

Lansing Community College – Spring 2010

Continuing Education Offerings

Continuing Education offers courses that are designed primarily for those of you who want to update your knowledge in a professional field. Many of the courses allow you to meet continuing education contact hour requirements for your profession, especially if you are a health or human services professional. Our classes are led by experienced professionals and give you hands-on practical applications. One day or one-weekend options as well as longer timeframes are available.

Course Pricing

Continuing education courses are one price, which includes all fees and is the same regardless of residency status.

Registration

Registration is available for a variety of continuing education courses listed for Spring 2010 through self-service web registration at www.lcc.edu. Our registration staff is also here to help with your enrollment or to answer any questions you may have. Just contact the department at the telephone number in the course listing below anytime between 8:00 a.m. – 4:00 p.m. Monday through Friday.

We make "go" decisions five (5) to seven (7) working days (or more) before classes begin, so register as early as possible. You may be that "just one more" needed for a section to run. Working days are defined as Monday through Friday, excluding college observed holidays.

Payment

Payment is due based on the date that you register. Refer to the Spring 2010 Registration Calendar/Important Dates Academic Calendar found in Registration Information. Various payment options are available and can be found in the Payments section.

Refunds

We will notify you by phone or mail when a course is canceled by LCC. A full refund will be sent to you. No further action on your part is required to receive a refund for classes canceled by LCC.

When You Drop a Course

The 100% refund period for courses offered is seven (7) working days (or more) before the first day of class. When you drop a course for any reason within this time frame, you will receive a 100% refund.

If you must drop a class two (2) to six (6) working days before the class begins, you will receive a 70% refund. If you must drop a class one (1) working day before the first day of class or later, there is no refund. In some cases, you may send a substitute to the class in your place. Contact us for more information.

| Period relative to the first day of class | Amount of Refund |
|--|------------------|
| 7 working days (or more) before | 100% |
| 2 to 6 working days before | 70% |
| 1 working day before, or later | 0% |
| Working days: Monday – Friday, excluding College observed holidays | |

Remember to drop at least seven working days before the class begins to receive a full refund.

CRN# Type Cr/Bill Hrs Start/End Dates Days Times Location Instructor W/E

Continuing Health Careers
For additional information or to register call, (517)483-9680

CHCE106 Cardiac Dysrhythmia Interpreta

Prerequisite: None

Course Note: Cost of this course is \$282

53174 Lecture 2.50/0.00 01/13-04/07 W 6:10pm-9:30pm HHS-005 Kuhn S E

Lansing Community College – Spring 2010

| CRN# | Type | Cr/Bill Hrs | Start/End Dates | Days | Times | Location | Instructor | W/E |
|------|------|-------------|-----------------|------|-------|----------|------------|-----|
|------|------|-------------|-----------------|------|-------|----------|------------|-----|

Emergency Medical Services Sem
 For additional information or to register call, (517)483-9680

| EMSB102 | CPR for Health Care Prof | Pass/Fail (P/Z) |
|---------|--------------------------|-----------------|
|---------|--------------------------|-----------------|

