DNCQF.FDMD.GD04   **Issue No.: 01**

QUALIFICATION SPECIFICATION SECTION A							
QUALIFICATION DEVELOPER	**BOITEKANELO COLLEGE**						
TITLE	**DIPLOMA IN MEDICAL RECORDS AND TRANSCRIPTION**				**NCQF LEVEL**		**6**
FIELD	**HEALTH AND SOCIAL SERVICES**		**SUB-FIELD**		**MEDICAL RECORDS**		
New qualification		Yes	Review of existing qualification				
SUB-FRAMEWORK		General Education		TVET		Higher Education	√
QUALIFICATION TYPE		Certificate		Diploma	√	Bachelor	
		Bachelor Honours		Master		Doctor	
CREDIT VALUE						**374**	
RATIONALE AND PURPOSE OF THE QUALIFICATION							

Medical records keeping in Botswana pre-dates independence, but major development in medical records management was introduced in 1992 **(Ngoepe and Keakopa 2011)**. To date, there is no approved medical records management policy, however the Ministry of Health and Wellness is currently developing one. In the situational analysis conducted by the Ministry of Health and Wellness, challenges facing the National Health Information System mainly points to poor data entry, cleaning, timely data collection, analysis, interpretation and dissemination from institutions mandated to do so **(National Health Policy 2011).**

The current medical records professionals within the public health sector comprises 2 degree, 5 diploma and 10 certificate holders **(Ministry of Health manpower estimates 2015).** This indicates a gross human resource shortfall within this cadre to be urgently addressed in view of the number of private and public health facilities in Botswana as well as National Strategic Plans (in health) (Robek et-al 2005, National Health Policy 2011). Furthermore, those currently practicing but without requisite training (MoH, 2015) need upgrading to certificate, diploma and degree levels to respond to current healthcare needs and challenges, including poor quality of data (Essential Health Service Package 2011).

One of the main challenges facing management of health information is shortage of relevant skills and competencies of personnel working in both private and public healthcare institutions – where many are qualified/trained in traditional (general) records management courses with no training that prepares them for the healthcare industry.

Managers in both private and public healthcare institutions indicated the need for trained personnel in medical records during stakeholder engagement workshop (July 2016), reference is made to the attached stakeholder engagement report.

Graduates of this qualification will be competent in information management, communication and interpersonal skills and professionalism to enable them with the knowledge and skills to manage medical record information service efficiently and effectively in healthcare organizations. This is in reference to the Ministry of Health and Wellness Medical Records Schemes of Service Directorate of Public Service Management (DPSM Directive No 5 of 1995).

Purpose

The purpose of the qualification is to produce medical records officers who:

- have requisite skills in development and management of health information
- will be involved in the management of health records in hospitals, physician Offices, Clinics, Healthcare Departments, Health Insurance Companies and other facilities to ensure quality healthcare to the patient and community at large.
- create, retrieve and access credible health information for effective and appropriate decision making for health and healthcare planning.

ENTRY REQUIREMENTS (including access and inclusion)

Minimum entry requirement for this qualification is a:
Certificate IV, NCQF level 4 (General Education or TVET) or equivalent

Recognition of Prior Learning (RPL):
There will be access through Recognition of Prior Learning (RPL) and Credit Accumulation and Transfer (CAT) in accordance with the RPL and CAT National Policies.

QUALIFICATION SPECIFICATION	SECTION B
At the end of the programme, the student will be able to;	

GRADUATE PROFILE (LEARNING OUTCOMES)	ASSESSMENT CRITERIA
1. Demonstrate knowledge and understanding of Health Information Management.	1.1 Collect data required for health information management purposes from activities taking place within the hospital. 1.2 Develop database systems and effectively manage health information systems.
2. Demonstrate skills required in management of medical records.	2.1 Evaluate information contained in patients' records for completeness, accuracy and avail it to authorized personnel.
3. Participate in maintenance of master patient index within Medical Record Department using modern management theory and practices.	3.1 Identify modern methods of filing and retrieval of medical records. 3.2 Classify health care data and develop a disease and procedure index. 3.3 Analyse and interpret data for medical and administrative purposes. 3.4 Supplies statistical data to the Medical and

