

2024-25 Competitive Events Guidelines

Healthcare Administration



Healthcare Administration provides members with the opportunity to demonstrate knowledge about office procedures and medical terminology. This competitive event consists of an objective test. This event aims to inspire members to learn about healthcare administration.

Event Overview

Division: High School

Event Type: Individual

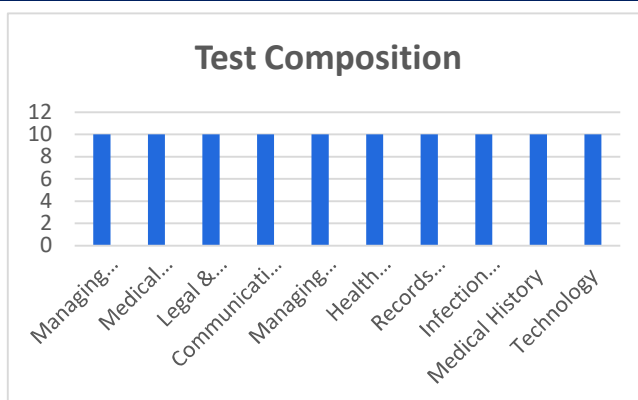
Event Category: Objective Test, 100-multiple choice questions (breakdown of question by competencies below)

Objective Test Time: 50 minutes

NACE Connections: Career & Self-Development

Objective Test Competencies

- Managing Office Procedures
- Medical Terminology
- Legal & Ethical Issues in Healthcare
- Communication Skills
- Managing Financial Functions
- Health Insurance
- Records Management
- Infection Control
- Medical History
- Technology



Region

Each chapter may enter two students in this event. Testing is school-site and proctored with careful monitoring to ensure the integrity of the test.

State

Top three (3) qualifiers of each region are eligible to compete at the State Leadership Conference.

National

Required Competition Items

Items Competitor Must Provide	Items FBLA Provides
<ul style="list-style-type: none"> • Sharpened pencil • Fully powered device for online testing • Conference-provided nametag • Photo identification • Attire that meets the FBLA Dress Code 	<ul style="list-style-type: none"> • One piece of scratch paper per competitor • Internet access • Test login information (link & password)

Important FBLA Documents

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- Competitors should be familiar with the Competitive Events [Policy & Procedures Manual](#), [Honor Code](#), [Code of Conduct](#), and [Dress Code](#).

Eligibility

- FBLA membership dues are paid by 11:59 pm Eastern Time on March 1 of the current school year or prior to regional competition, whichever comes first.
- Members may compete in an event at the National Leadership Conference (NLC) more than once if they have not previously placed in the top 10 of that event at the NLC. If a member places in the top 10 of an event at the NLC, they are no longer eligible to compete in that event.
- Members must be registered for the RLC/SLC/NLC and pay the conference registration fee to participate in competitive events.
- Members must stay in an official FBLA hotel block to compete.
- Each chapter may submit two entries; each region may submit three entries; each state may submit four entries.
- Each competitor can only compete in one individual/team event and one chapter event (American Enterprise Project, Community Service Project, Local Chapter Annual Business Report, Partnership with Business Project) at the national level. RLC/SLC competitors may compete in one objective test/one performance event/ and one chapter event.
- Picture identification (physical or digital: driver's license, passport, state-issued identification, or school-issued identification) matching the conference nametag is required when checking in for competitive events.
- If competitors are late for their assigned objective test time, they will be allowed to compete with a five-point penalty until such time that results are finalized, or the accommodation would impact the fairness and integrity of the event.
- Some competitive events start before the Opening Session of SLC/NLC. The schedules for competitive events are displayed in the local time of the NLC location. Competitive event schedules cannot be changed.

Recognition

- The number of competitors will determine the number of winners. The maximum number of winners for each competitive event is 10/NLC; 5/SLC; 3/RLC.

Event Administration

- This event is an objective test administered online at the RLC/SLC/NLC.
- No reference or study materials may be brought to the testing site.
- No calculators may be brought into the testing site; online calculators will be provided through the testing software.

Tie Breaker

- Ties are broken by comparing the correct number of answers to 10 pre-determined questions on the test. If a tie remains, answers to 20 pre-determined questions on the test will be reviewed to determine the winner. If a tie remains, the competitor who completed the test in a shorter amount of time will place higher.

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Americans with Disabilities Act (ADA)

- FBLA meets the criteria specified in the Americans with Disabilities Act for all competitors with accommodations submitted through the conference registration system by the registration deadline.

Penalty Points

- Competitors may be disqualified if they violate the Code of Conduct or the Honor Code.
- Five points are deducted if competitors do not follow the Dress Code or are late to the testing site.

Electronic Devices

- Unless a pre-approved accommodation is in place, all cell phones, smart watches, and headphones must be turned off and put away before competition begins. Any visibility of these devices will be considered a violation of the Honor Code.

Study Guide: Competencies and Tasks

A. Managing Office Procedures

1. Determine commonly used documents that are composed in a medical office.
2. List procedures to maintain healthcare provider's schedule.
3. Demonstrate procedures to schedule patient appointments.
4. Identify procedures to register patients.
5. Identify the parts of a patient chart.
6. State rules to maintain patient confidentiality according to Health Insurance Portability and Accountability Act (HIPAA) regulations.
7. Identify procedures to sort and process mail.
8. Identify procedures for handling emergencies in medical offices.
9. Prepare treatment rooms and exam tables.
10. Determine procedures to clean instruments, equipment, and work areas.
11. Determine maintenance requirements for supplies and equipment.
12. Identify procedures to maintain, stock, and inventory of supplies and equipment.
13. Identify unsafe conditions.
14. Coordinate meetings, events, and activities.
15. Select effective time management techniques.
16. Identify resources needed to complete a job assignment.