Prerequisite: None

Course Note: Cost of these seminars is \$82

| | | | | | | | | |
|-------|---------|------------|-------|---|----------------|----------|-------|---|
| 52887 | Lecture | 0.25/ 0.00 | 01/05 | T | 8:00am-2:00pm | HHS-024 | Staff | |
| 52888 | Lecture | 0.25/ 0.00 | 01/09 | S | 8:00am-2:00pm | HHS-006 | Staff | W |
| 52889 | Lecture | 0.25/ 0.00 | 01/15 | F | 12:00pm-6:00pm | HHS-006 | Staff | |
| 52890 | Lecture | 0.25/ 0.00 | 01/16 | S | 8:00am-2:00pm | HHS-006 | Staff | W |
| 52892 | Lecture | 0.25/ 0.00 | 01/23 | S | 8:00am-2:00pm | WCB-S151 | Staff | W |
| 52893 | Lecture | 0.25/ 0.00 | 01/29 | F | 8:00am-2:00pm | LIVCEN | Staff | |
| 52894 | Lecture | 0.25/ 0.00 | 01/30 | S | 8:00am-2:00pm | HHS-006 | Staff | W |
| 52895 | Lecture | 0.25/ 0.00 | 02/01 | M | 12:00pm-6:00pm | HHS-314 | Staff | |
| 52896 | Lecture | 0.25/ 0.00 | 02/08 | M | 12:00pm-6:00pm | HHS-314 | Staff | |
| 52897 | Lecture | 0.25/ 0.00 | 02/12 | F | 12:00pm-6:00pm | HHS-006 | Staff | |
| 52898 | Lecture | 0.25/ 0.00 | 02/13 | S | 8:00am-2:00pm | HHS-006 | Staff | W |
| 52899 | Lecture | 0.25/ 0.00 | 02/20 | S | 8:00am-2:00pm | WCB-S151 | Staff | W |
| 52900 | Lecture | 0.25/ 0.00 | 02/26 | F | 8:00am-2:00pm | LIVCEN | Staff | |
| 52901 | Lecture | 0.25/ 0.00 | 02/27 | S | 8:00am-2:00pm | HHS-006 | Staff | W |
| 52903 | Lecture | 0.25/ 0.00 | 03/19 | F | 12:00pm-6:00pm | HHS-006 | Staff | |
| 52904 | Lecture | 0.25/ 0.00 | 03/20 | S | 8:00am-2:00pm | WCB-S151 | Staff | W |
| 52907 | Lecture | 0.25/ 0.00 | 03/27 | S | 8:00am-2:00pm | HHS-006 | Staff | W |
| 52909 | Lecture | 0.25/ 0.00 | 04/09 | F | 12:00pm-6:00pm | HHS-006 | Staff | |
| 52911 | Lecture | 0.25/ 0.00 | 04/10 | S | 8:00am-2:00pm | HHS-006 | Staff | W |
| 52914 | Lecture | 0.25/ 0.00 | 04/17 | S | 8:00am-2:00pm | WCB-S151 | Staff | W |
| 52916 | Lecture | 0.25/ 0.00 | 04/24 | S | 8:00am-2:00pm | HHS-006 | Staff | W |
| 52918 | Lecture | 0.25/ 0.00 | 05/01 | S | 8:00am-2:00pm | HHS-006 | Staff | W |
| 52921 | Lecture | 0.25/ 0.00 | 05/14 | F | 12:00pm-6:00pm | HHS-006 | Staff | |
| 52923 | Lecture | 0.25/ 0.00 | 05/15 | S | 8:00am-2:00pm | HHS-006 | Staff | W |
| 52928 | Lecture | 0.25/ 0.00 | 05/22 | S | 8:00am-2:00pm | HHS-006 | Staff | W |

| EMSB103 | CPR Renewal | Pass/Fail (P/Z) |
|---------|-------------|-----------------|
|---------|-------------|-----------------|

Prerequisite: Current Basic Life Support CPR

Course Note: Cost of these seminars is \$66

| | | | | | | | | |
|-------|---------|------------|-------|---|----------------|---------|-------|---|
| 52929 | Lecture | 0.25/ 0.00 | 01/15 | F | 6:00pm-10:00pm | HHS-006 | Staff | W |
| 52936 | Lecture | 0.25/ 0.00 | 02/12 | F | 6:00pm-10:00pm | HHS-006 | Staff | W |
| 52940 | Lecture | 0.25/ 0.00 | 03/19 | F | 6:00pm-10:00pm | HHS-006 | Staff | W |
| 52944 | Lecture | 0.25/ 0.00 | 04/09 | F | 6:00pm-10:00pm | HHS-006 | Staff | W |
| 52947 | Lecture | 0.25/ 0.00 | 05/14 | F | 6:00pm-10:00pm | HHS-006 | Staff | W |

Lansing Community College – Spring 2010

| CRN# | Type | Cr/Bill Hrs | Start/End Dates | Days | Times | Location | Instructor | W/E |
|------|------|-------------|-----------------|------|-------|----------|------------|-----|
|------|------|-------------|-----------------|------|-------|----------|------------|-----|

Gerontology

For additional information or to register call, (517)483-1529

GERO191 Special Topics in Gerontology

Prerequisite: Determined by Section

Dementia: Caregiver Interact

| | | | | | | | | |
|-------|---------|------------|-------|---|---------------|---------|-------------|--|
| 52328 | Lecture | 0.50/ 0.00 | 02/05 | F | 8:00am-5:00pm | HHS-006 | Hennessey C | |
|-------|---------|------------|-------|---|---------------|---------|-------------|--|

52328: Prerequisite: None. Cost of this seminar is \$90. Addresses how to understand a person with dementia, evaluate a specific situation, and identify individualized strategies for interacting with the person at that moment.

