

Health Care Administration



FBLA High School Competitive Events Guidelines

2022–2023

Objective Test Events

Overview

These events consist of a 60-minute test administered during the National Leadership Conference (NLC).

ELIGIBILITY

Each state may submit four entries. Competitors must have paid FBLA national and state dues by 11:59 p.m. Eastern Time on March 1 of the current school year. These events are for individual competitors only.

NLC Registration

Participants must be registered for the NLC and pay the national conference registration fee to participate in competitive events.

Accounting I
Accounting II
Advertising
Agribusiness
Business Calculations
Business Communication
Business Law
Computer Problem Solving
Cyber Security
Economics
Health Care Administration
Human Resource Management
Insurance & Risk Management
Introduction to Business Communication
Introduction to Business Concepts
Introduction to Business Procedures
Introduction to FBLA
Introduction to Financial Math
Introduction to Information Technology
Introduction to Marketing Concepts – **NEW**
Introduction to Parliamentary Procedure
Journalism
Networking Infrastructures
Organizational Leadership
Personal Finance
Political Science
Securities & Investments
Supply Chain Management
UX Design

Health Care Administration

Objective Test Competencies

- Managing office procedures
- Medical terminology
- Legal and ethical issues
- Communication skills
- Managing financial functions
- Health insurance
- Records management
- Infection control
- Medical history
- Technology

Objective Test Guidelines

- No materials may be brought to the testing site.
- No calculators may be brought into the testing site; calculators will be provided.
- Electronic devices must be turned off and out of sight.
- Bring a writing instrument.

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Competency A: Managing Office Procedures	Minimum: 10
Tasks	
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 patient.	
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 office.	
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.	
Competency B: Medical Terminology	Minimum: 10
Tasks	
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 medical various specialties.	
7. Use anatomical terminology to describe body parts and functions.	

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Competency C: Legal & Ethical Issues in Healthcare	Minimum: 10
Tasks	
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	
Competency D: Communication Skills	Minimum: 10
Tasks	
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 dis-satisfied 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's behavior.	
9. List purposeful activities for cognitive skills.	
10. Analyze the need for effective communication with members of interdisciplinary teams.	

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Competency E: Managing Financial Functions	Minimum: 10
Tasks	
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 procedure for and reconcile 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.	
Competency F: Health Insurance	Minimum: 10
Tasks	
1. List types of health insurance coverage (HMO, PPO, Medicare, etc.)	
2. Identify procedure 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-9) codes for billing purposes and insurance claims.	
5. Identify procedure for processing referrals.	
6. Prepare a billing statement.	
7. Interpret an explanation of benefits (EOB's) form.	
8. Identify procedures for submitting insurance claims.	
Competency G: Records Management	Minimum: 10
Tasks	
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.	

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Competency H: Infection Control	Minimum: 10
Tasks	
1. List procedures for aseptic hand washing.	
2. Identify infection control techniques to prevent transmission of infectious disease.	
3. Describe OSHA and CDC 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.	
Competency I: Medical History	Minimum: 10
Tasks	
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	
Competency J: Technology	Minimum: 10
Tasks	
1. Define basic computer terminology.	
2. Identify software and its common applications to the healthcare industry.	
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, scroll 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, Web site)	

FBLA Health Care Administration

References

Arizona Medical Assisting Services Competencies

<http://www.ade.az.gov/cte/CurriculumFramework/technicalstandards/MedicalAssisting.pdf>

Florida Health Science Career Cluster Curriculum Frameworks

http://www.fldoe.org/workforce/dwdframe/heal_cluster_frame12.asp

National Consortium for Health Science Education, www.healthscienceconsortium.org

National HOSA www.hosa.org

Nevada Health Occupations Standards http://www.doe.nv.gov/CTE_Standards.htm

Oregon Healthcare Workforce Institute www.oregonhwi.org/careers/index.shtml

Pennsylvania Health/Medical Assisting Services Program of Study

http://www.portal.state.pa.us/portal/server.pt/document/863262/pos_510899_pdf

Virginia's CTE Resource Center Medical Competency Lists <http://www.cteresource.org/verso2/results>

Vermont Department of Education Allied Health Services Competencies

http://education.vermont.gov/new/pdfdoc/pgm_teched/programs/competencies/educ_teched_comps_health_careers_51_1102.pdf

Career Cluster Resources for Health Science. 2008. National Association of State Directors of Career Technical Education Consortium. Washington, DC

Career Cluster Resources for Business, Management and Administration. 2008

National Association of State Directors of Career Technical Education Consortium. Washington, DC

Career Cluster Resources for Finance. 2008. National Association of State Directors of Career Technical Education Consortium. Washington, DC.

