**Certified Urgent Care Management Professional (CUCMP) CURRICULUM**

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| **DOMAIN: GENERAL OPERATIONS** | HRS. |
| Overview of the On-demand healthcare industry | 1.0 |
| The Operationally Excellent Organization—Best Practices in the Industry | 1.5 |
| Dashboarding Operational Performance, including potential response to +/- trends | 1.0 |
| The Loyal Patient—The Patient Experience & Service Excellence | 1.5 |
| Project Management-tools and resources as well as team leadership and owning the project  | 1.0 |
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| Governance Considerations- Structure, Roles you need to have in place to receive government money (Medicare) | 1.0  |
| Marketing & Sales—Industry Best Practices and Innovations (includes social media) | 2.0 |
| Technology in the Operationally Excellent & Service Oriented Urgent Care Practice- From Patient Acquisition, EMRs and integrating all of your systems | 1.0 |
| Advocacy: Payers, Regulatory, State/Federal Involvement + Tools  | 1.0 |
| Telemedicine: Overview, legal considerations, implementation into the UC practice | 1.5 |
| Contracts (Non-payer) – What needs to be in your contracts  | 1.0 |
| **DOMAIN: COMPLIANCE** | HRS. |
| Regulatory Compliance, The Compliance Program (including 7 elements) & Internal Auditing Procedures | 2.5 |
| HIPAA Privacy & Security—Advanced Considerations, Training and Oversight | 1.5 |
| Laboratory Compliance & Oversight (CLIA Waived, Moderate, COLA) | 2.0 |
| Radiology Compliance—state nuances, radiology boards, staff credentials, licensing | 1.0 |
| Alphabet Soup—CON, CPM, MSAs, DEA and other regulatory issues (e.g., anti-trust) | 1.0 |

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| **DOMAIN: HUMAN RESOURCES** | HRS. |
| Regulatory Compliance in Human Resource Oversight (I-9, confidentiality, FMLA, exempt versus non-exempt employees, DOL oversight, overtime, workers comp, unemployment benefits, wrongful termination, use of independent contractors, drug screening, etc.) | 2.0 |
| Employee/ Provider onboarding, orientation, competencies, probationary periods, mandatory training, developing and implementing job descriptions and employee handbooks | 2.0 |
| Provider credentialing & privileging | 1.0 |
| Choosing the best staffing model for your services—industry options, modeling costs, optimizing productivity | 1.0 |
|  Becoming the Employer of Choice for the Employees of Choice (benefits, feedback and rewards, performance improvement, succession planning, culture, retention strategies) | 1.0 |

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| **DOMAIN: FINANCE** | HRS. |
| The Budget Process—evaluating the past and building for the future | 1.5 |
| P&L + Balance Sheet; what they mean and how they are key tools for a successful business (includes financial metrics, accrual versus cash accounting, cash projection basics)—Consider breaking this into two parts | 2.5 |
| Financial Modeling for a New Product/ Service (evaluating risks and rewards) | 1.0 |
| Protecting the Practice—Internal Controls and Other Safeguards | 1.0 |

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| **DOMAIN: DEVELOPMENT**  | HRS. |
| Development Overview—Mergers, Acquisitions, Co-branding arrangements, partnerships (hospital, PHO) , organic versus non-organic growth options  | 2.0 |

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| **DOMAIN: REVENUE CYCLE** | HRS. |
| It Starts with the Contract—Payer Contracting, Re-contracting; pricing considerations—global, FFS, place of service selection, implementing new contracts, timelines | 2.0 |
| Provider Credentialing—Payer contracting versus HR related credentialing | 1.0 |
|  Best Practices in AR oversight (includes in-house versus outsourcing nuances, audits, risks, rewards) | 1.0 |
| Coding—risks, rewards, reimbursement considerations | 1.0 |
| Medical Discount Programs/ Cash/ Transparency | 1.0 |
| The Front Desk—best practices, TOS collections, controls | 1.0 |

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| **DOMAIN: QUALITY & SAFETY**  | HRS. |
| Infection Control in the Ambulatory Care Setting | 1.5 |
| Defining the Organization’s Scope of Care  | 1.0 |
| Clinical Considerations in the On-demand Practice (medical emergencies, employer services/ occupational medicine and injured workers, sports/ school physicals, telemedicine, EHR considerations and audit, when something goes wrong/ incident reporting) | 2.0 |
| Non-clinical Patient Care Considerations (care of minors, left without being seen, patient consents, chaperones, abuse and neglect, care of minors, reporting infectious diseases, patient follow-up, test reporting, EHR and other disruptions in care/ services/ utilities, etc.) | 1.5 |
| MIPS & Quality Measures (includes impact on reimbursement) | 1.0 |
| Fire & Safety Program Development & Implementation | 1.0 |
| Building and Implementing an Overarching Quality Program & Plan | 1.0 |
| OSHA Compliance and Safety Considerations in the On-Demand Practice | 1.0 |
| Accreditation & Certification Considerations (PCMH, UCAOA, NCQA Connected Home, TJC and other options) | 1.0 |
| Policies & Procedures (key areas addressed: the high-risk patient, emergency carts, medications, dispensing, emergency preparedness, triage, medical record documentation, incident reporting, and other key patient care quality and safety areas) | 2.0 |
| Quality from the perspective of the payer and the healthcare community at large (the connected patient, quality metrics and distinguishers, reporting); Partnering with other key stakeholders for improved patient outcomes | 1.0 |