B. Medical Terminology

1. Define medical root words.
2. Define what specific suffixes mean in a medical terminology context.
3. Define what specific prefixes mean in a medical terminology context.
4. Define common medical abbreviations.
5. Communicate information using medical terms.
6. Differentiate between various medical specialties.
7. Use anatomical terminology to describe body parts and functions.

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C. Legal & Ethical Issues in Healthcare

1. State healthcare facility policies and procedures.
2. Identify national, state and local standards for workplace safety.
3. Determine laws governing healthcare professionals.
4. State the purpose of a patient's "Bill of Rights".
5. Explain laws and standards associated with employment and labor.
6. Explain the purpose of Material Data Safety Sheets (MSDS) used in a healthcare setting.
7. Explain laws associated with harassment.
8. Determine licensure and certification needed by healthcare professionals.
9. Identify standards of the Health Insurance Portability and Accountability Act (HIPAA).
10. Maintain patient confidentiality.
11. Identify threats to patient confidentiality.
12. Define expressed, implied and informed consent.
13. Identify practices and behaviors that result in malpractice, liability, and/or negligence.
14. Identify ethical issues related to healthcare.
15. Identify appropriate work habits and ethics.

D. Communication Skills

1. Describe the various forms of communication common to healthcare.
2. Discuss the role of letters, memos, and reports in the healthcare business.
3. Manage telephone communications and use appropriate techniques to gather and record information.
4. Describe and analyze the impact of cultural diversity on the communication process.
5. Employ appropriate communication strategies for dealing with dissatisfied customers (e.g., face-to-face discussions, electronic correspondence and writing).
6. Identify techniques to respond to the emotional needs of patients and families (e.g., supportive listening).
7. Assist practitioner in management of communication activities.
8. Identify appropriate responses to difficult patient behavior.
9. List purposeful activities for cognitive skills.
10. Analyze the need for effective communication with members of interdisciplinary teams.

E. Managing Financial Functions

1. Identify procedures for payment on accounts.
2. Identify procedures for and complete a balance sheet.
3. List procedures to bill patient.
4. Define procedures for processing past-due accounts.
5. Identify procedures for and make a bank deposit.
6. Identify procedures to open a new patient account.
7. Identify procedures for reconciling a bank statement.
8. Process an accounts payable invoice.

9. Identify procedures to maintain a petty cash fund.
10. Identify common financial forms used in healthcare.

F. Health Insurance

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1. List types of health insurance coverage (HMO, PPO, Medicare, etc.)
 2. Identify procedures for obtaining insurance authorization for patient treatment or testing.
 3. Identify commonly used insurance forms and statements.
 4. List commonly used International Classification of Diseases (ICD-11) codes for billing purposes and insurance claims.
 5. Identify procedures for processing referrals.
 6. Prepare a billing statement.
 7. Interpret an explanation of benefits (EOB's) form.
 8. Identify procedures for submitting insurance claims.
- G. Records Management
1. Identify components of the medical record.
 2. Determine procedures to code medical records.
 3. Identify procedures for filing medical records manually or electronically.
 4. Identify the phases of the record life cycle.
 5. List medical record charge-out procedures.
 6. Manage electronic file storage through the use of file and disk management techniques.
- H. Infection Control
1. List procedures for aseptic hand washing.
 2. Identify infection control techniques to prevent transmission of infectious disease.
 3. Describe OSHA and CEC standards for infection control.
 4. Identify procedures to dispose of bio-hazardous materials.
 5. Detail proper technique for handling clean and soiled linens and clothing.
 6. Identify standard precautions used in healthcare (i.e., gown, mask, gloves, cap, and protective eyewear.)
 7. Detail procedures to clean, sterilize, and prepare instruments and supplies.
 8. List factors that promote and inhibit growth of microorganisms.
 9. Identify ways the body protects against microorganisms and infection.
- I. Medical History
1. Identify common elements of a patient's medical history.
 2. List procedures to record and report vital signs.
 3. Interpret readings on various metering devices.
 4. List patient responses during testing or treatment.
 5. Record/file patient's data or lab test results manually and electronically.
 6. Answer inquiries concerning patients from medical staff using correct medical terminology.
 7. Carry out plan of care/orders.
 8. Identify charting techniques.
 9. Identify and use the correct chart forms.
- J. Technology
1. Define basic computer terminology.
 2. Identify software and its common applications to the healthcare industry.

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3. Explain the purpose, operation, and care of hardware components.
4. Identify tools, diagnostic procedures and troubleshooting techniques for components and operating systems for personal computers, laptops and portable devices.
5. Apply basic commands and navigate the operating systems.
6. Input data and commands using peripherals (e.g., keyboard, touchscreen, scanner, and voice recognition.)
7. Identify key words used to search and navigate the internet using a search engine.
8. Identify the different parts of a browser window (pull-down menus, toolbar, address box, status bar, close button, maximize and minimize buttons and title bar).
9. Analyze emerging technologies used by the healthcare industry.
10. Identify tools and diagnostic procedures to troubleshoot printers and scanners.
11. Identify and use appropriate resources to obtain assistance (e.g., help menu, manuals, websites).