	Administrative staff and authorized enquiries.
4.1 4. Develop processes and procedures for keeping records	4.2 Implement modern methods of filing and retrieval of medical records. 4.3 Develop methods for keeping track of the movement of records retained at the healthcare facility.
5. Prepare reports and present health information for use in healthcare delivery.	5.1 Aggregate data to provide monthly or yearly statistical reports for a hospital. 5.2 Compile statistical reports for use by hospital staff, researchers and. other users. 5.3 Collect data for medical research and for calculating hospital occupancy rates.
6. Apply knowledge and skills in medical terminology vocabulary.	6.1 Review for accuracy and completeness of patients' data documented by health professionals. 6.2 Determine patient diagnoses and health related conditions using appropriate resources (e.g. software and manuals). 6.3 Use relevant coding systems to allocate medical codes to patients' diagnosis
7. Apply skills in medical language and classification systems to code diagnoses and procedures in patient records for continuity of care for healthcare and reimbursement.	7.1 Facilitate proper utilization of medical terminology. 7.2 Understand the process of translating and coding every relevant information in the patient's visit into numeric and alphanumeric codes, which can then be used in the billing process.

	7.3 Demonstrate knowledge and understanding of the body systems in order to transcribe physician dictated medical reports.
8. Participate in data management.	8.1 Organize and maintain data for clinical databases and registries. 8.2 Maintain and secure all written and electronic medical records within a facility's medical records department.
9. Track patient outcomes for quality assessment.	9.1 Provide clinical information or data for quality assurance programmes. 9.2 Develop procedures and processes for management of health information.
10. Manage and control the safe storage and retrieval of health records.	10.1 Establish procedures and processes for filing and retrieval of health records. 10.2 Develop records retention and disposal schedules.
11. Maintain privacy and confidentiality of information entrusted in their care.	11.1 Ensure that originals of all medical reports produced by medical, nursing and other health professionals are filed in patients records. 11.2 Provide procedures that regulate electronic health records. 11.3 Ensure that the systems that protect the integrity of the records is adhered to.
12. Develop strategic management policies and procedures.	12.1 Develop information management strategy. 12.2 Develop records and information standards. 12.3 Develop confidential and privacy policy.

	12.4 Develop policy on release of information.
	12.5 Develop guidelines on management of manual and electronic records.

QUALIFICATION STRUCTURE SECTION C			
FUNDAMENTAL COMPONENT Subjects / Units / Modules /Courses	**Title**	**Level**	**Credits**
	Communication Study Skills	**5**	9
	Anatomy & Physiology I	**5**	9
	Basic Computer Application	**5**	12
	Health Quality Management	**6**	12
	Organizational Behaviour	**6**	12
	Recordkeeping Management	**6**	12
	Medical Billing – Health Insurance	**6**	15
	Research Methods I	**6**	16
	Healthcare Management	**6**	12
	Health Economics	**7**	12
	Work-integrated learning 2 (processes based)	**6**	40
	Health Planning, Monitoring and Evaluation	**6**	12
CORE COMPONENT Subjects / Units / Modules /Courses	Disease Coding and Classification	**6**	18
	Medical Transcription	**6**	18
	Medical Records Management	**6**	14
	Health Information Systems	**6**	12
	Hospital statistics	**6**	12
	Legal Aspects of Healthcare	**5**	12
	Medical Terminology Language	**5**	9
	Current Procedural Terminology Coding	**5**	9
	Principles of Epidemiology	**7**	12
	Research Project	**7**	33
	Work-integrated learning (Industrial Based Project)	**6**	30
	Attachment Project	**6**	10
ELECTIVE COMPONENT Subjects / Units / Modules /Courses			
	Entrepreneurship	**6**	12
	Financial Accounting	**6**	12
	Total Credits		**374**

Rules of combinations, Credit distribution (where applicable):
Level 5 Credits (excluding electives): 60 Level 6 Credits (excluding electives): 245 Level 7 Credits: 57 **Total credits excluding electives: 362** Minimum credits for Electives: 12 Maximum credits for electives: 24 **Total minimum credits (including one elective): 374** A student must pass all Fundamental and Core components to be eligible to graduate, including a minimum of one (1) elective, **with** a **Maximum Total credits load** of **374.**

ASSESMENT AND MODERATION ARRANGEMENTS

FORMATIVE ASSESSMENT (50%)

Formative assessment or continuous assessment contributing towards the award of credits should be based on module (unit) outcomes.