Business Education Standards. National Business Education Association. Reston, VA.

Business and Electronic Communications Standards. 2003. South Carolina Career and Technology, South Carolina Department of Education. Columbia, SC.

Business Communications Curriculum Content Frameworks. 2003. Career and Technical Education, Office of Assessment and Curriculum, Arkansas Department of Workforce Education. Little Rock, AR

Business Communications. 2008. Career and Technical Education. KY Department of Education. Frankfort, KY.

Administrative Support Occupations. 1996. Vocational Technical Education Consortium of States, Decatur, GA.

HEALTH CARE ADMINISTRATION SAMPLE QUESTIONS

- 1) How often should you order supplies in the medical office?
 - A) third is gone
 - B) all of it is gone
 - C) three quarters is gone
 - D) first half of box, tube, etc. is gone

- 2) What is the most common way to clean medical instruments?
 - A) sterilization
 - B) ultrasonic cleaning
 - C) automatic washers
 - D) manual cleaning

- 3) The patient is complaining of lower back pain; you know this area is also called what?
 - A) pubis
 - B) abdominal
 - C) lumbar
 - D) groin

- 4) What does the prefix dys- in the word dysphagia mean?
 - A) fast
 - B) without
 - C) slow
 - D) difficult

- 5) If you are being harassed in the workplace the first person you should communicate this with will be who?
 - A) the harasser
 - B) supervisor
 - C) CEO
 - D) physician

- 6) As you are working in a medical office you must abide by this legislation put into place in 1996 that ensures data privacy and provision to protect medical information, what is it known as?
 - A) SHRM
 - B) Bill of Rights
 - C) HIPAA
 - D) OSHA

- 7) A patient come up to the counter complaining about the long wait. She has been waiting for over 45 minutes. What would be the appropriate response to the patient?
- A) contact the supervisor so that they can speak with them
 - B) ignore her
 - C) inform the patient that the physician has been called away due to an emergency and that she should be seen shortly
 - D) tell her to leave the office
- 8) What are hard copies that are used for intra-office communications known as?
- A) memos
 - B) email
 - C) phone calls
 - D) letters
- 9) When is a patient account considered overdue?
- A) after 30 days
 - B) after 45 days
 - C) after a week
 - D) after 90 days
- 10) What is the second step in the medical billing cycle?
- A) review billing compliance
 - B) review coding compliance
 - C) check in patient
 - D) establish financial responsibility
- 11) What percentage of the allowed charge does Medicare Part B Original Plan cover after the patient meets their annual deductible?
- A) 70%
 - B) 60%
 - C) 50%
 - D) 80%
- 12) What form describes past and current medical history of medical conditions of patient?
- A) physical examination
 - B) patient information form
 - C) consent form
 - D) medical history

- 13) When your body is reacting to a bacteria or virus the immune system produces what?
- A) antigens
 - B) pathogen
 - C) antibiotics
 - D) antibodies
- 14) A medication is prescribed to be taken b.i.d. This means _____.
- A) twice a day
 - B) once a day
 - C) once a week
 - D) three times a day
- 15) You need to back-up data or make a copy of the files in case of a computer failure how often in the medical office?
- A) monthly
 - B) weekly
 - C) nightly
 - D) yearly

- 1) D
- 2) A
- 3) C
- 4) D
- 5) A
- 6) C
- 7) C
- 8) A
- 9) A
- 10) D
- 11) D
- 12) D
- 13) D
- 14) A
- 15) C

General Competitive Events Guidelines

The general event guidelines below are applicable to all FBLA High School national competitive events. Please review and follow these guidelines when competing at the national level. When competing at the state level, check the state guidelines since they may differ.