Elder Abuse

| | | | | | | | | |
|-------|---------|------------|-------|---|----------------|---------|-------------|--|
| 52788 | Lecture | 0.25/ 0.00 | 03/05 | F | 8:00am-12:00pm | HHS-006 | Hennessey C | |
|-------|---------|------------|-------|---|----------------|---------|-------------|--|

52788: Prerequisite: None. Cost of this seminar is \$55. Examines elder abuse and the complex reasons why abuse, neglect, exploitation, and self-neglect occur. Resources for further training and intervention will be presented.

Grief/Loss in Later Years

| | | | | | | | | |
|-------|---------|------------|-------|---|---------------|---------|-------------|--|
| 52330 | Lecture | 0.25/ 0.00 | 03/05 | F | 1:00pm-5:00pm | HHS-006 | Hennessey C | |
|-------|---------|------------|-------|---|---------------|---------|-------------|--|

52330: Prerequisite: None. Cost of this seminar is \$55. Provides an overview of grief and loss and the impact on the lives of older people, including commonly experienced losses, the normal grieving process, and complicated bereavement.

Lansing Community College – Spring 2010

| CRN | Type | Cr/Bill Hrs | Start/End Dates | Days | Times | Location | Instructor |
|-----|------|-------------|-----------------|------|-------|----------|------------|
|-----|------|-------------|-----------------|------|-------|----------|------------|

NONCREDIT CONTINUING HEALTH CAREERS

For additional information or to register call, (517)483-9680

| NCCH 210 (formerly CHCE 210) | PALS Training | Pass/Fail (P/Z) |
|------------------------------|---------------|-----------------|
|------------------------------|---------------|-----------------|

Prerequisite: Current Basic Life Support CPR and Department Approval
 Course Note: Cost of this seminar is \$266

| | | | | | | | |
|--------------|---------|------------|-----------|----|---------------|----------|-------------|
| 102CH2103140 | Lecture | 0.00/ 0.00 | 5/22-5/23 | SU | 8:00am-5:00pm | HHS- 024 | DeMartino D |
|--------------|---------|------------|-----------|----|---------------|----------|-------------|

This seminar is designed for members of the healthcare team who work with pediatric patients. Scenario practice and testing will be conducted in actual code team format in real time. Prior study is mandatory.

| NCCH 230 (formerly CHCE 230) | ACLS Training Seminar | Pass/Fail (P/Z) |
|------------------------------|-----------------------|-----------------|
|------------------------------|-----------------------|-----------------|

Prerequisite: Current Basic Life Support CPR and Department Approval
 Course Note: Cost of these seminars is \$266

| | | | | | | | |
|--------------|---------|------------|-----------|----|---------------|----------|-------------|
| 102CH2303141 | Lecture | 0.00/ 0.00 | 1/30-1/31 | SU | 8:00am-5:00pm | HHS- 213 | DeMartino D |
| 102CH2303142 | Lecture | 0.00/ 0.00 | 2/27-2/28 | SU | 8:00am-5:00pm | HHS- 213 | DeMartino D |
| 102CH2303143 | Lecture | 0.00/ 0.00 | 3/27-3/28 | SU | 8:00am-5:00pm | HHS- 213 | DeMartino D |
| 102CH2303144 | Lecture | 0.00/ 0.00 | 4/17-4/18 | SU | 8:00am-5:00pm | HHS- 213 | DeMartino D |

These seminars are designed for members of the healthcare team to develop knowledge and skills in Advanced Cardiac Life Support (ACLS). Scenario practice and testing will be conducted in actual code team format in real time. Prior study is mandatory.

| NCCH 235 (formerly CHCE 235) | ACLS Renewal | Pass/Fail (P/Z) |
|------------------------------|--------------|-----------------|
|------------------------------|--------------|-----------------|