The contribution of formative assessment to the final grade shall be 50%.

SUMMATIVE ASSESSMENT (50%)

Candidates may undergo assessment including written and practical examinations or projects. The final assessment for each module (unit) contributes 50% of the final mark for that module.
Assessment shall be carried out by BQA registered and accredited Assessors.

Moderation arrangements

Internal and external moderators to be engaged will be BQA accredited subject specialists in relevant fields with relevant industry experience and academic qualifications.
Both internal and external moderation shall be done in accordance with applicable policies and regulations.

Appointing Moderators - Qualification(s) required

- Assessors and moderators must have relevant qualifications higher than the level of qualification for which they are engaged.

Professional work experience required.

- Assessors and moderators for this qualification should have a minimum of two years assessment experience at a tertiary level.

Professional registration and accreditation.

- All assessors and moderators must be registered and accredited with relevant accreditation bodies.

RECOGNITION OF PRIOR LEARNING (if applicable)

Recognition of Prior Learning (RPL)

Candidates may submit evidence of prior learning and current competence and/or undergo appropriate forms of RPL assessment for the award of credits towards the qualification in accordance with applicable institutional RPL policies and relevant national-level policy and legislative framework.

PROGRESSION PATHWAYS (LEARNING AND EMPLOYMENT)

Horizontal Articulation (related qualifications of similar level that graduates may consider)

Graduates of this qualification may consider pursuing related qualifications (at this level) such as:

- Diploma in Healthcare Administration
- Diploma in Health Information Record
- Diploma in Archives and Records Management
- Diploma in Epidemiology

Vertical Articulation (qualifications to which the holder may progress to)

Graduates may progress to higher level qualifications such as:

- Bachelor of Science in Health Records and Information Management
- Bachelor of Arts in Healthcare Service Management

Employment Opportunities

The following are job opportunities for medical records officers   locally and internationally:

Private Sector

- Private hospitals, clinics, centers, hospice and all medical centers like home based care.
- Private orthopaedic, prosthesis and rehabilitation centers
- Private physiotherapy clinics.
- Non-governmental centres like BOTUSA, BONELA etc.
- Medical insurance companies
- Research centres.

Public Sector

- Central government (Ministry of Health and Wellness) to work at hospitals, clinics and other centers.

Parastatal Organizations

- Training institutions such as IHS, private hospitals and upcoming private institutions will find them resourceful.

QUALIFICATION AWARD AND CERTIFICATION

Minimum standards of achievement for the award of the qualification

Certification

Learners to qualify for the award of diploma in Medical Records and Transcription, he/she must have completed:

- all the program requirements;
- course work for all courses
- industrial attachment
- and a minimum of 360 credits

REGIONAL AND INTERNATIONAL COMPARABILITY

This qualification compares with the following:

The following universities and colleges were identified to be providing similar training qualifications to the proposed qualification on Diploma in Medical Records and Transcription. These are local, regional and international training institutions.

Most of the qualifications offered in various countries emphasize development of competencies in analyzing health structure content, standards and clinical classification systems and reimbursement; organizational development and strategic planning.

Although the qualifications examined follow similar structures and standards, there are differences, though not significant, in that most of the modules covered are similar and the duration of the qualification is more or less the same.

As noted above, this qualification compares well with all the qualifications reviewed at 3 institutions, since the exit outcomes cover similar scope and depth and are aligned to similar exit-level descriptors.

Furthermore, this level and type of qualification aligns with competency requirements for registration and accreditation by professional bodies such as Association of Medical Records Officers of Kenya; and American Health Information Management Association. However, what sets it apart from the qualifications examined, is that there is provision for development of attributes such as skills development of data management (medical transcription) and disease classification which are critical for planning and decision – making.

However, what sets the proposed qualification apart from the qualifications examined, is that there is a deliberate focus of designing the qualification around key competencies such as information management, communication and interpersonal skills and professionalism to enable them with the knowledge and skills to efficiently and effectively manage medical record information service in healthcare organizations.

REVIEW PERIOD
5 years

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