

AUDIOLOGY PRACTICE MANAGEMENT  
COMD 7860  
ONLINE- 2 SEMESTER HOURS

Instructor: Liz Hankins, AuD, CCC-A  
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Required Text:

Hosford-Dunn, H., Roeser, R., & Valente (2008). Audiology Practice Management.  
Thieme Medical Publishers, Inc., New York, New York.

Other articles and handouts will be provided.

Course Description: This course is set up as a discovery-based course. Practice management examines audiology as a business and addresses professional issues related to owning or managing a private practice. Business topics include feasibility studies, human resource management, accounting practices and services, insurance and billing, fee structure, advertising and marketing, legal considerations, and ethics.

Students will be responsible for following the reading schedule, listening to lectures, and participation in occasional online discussions. You will be required to attend an in-class lecture on insurance, billing, and reimbursements. This course does not have any exams, however it includes many “real-world” assignments and applications. The overall grade will be based on participation, online discussions, assignments, and a final project.

Grading: The following university approved grading scale will be used:

93-100 = A  
90-92 = A-  
88-89 = B+  
83-87 = B  
80-82 = B-  
78-79 = C+  
73-77 = C  
70-72 = C-

Late Assignments: Ten points of for each day that an assignment is late will be taken from your grade on that assignment.

### **Competencies: American Speech-Language-Hearing Association Knowledge and Skills Assessment (KASA)**

In this course each student will be provided with an opportunity to demonstrate required knowledge and/or skill development. These knowledge and skills will be assessed as delineated in the syllabus (by examination, paper, presentation, project, etc.). ASHA has specified that in order to be competent, you must achieve a level of 80% or better on each KASA item. These KASA competencies apply specifically to students in the doctor of audiology program. If the student does not attain this level in this course, he/she will be provided with ONE additional opportunity (in the current class) to demonstrate this knowledge or skill. If the student does not pass the competency a second time, no action will be taken if another opportunity (course or clinic) remains available in which the skill can be acquired. However, if no such opportunity is available, the student will be asked to complete an exam/demonstration of the knowledge and/or skill as defined by the department. For students failing to attain the set criteria on a required competency assessment, the department head is not able to sign the KASA form required for ASHA certification, even though the student may receive an acceptable course/clinic grade or exceed the minimum GPA. Learner Objectives: Following successful completion of this course, students will have demonstrated content knowledge and skill competency in the following areas:

#### **Foundations of Practice**

A19. Legal and ethical practices (e.g., standards for professional conduct, patient rights, credentialing, and legislative and regulatory mandates)

A28. Management and business practices, including but not limited to cost analysis, budgeting, coding and reimbursement, and patient management

A29. Consulting with professionals in a related and/or allied service areas

### **Evaluation/Grading/Assignments**

<b>Assignment</b>	<b>Description</b>	<b>KASA</b>	<b>Total Points</b>	<b>% of grade</b>
Weekly Modules	Online lectures, readings, and fórum discussions	A19	250	36%
Assignments	Weekly practical assignments	A19, 28, 29	325	47%
In-Class Lecture	Billing, Insurance, and Reimbursements	A28	20	3%
Final Project	Business Plan	A28, 29	100	14%

## UNIVERSITY POLICIES & PROCEDURES

### Academic Freedom and Professional Responsibilities

Academic freedom is the right to teach, study, discuss, investigate, discover, create, and publish freely. Academic freedom protects the rights of faculty members in teaching and of students in learning. Freedom in research is fundamental to the advancement of truth. Faculty members are entitled to full freedom in teaching, research, and creative activities, subject to the limitations imposed by professional responsibility. [Faculty Code Policy #403](#)

further defines academic freedom and professional responsibilities.

### Academic Integrity – "The Honor System"

Each student has the right and duty to pursue his or her academic experience free of dishonesty. The Honor System is designed to establish the higher level of conduct expected and required of all Utah State University students.

### [The Honor Pledge](#)

: To enhance the learning environment at Utah State University and to develop student academic integrity, each student agrees to the following Honor Pledge:

*"I pledge, on my honor, to conduct myself with the foremost level of academic integrity."*

A student who lives by the Honor Pledge is a student who does more than not cheat, falsify, or plagiarize. A student who lives by the Honor Pledge:

- Espouses academic integrity as an underlying and essential principle of the Utah State University community;
- Understands that each act of academic dishonesty devalues every degree that is awarded by this institution; and
- Is a welcomed and valued member of Utah State University.