All members and advisers are responsible for reading and following competitive event guidelines.

Eligibility

- **Dues:** Competitors must have paid FBLA national and state dues by 11:59 p.m. Eastern Time on March 1 of the current school year.
- **NLC Registration:** Participants must be registered for the NLC and pay the national conference registration fee in order to participate in competitive events.
- **Deadlines:** The state chair, or designee, must register each state competitor on the official online entry forms by 11:59 p.m. Eastern Time on the second Tuesday in May.
- Each state may submit four entries in all events.
- Each competitor can only compete in one individual/team event and one chapter event.
- Each competitor must compete in all parts of an event for award eligibility.
- A team shall consist of two or three members. The exception is Parliamentary Procedure, which must be a team of four or five members.
- All members of a team must consist of individuals from the same chapter.
- If competitors are late for a competitive event, there are no guarantees they will get to compete. Competitive event schedules cannot be changed. **PLEASE NOTE** that competitive events start in the morning before the opening session of NLC.
- Competitors may be disqualified if they violate competitive event guidelines.
- Picture identification (drivers' license, passport, state-issued identification, or school-issued identification) is required when checking in for competitive events.

General Competitive Events Guidelines

Repeat Competitors

- **Members** may compete in an event at NLC more than once if they have not previously placed in the top ten of that event at NLC. If a member places in the top ten of an event at NLC, they are no longer eligible to compete in that event. This eliminates the exceptions for team events that were previously in place, as this change will now affect all events.
- **Modified Events:** A competitor may compete in the same event when the event is modified, regardless of placement at a National Leadership Conference. Note, if the only modification is a name change, competitors may not compete in the renamed event if they have previously placed in the top ten at the National Leadership Conference.
- **Chapter Events:** Competitors may compete in a chapter event as many times as they wish, regardless of placement at a previous National Leadership Conference (American Enterprise Project, Community Service Project, Local Chapter Annual Business Report, and Partnership with Business Project).
- **Pilot Event:** Competition in a pilot event does not disqualify a competitor from competing in the same event if it becomes an official competitive event. The participant may compete in another event as well as a pilot event.

Breaking Ties

- **Objective Tests:** Ties are broken by comparing the correct number of answers to the last 10 questions on the exam. If a tie remains, the competitor who completed the test in a shorter amount of time will place higher. If this does not break the tie, answers to the last 20 questions will be reviewed to determine the winner.
- **Objective and Production Tests:** The production test scores will be used to break a tie.
- **Objective Tests and Performances:** The objective test score will be used to break a tie based on the tie-breaking criteria of objective tests.
- **Reports/Projects and Performances:** The report/project scores will be used to break a tie.
- **Performances:** Judges must break ties and all judges' decisions are final.

General Competitive Events Guidelines

National Deadlines

- State chair/adviser must register all competitors for NLC competitive events online by 11:59 p.m. Eastern Time on the second Tuesday in May.
- All prejudged components (reports and projects) must be submitted by 11:59 p.m. Eastern Time on the second Tuesday in May.
- All prejudged projects and reports must be submitted electronically.
- All production tests must be submitted by 11:59 p.m. Eastern Time on the third Tuesday in May.
- All production tests must be uploaded online on the required platform.
- State chair/adviser may make name changes only (no additional entries) by 11:59 p.m. Eastern Time on the first Tuesday in June. Competitor drops are the only changes allowed after this date and onsite.

National Awards

- The number of competitors will determine the number of winners. The maximum number of winners for each competitive event is 10.

Americans With Disabilities Act (ADA)

- FBLA-PBL meets the criteria specified in the Americans with Disabilities Act for all participants who [submit an accommodation form](#).
- The form must be submitted by 11:59 p.m. Eastern Time on the second Tuesday in May.

Recording of Presentations

- No unauthorized audio or video recording devices will be allowed in any competitive event. Participants in the performance events should be aware the national association reserves the right to record any performance for use in study or training materials.