Prerequisite: Current Basic Life Support CPR and Current ACLS Provider Card and Department Approval
 Course Note: Cost of these seminars is \$173

| | | | | | | | |
|--------------|---------|------------|------|---|---------------|----------|-------------|
| 102CH2353145 | Lecture | 0.00/ 0.00 | 1/9 | S | 8:00am-5:00pm | HHS- 213 | DeMartino D |
| 102CH2353146 | Lecture | 0.00/ 0.00 | 1/10 | U | 8:00am-5:00pm | HHS- 213 | DeMartino D |
| 102CH2353147 | Lecture | 0.00/ 0.00 | 2/20 | S | 8:00am-5:00pm | HHS- 213 | DeMartino D |
| 102CH2353148 | Lecture | 0.00/ 0.00 | 2/21 | U | 8:00am-5:00pm | HHS- 213 | DeMartino D |
| 102CH2353149 | Lecture | 0.00/ 0.00 | 3/13 | S | 8:00am-5:00pm | HHS- 213 | DeMartino D |
| 102CH2353150 | Lecture | 0.00/ 0.00 | 3/14 | U | 8:00am-5:00pm | HHS- 213 | DeMartino D |
| 102CH2353151 | Lecture | 0.00/ 0.00 | 4/10 | S | 8:00am-5:00pm | HHS- 213 | DeMartino D |
| 102CH2353152 | Lecture | 0.00/ 0.00 | 4/11 | U | 8:00am-5:00pm | HHS- 213 | DeMartino D |

These seminars are designed to renew the provider status of healthcare professionals currently possessing a valid Advanced Cardiac Life Support (ACLS) card. Scenario practice and testing will be conducted in actual team format in real time. Prior study is mandatory.

NONCREDIT PROFESSIONAL DEVELOPMENT SEMINARS

For additional information or to register call, (517)483-9853

| NCBS100 | Business Related Seminar | Pass/Fail (P/Z) |
|---------|--------------------------|-----------------|
|---------|--------------------------|-----------------|

Prerequisite: None

Emerging Leadership Academy

| | | | | | | | |
|--------------|---------|------------|-----------|---|----------------|----------|-------|
| 102BS1001154 | Lecture | 0.00/ 0.00 | 1/13-2/24 | W | 8:00am-12:00pm | WCB-S152 | Staff |
|--------------|---------|------------|-----------|---|----------------|----------|-------|

This course will help inexperienced or emerging leaders develop fundamental leadership skills. This comprehensive 28-hour leadership program incorporates the "Leadership Imperatives" – skills needed for every successful leader. Cost of this course is \$749.

NCBS100 continued on next page

Lansing Community College – Spring 2010

| CRN | Type | Cr/Bill Hrs | Start/End Dates | Days | Times | Location | Instructor |
|-----|------|-------------|-----------------|------|-------|----------|------------|
|-----|------|-------------|-----------------|------|-------|----------|------------|

NCBS100 continued

Customer Service Academy

| | | | | | | | |
|--------------|---------|------------|-----------|---|---------------|----------|-------|
| 102BS1001157 | Lecture | 0.00/ 0.00 | 1/13-2/24 | W | 1:00pm-5:00pm | WCB-S152 | Staff |
|--------------|---------|------------|-----------|---|---------------|----------|-------|

Front line service providers are an organization's primary contact with customers. What they say and do can build customer satisfaction and loyalty, which results in repeat business and increased success. This 28-hour Customer Service Academy will give new and experienced service providers a toolbox of skills for effectively and efficiently handling all types of customer interactions. Cost of this course is \$675.

Project Management Essentials

| | | | | | | | |
|--------------|---------|------------|-----------|---|---------------|----------|-------|
| 102BS1001158 | Lecture | 0.00/ 0.00 | 1/14-1/21 | R | 8:00am-5:00pm | WCB-S152 | Staff |
|--------------|---------|------------|-----------|---|---------------|----------|-------|

This 16-hour course is designed to provide participants with a methodology to effectively manage numerous projects in a rapidly changing environment. The course is highly interactive and will include exercises as appropriate for participants to apply concepts. Cost of this course is \$375.