### Academic Dishonesty

The instructor of this course will take appropriate actions in response to Academic Dishonesty, as defined the University's Student Code. Acts of academic dishonesty include but are not limited to:

- **Cheating:** using, attempting to use, or providing others with any unauthorized assistance in taking quizzes, tests, examinations, or in any other academic exercise or activity. Unauthorized assistance includes:
  - Working in a group when the instructor has designated that the quiz, test, examination, or any other academic exercise or activity be done "individually;"
  - Depending on the aid of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or carrying out other assignments;
  - Substituting for another student, or permitting another student to substitute for oneself, in taking an examination or preparing academic work;
  - Acquiring tests or other academic material belonging to a faculty member, staff member, or another student without express permission;
  - Continuing to write after time has been called on a quiz, test, examination, or any other academic exercise or activity;

- Submitting substantially the same work for credit in more than one class, except with prior approval of the instructor; or engaging in any form of research fraud.
- **Falsification:** altering or fabricating any information or citation in an academic exercise or activity.
- **Plagiarism:** representing, by paraphrase or direct quotation, the published or unpublished work of another person as one's own in any academic exercise or activity without full and clear acknowledgment. It also includes using materials prepared by another person or by an agency engaged in the sale of term papers or other academic materials.

#### Sexual Harassment

Sexual harassment is defined by the Affirmative Action/Equal Employment Opportunity Commission as any "unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature." If you feel you are a victim of sexual harassment, you may talk to or file a complaint with the Affirmative Action/Equal Employment Opportunity Office located in Old Main, Room 161, or call the AA/EEO Office at (435) 797-1266.

#### Withdrawal Policy and "I" Grade Policy

Students are required to complete all courses for which they are registered by the end of the semester. In some cases, a student may be unable to complete all of the coursework because of extenuating circumstances, but not due to poor performance or to retain financial aid. The term 'extenuating' circumstances includes: (1) incapacitating illness which prevents a student from attending classes for a minimum period of two weeks, (2) a death in the immediate family, (3) financial responsibilities requiring a student to alter a work schedule to secure employment, (4) change in work schedule as required by an employer, or (5) other emergencies deemed appropriate by the instructor.

#### Students with Disabilities

Students with ADA-documented physical, sensory, emotional or medical impairments may be eligible for reasonable accommodations. Veterans may also be eligible for services. All accommodations are coordinated through the Disability Resource Center (DRC). Please contact the DRC prior to or as early in the semester as possible. Alternate formats for course content are available with advanced notice.

Contacting the Disability Resource Center (DRC):

- On Campus: Room 101 of the University Inn
- Phone: 435-797-2444
- Website: <http://www.usu.edu/drc/> (Links to an external site.)

Disability related resources for current students:

- [DRC Student Handbook](#) (Links to an external site.)
- [Deaf and Hard of Hearing Student Handbook](#) (Links to an external site.)
- [Disability Related Scholarships](#) (Links to an external site.)
- [Campus Resources](#) (Links to an external site.)
- [Documentation Guidelines](#) (Links to an external site.)
- [Online Resources for Students with Disabilities](#) (Links to an external site.)

#### Diversity Statement

Regardless of intent, careless or ill-informed remarks can be offensive and hurtful to others and detract from the learning climate. If you feel uncomfortable in a classroom due

to offensive language or actions by an instructor or student(s) regarding ethnicity, gender, or sexual orientation, contact:

- Student Services: <http://www.usu.edu/student-services/> (Links to an external site.)  
, 435.797.1712, [studentservices@usu.edu](mailto:studentservices@usu.edu), TSC 220
- Student Advocates: <http://www.usu.edu/ususa/legal/> (Links to an external site.)  
, 435.797.2912, TSC 340,
- Access and Diversity: <http://www.usu.edu/accesscenter/> (Links to an external site.)  
, 435.797.1728, <mailto:access@usu.edu>; TSC 315
- Multicultural Programs: <http://www.usu.edu/accesscenter/multiculture/> (Links to an external site.)  
, 435-797-1728, TSC 315
- LGBTQA Programs: <http://www.usu.edu/accesscenter/lgbtqa/> (Links to an external site.)  
, 435-797-GAYS, TSC 314
- Provost's Office Diversity Resources:  
<http://www.usu.edu/provost/faculty/diversity/> (Links to an external site.)  
, (435) 797-8176

You can learn about your student rights by visiting:

The Code of Policies and Procedures for Students at Utah State University:

<http://www.usu.edu/student-services/student-code/>

#### Grievance Process

Students who feel they have been unfairly treated may file a grievance through the channels and procedures described in the Student Code: [Article VII. Grievances](#)