisfactory Academic Progress in one or multiple courses. Lack of Satisfactory Academic Progress may negatively impact a student's degree/certificate completion pace and further jeopardize Financial Aid eligibility.

CANCELLATION OF CLASSES AND ACADEMIC CONTINUITY

For information related to the cancellation of classes due to inclement weather or other events, please check the Senators Emergency Text system or the college's Web site at:

[Walters State Homepage \(opens in new window\)](https://www.waltersstate.edu/home/)
[ws.edu/home/](https://www.waltersstate.edu/home/)

[Walters State Facebook page \(opens in new window\)](https://www.facebook.com/WaltersState/)
<https://www.facebook.com/WaltersState/>

[Walters State Twitter page \(opens in new window\)](https://twitter.com/waltersstate)
<https://twitter.com/waltersstate>

or call the college's student information line, 1-800-225-4770, option 1; the Sevier County Campus, (865) 774-5800, option 7; the Niswonger Campus (423) 798-7940, option 7; or the Claiborne County Campus, 423-636-6200, option 7. Also, please monitor local TV and radio stations for further announcements.

When an event or disaster interrupts the scheduled operations of the college and the ability to proceed with the academic course activities as planned, the college and your instructor may alter the course plan outlined in the syllabus. Should an event occur, students should refer to their course e-Learn pages and/or class materials previously delivered to receive guidance from their instructor. Students should continue to monitor the official college channels of communication listed in the above paragraph. If you would like to sign up for the Senators Emergency Text system, please go to the following Web site:

[Senator Emergency Text System \(opens in new window\)](http://ws.edu/set/)
ws.edu/set/

Dual Enrollment students attending on a high school campus should refer to the high school inclement weather cancellations.

LEARNING MANAGEMENT SYSTEM

Brightspace (commonly known as eLearn or D2L) is the college's Learning Management System (LMS).

Brightspace is committed to accessibility by "deliver[ing] a learning experience that meets the needs of all people, regardless of age or ability." [Brightspace Accessibility Standard \(opens in new window\)](#)

Brightspace is also committed to guarding student data and privacy. [Brightspace Privacy Policy \(opens in new window\)](#)