Leadership in Turbulent Times

| | | | | | | | |
|--------------|---------|------------|-----------|---|---------------|----------|-------|
| 102BS1001168 | Lecture | 0.00/ 0.00 | 1/21-2/18 | R | 5:30pm-9:30pm | WCB-S152 | Staff |
|--------------|---------|------------|-----------|---|---------------|----------|-------|

"Leadership in Turbulent Times" is a 20-hour, high-impact leadership development course designed to empower your leaders to better handle the uncertainty defining today's leadership environment. Cost of this course is \$649.

Building a Team That Works

| | | | | | | | |
|--------------|---------|------------|-----------|---|---------------|----------|-------|
| 102BS1001161 | Lecture | 0.00/ 0.00 | 1/28-2/25 | R | 1:00pm-5:00pm | WCB-S152 | Staff |
|--------------|---------|------------|-----------|---|---------------|----------|-------|

For a team to achieve its goals, its members must do more than just carry their own weight. They must involve, support, and share information with their teammates. And they must commit to the success of the entire team, not simply their own success. This 20-hour course illustrates to employees the personal, interpersonal and organizational advantages of working together, whether in teams or work groups. Cost of this course is \$599.

Advanced Leadership Academy

| | | | | | | | |
|--------------|---------|------------|----------|---|----------------|----------|-------|
| 102BS1001155 | Lecture | 0.00/ 0.00 | 3/17-5/5 | W | 8:00am-12:00pm | WCB-S152 | Staff |
|--------------|---------|------------|----------|---|----------------|----------|-------|

Advanced Leadership Academy is a 32-hour course designed for seasoned leaders preparing for upper middle to top leadership roles. This course will help leaders develop more challenging day-to-day tactical skills and strategic skills that help create a high-performance environment. Cost of this course is \$875.

Transformational Leadership Academy

| | | | | | | | |
|--------------|---------|------------|----------|---|----------------|----------|-------|
| 102BS1001156 | Lecture | 0.00/ 0.00 | 3/18-5/6 | R | 8:00am-12:00pm | WCB-S151 | Staff |
|--------------|---------|------------|----------|---|----------------|----------|-------|

Top leaders define the leadership vision so they need to possess the knowledge and skills that are critical to achieving business results. This 32-hour executive leadership program is designed to increase strategic leadership capability and overall organizational performance for top leaders in any organization. Cost of this course is \$949.

Transformational Selling

| | | | | | | | |
|--------------|---------|------------|------|---|---------------|----------|-------|
| 102BS1001169 | Lecture | 0.00/ 0.00 | 3/19 | F | 8:00am-5:00pm | WCB-S152 | Staff |
|--------------|---------|------------|------|---|---------------|----------|-------|

Transformational Selling provides a practical, dynamic framework to approach complex selling from both a strategic and tactical point of view. This 8-hour seminar uses a combination of role-plays, strategic selling concepts, and strategies for practical application of techniques to expand current sales knowledge, and develop customer loyalty for sales professionals. Cost of this seminar is \$249.

| NCCS100 | Computer Related Seminar | Pass/Fail (P/Z) |
|---------|--------------------------|-----------------|
|---------|--------------------------|-----------------|

Prerequisite: None

MS Project

| | | | | | | | |
|--------------|---------|------------|-----------|---|---------------|----------|-------|
| 102CS1001159 | Lecture | 0.00/ 0.00 | 2/16-2/23 | T | 8:00am-5:00pm | WCB-M105 | Staff |
|--------------|---------|------------|-----------|---|---------------|----------|-------|

This course combines beginner and intermediate levels of Microsoft Project. Upon completion of this 16-hour course, participants should be able to work effectively with Microsoft Project's features such as scheduling, work with project tasks and critical path, manage project resources, work with calendars and resources, and track project progress. Cost of this course is \$349.

Lansing Community College – Spring 2010

| CRN | Type | Cr/Bill Hrs | Start/End Dates | Days | Times | Location | Instructor |
|----------------|------|--------------------------------|-----------------|------|------------------------|----------|------------|
| NCQS100 | | Quality Related Seminar | | | Pass/Fail (P/Z) | | |

Prerequisite: None

Certified Quality Technician

| | | | | | | | |
|--------------|---------|------------|----------|---|---------------|-----------|-------|
| 102QS1001163 | Lecture | 0.00/ 0.00 | 1/9-2/27 | S | 9:00am-3:30pm | WCB-M124A | Staff |
|--------------|---------|------------|----------|---|---------------|-----------|-------|

This 48-hour refresher course will prepare participants whom are seeking to become certified as a Quality Technician, as recognized by the American Society for Quality. The Certified Quality Technician (CQT) is a paraprofessional who, in support of and under the direction of quality engineers or supervisors, analyzes and solves quality problems, prepares inspection plans and instructions, selects sampling plan applications, prepares procedures, trains inspectors, performs audits, analyzes quality costs and other quality data, and applies fundamental statistical methods for process control. Cost of this course is \$949.

