



Online Continuing Education Courses
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AOTA Approved Provider #4023

Course Title: OT Practice Guidelines 103

Sub-Title: Service Management Functions

Course Description: OT Practice Guidelines 103, Service Management Functions, is a 1-hour course designed for the beginning clinician or the clinician in need of a refresher course on service management functions. This course will focus on creating and maintaining a safe and efficient workspace, implementing effective documentation and reimbursement for services, program development, evaluation, evidenced-based practice, marketing, public relations and more. At the end of this course, the learner will have a better understanding of all the various functions of service management.

Target Audience: OT/OTA

Course Length: 1 hour

Course Author/Instructor: O'Brien, PhD, OTR/L / Brown, MS, OTR/L, CHT

Educational Level: Introductory, Intermediate, Advanced

The course is written at the intermediate level, but learners of all levels will benefit from the information.

Course Objectives:

At the conclusion of the course, participants will be able to:

- Explain the various service management functions
- Identify factors leading to a safe and efficient clinical environment
- Describe how the spread of infection is prevented in the workplace
- Explain the factors taken into consideration for scheduling staff appointments
- Define 3 categories of funding sources that reimburse for OT services
- Recognize the importance of program planning and evaluation as service management functions
- Describe and understand documentation that occurs at various stages in the OT process, and identify the fundamental elements in a client
- Understand the integration of professional development and research into practice

Outline of Content:

Hour #1

Introduction

Maintaining a Safe and Effective Workplace

Safe Environment

Infection Control

Ordering and Storing Supplies

Scheduling

Documenting OT Services

Getting Reimbursed for Services

Public Funding Sources

Private Funding Sources

Other Funding Sources

Coding and Billing for Services

Program Planning and Evaluation

Integrating Professional Development and Evidenced-Based Practice into the Workplace

Public Relations and Marketing

Summary

Instructional Methods and Formats:

Online course available 24/7 at www.OnlineCE.com includes PDF downloadable course. See course formats for additional details.

Course Completion Requirements:

A minimum passing score of 100% is required for course completion. You will have as many attempts as needed until your passing score of 100% is achieved. Upon successful completion of course, you will receive your certificate of completion and AOTA eligible CEUs.

AOTA Classification Codes:

Category 1: Domain of OT

Category 2: Occupational Therapy Process

Category 3: Professional Issues

Additional Policies:

OnlineCE Policies are available by clicking on the tab – Policies – located in the left hand navigation bar.

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