



Urgent Care Management Certificate

Urgent Care Management Certificate Bundled Courses (updated 4.11.18)

Below are the courses included in the bundle. If you purchase the bundle, these courses will be stored in "My Library". You must review each session and take the 5 question quiz at the end. You must answer 3 out of the 5 questions correctly you will earn UCMC Credit (One Session = One Credit). Some Core Competencies offer more choices in content so the learner has options.

Core Competencies

Accounting and Finance – 6 credits

- 10 Strategies for Improving Center Financial Performance
- Data Driven Decision Making: Perception is Not Always Reality - 2016
- Fiscal Viability for the Advanced Practice - 2016
- Keeping an Eye on Your Business: The Use of Key Performance Indicators - 2016
- Revenue Cycle Misadventure - KPIs and What to Look For – 2017
- Budgeting and Cost Controls

Billing and Coding – 4 credits

- Evaluation and Management Coding: Documentation and Guidelines - 2017
- Key Performance Indicators for Urgent Care Billing- 2016
- The Three R's of Coding: Risk, Reimbursement and Reward - 2016
- Convention 2015: Billing/Coding in World of Flat Fee Contracts (Covers S-Codes)
- Convention 2016: Contracting and Credentialing as Primary Care and Urgent Care

Human Resources – 6 credits

- Human Resources – How to Stop the Revolving Door
- HR Best Practices – 2017
- Conference 2016: Recruiting Best Practices
- Managing People16: Cross-Training Staff
- Managing People16: Emerging Human Resources Issues
- Convention 16: Building a Positive Team Culture

Legal and Regulatory - 5 credits

- Building a Culture of Compliance – 2017
- Stark Law: Legal Exceptions to the Rule - 2016
- The 4 R's of NP/PA Providers: Role, Regulations, Reimbursement, and Revenue
- Convention 2016: HIPAA OSHA Updates
- Convention 16: Top Legal Issues Facing Urgent Care
- Convention 16: Crafting a Legal and Effective Social Media Policy

Operations – 10 credits

- Establishing a Quality Program - 2017
- How Claims Data Reveal the Evolving Role of Urgent Care Centers in the Healthcare Ecosystem – 2017
- How to Develop an Enterprise Wide Telemedicine Program with a Focus on On-demand Urgent Care – 2017
- The Six 'C's' of Customer Engagement: A Roadmap to Urgent Care Success Through Clearer Customer Touchpoints - 2017
- Convention 2015: Integration of Urgent Care & Primary Care
- Convention 2015: Goals, Org Priorities, Leadership & Performance Indicators
- Convention 2015: Developing a Patient Focused Culture
- Convention 2016: Best Administrative, Operational and Clinical Practices for Urgent Care
- Convention 2016: Care Coordination
- Fall 17: Put a Smile on it: Customer Service for Front Desk and Clinical Staff
- Turnaround16: Achieving Optimal Clinical Flow
- Convention 2016: Lab Set-Up and Management
- Convention 2016: Occupational Medicine: Workers Compensation Best Practices

Marketing and Communications - 4 credits

- Digital is Critical: The Brave New World of Patient Acquisition and Engagement – 2017
- The 5 Rs of Branding - 2016
- Convention 2016: Occupational Medicine: Sales/Marketing
- Convention 2016: A Deep Dive into Yelp
- Convention 2016: Adapting Your Business to a Changing Healthcare Environment

Electives – 5 credits If you **do not** have a clinical background you must complete 4 hours in Clinical Considerations and Quality (listed as CCQ below) - all 5 are in your bundle.

Non-Clinical Applicant

- Introduction to CLIA – Fall 2016
- Convention 2015: Best Practices-Governance, Human Resources & Physical Environment
- Convention 2015: Best Practices-Health Record Management- Quality Improvement
- Convention 2015: Best Practices-Patient Care, Privacy, Rights & Responsibility
- Convention 2016: Medical Staff Quality, Credentialing & Privileging in the Urgent Care Setting
- Convention 2016: Volume to Value: Population Health and Urgent Care
- Operations 2.0 15: Best Practices in Creating an Organizational Quality Plan for Your Center

Clinical Applicant

If you do have a Clinical background and do not need to take the Clinical Considerations and Quality Sessions, please email education@ucaoa.org and we will register you for 5 credits of your choice from the Online Education Library.