Plan-Do-Study-Act (PSDA) – How is Your Quality System Working?

| | | | | | | | |
|--------------|---------|------------|------|---|---------------|----------|-------|
| 102QS1001167 | Lecture | 0.00/ 0.00 | 1/12 | T | 8:00am-5:00pm | WCB-S152 | Staff |
|--------------|---------|------------|------|---|---------------|----------|-------|

This activity based 8-hour workshop is intended to teach and showcase the power and utility of this continuous improvement model. Whether improving a process or solving a performance problem, Plan-Do-Study-Act is a proven approach used throughout many industries. Participants will learn and apply this consistent and comprehensive process using a variety of methods, including case studies and actual work-related experiences. Cost of this seminar is \$275.

Improving Performance in Healthcare

| | | | | | | | |
|--------------|---------|------------|------|---|----------------|----------|-------|
| 102QS1001160 | Lecture | 0.00/ 0.00 | 1/28 | R | 8:00am-12:00pm | WCB-S152 | Staff |
|--------------|---------|------------|------|---|----------------|----------|-------|

In today's economic climate, healthcare providers must find ways to trim costs and manage cash-flow while continuing to deliver excellent customer care. "Improving Performance in Healthcare" is a 4-hour activity-based workshop to showcase the power and utility of Lean/Six Sigma as applied to healthcare. Participants will gain useful insights through activities and case studies to see firsthand the breakthrough improvement possibilities with Lean/Six Sigma. Cost of this seminar is \$175.

Joy in Work Seminar

| | | | | | | | |
|--------------|---------|------------|------|---|---------------|----------|-------|
| 102QS1001166 | Lecture | 0.00/ 0.00 | 2/17 | W | 1:00pm-5:00pm | WCB-S151 | Staff |
|--------------|---------|------------|------|---|---------------|----------|-------|

Joy in Work means much more than office birthday parties and extended coffee breaks. Dr. W. Edwards Deming taught that without joy in work businesses lose productivity, increase wastes, have higher employee turnover and see the bottom line of profits fall. This 4-hour seminar investigates the importance of joy in work and how you can begin to plan ways to increase it in your workplace. Cost of this seminar is \$249.

New Times Demand New Tools: Learning and Leading with Appreciative Inquiry

| | | | | | | | |
|--------------|---------|------------|-----|---|---------------|----------|-------|
| 102QS1001165 | Lecture | 0.00/ 0.00 | 3/2 | T | 1:00pm-5:00pm | WCB-S152 | Staff |
|--------------|---------|------------|-----|---|---------------|----------|-------|

As a philosophy, Appreciative Inquiry identifies the best of "what is" in order to pursue dreams and possibilities of "what could be." As a tool for change, it provides a cooperative search for the strengths, passions and life-giving forces that are found within every system and that hold potential for inspired, positive change. In this 4-hour workshop, participants will learn about the 4D cycle of Discovery, Dream, Design and Destiny and how to use these for change towards a positive and appreciative approach to work and personal life. Cost of this seminar is \$189.

Quality Academy

| | | | | | | | |
|--------------|---------|------------|----------|---|---------------|----------|-------|
| 102QS1001162 | Lecture | 0.00/ 0.00 | 3/11-4/8 | R | 8:00am-5:00pm | WCB-S152 | Staff |
|--------------|---------|------------|----------|---|---------------|----------|-------|

The Quality Academy is based on the system of profound knowledge developed by Dr. W. Edwards Deming, and incorporates quality tools and practices you can apply in your organization or personal life. This 40-hour Quality Academy can provide the foundation for any quality management or quality improvement process in your organization. Cost of this course is \$799.

Tools for Transformation

| | | | | | | | |
|--------------|---------|------------|------|---|---------------|----------|-------|
| 102QS1001164 | Lecture | 0.00/ 0.00 | 3/16 | T | 8:00am-5:00pm | WCB-S152 | Staff |
|--------------|---------|------------|------|---|---------------|----------|-------|

Learn the role that tools can play in an organization's continuous quality transformation. Quality tools go hand-in-hand with quality theory and planning. In this 8-hour seminar you will get hands-on experience using quality tools such as the Pareto Chart, Cause and Effect Diagram, Affinity Diagram, Five Whys, Quadrant Process, Operational Definitions, Gallery Walk and others. Cost of this seminar is \$299.

Lansing Community College – Spring 2010

| CRN | Type | Cr/Bill Hrs | Start/End Dates | Days | Times | Location | Instructor |
|----------------|------|--|-----------------|------|------------------------|----------|------------|
| NCHS100 | | Health Services Related Seminar | | | Pass/Fail (P/Z) | | |

Prerequisite: None

Current Trends and Issues in Practice Management

| | | | | | | | |
|--------------|---------|------------|------|---|----------------|----------|-------|
| 102HS1003170 | Lecture | 0.00/ 0.00 | 1/21 | R | 9:00am-12:00pm | WCB-S151 | Staff |
|--------------|---------|------------|------|---|----------------|----------|-------|

It's next to impossible to keep up with healthcare's rapid transformation. To successfully manage a medical practice, you've got to have the latest information. Come hear about the most relevant issues facing you today. Give us 3 hours to cover the critical areas of change in the practice and you will return with a better understanding of where healthcare is headed and bring back new ideas for a more productive and profitable practice.

Cost of this seminar is \$149.

Collecting in a New Economy

| | | | | | | | |
|--------------|---------|------------|------|---|----------------|----------|-------|
| 102HS1003171 | Lecture | 0.00/ 0.00 | 2/10 | W | 9:00am-12:00pm | WCB-S151 | Staff |
|--------------|---------|------------|------|---|----------------|----------|-------|

When there are rising levels of uninsured or under-insured patients, focus on effective collections becomes even more crucial. Improve your bottom line and strengthen your collections IQ. Master a proven, results-oriented approach with expert guidance to streamline reimbursement and collection policies.

Cost of this seminar is \$149.

Certified Medical Coder (CMC)

| | | | | | | | |
|--------------|---------|------------|----------|---|---------------|----------|-------|
| 102HS1003172 | Lecture | 0.00/ 0.00 | 3/3-3/31 | W | 8:00am-4:30pm | WCB-S151 | Staff |
|--------------|---------|------------|----------|---|---------------|----------|-------|

Designed for experienced, physician-based coding professionals. A CMC performs an integral role in the reimbursement process ensuring that proper documentation guidelines are followed and that codes are submitted to the highest degree of specificity. A CMC can help protect the practice against fraud and abuse. Cost of this course is \$999.

Certified Medical Office Manager (CMOM)

| | | | | | | | |
|--------------|---------|------------|-----------|---|---------------|----------|-------|
| 102HS1003173 | Lecture | 0.00/ 0.00 | 4/15-4/29 | R | 8:00am-4:30pm | WCB-S152 | Staff |
| | | | 5/7 | F | 9:00am-1:00pm | WCB-S152 | |

Experienced medical office personnel will learn to lead the practice to increased productivity and efficiency. Prepares attendees to initiate policies and protocols to improve overall practice operations. Personnel management, contracts and financial analysis sections are included as well as information on OSHA, OIG, HIPAA and Red Flag Rules compliance. Cost of this course is \$799.

Certified Medical Insurance Specialist (CMIS)

| | | | | | | | |
|--------------|---------|------------|---------|-----|---------------|----------|-------|
| 102HS1003174 | Lecture | 0.00/ 0.00 | 5/4-5/7 | T-F | 9:00am-4:00pm | WCB-M124 | Staff |
|--------------|---------|------------|---------|-----|---------------|----------|-------|

Master the complete physician reimbursement process in this 24-hour course. Those experienced in physician coding will learn all the billing essentials from information gathering through coding, to challenging and prevailing in claim denial situations. Learn tips, tools and techniques to help you expedite claims and receive correct reimbursement. Cost of this course is \$799.