

BROWARD COLLEGE COURSE OUTLINE

LAST REVIEW: 2009-2010

NEXT REVIEW: 2014-2015

STATUS: A

COURSE TITLE: OPHTHALMIC MANAGEMENT POLICY & PROCEDURES

COMMON COURSE NUMBER: OPT 2060

CREDIT HOURS: 3

CONTACT HOUR BREAKDOWN:

CLOCK HOURS:

Lecture: **48**

Lab:

Clinic:

Other:

PREREQUISITE(S): OPT 2800L and OPT 2875

COREQUISITE(S):

PRE or COREQUISITE(S): OPT 2876

COURSE DESCRIPTION

This course provides a review of procedures and terminology in correspondence, legal and ethical principles, inter- and intra- professional relationships and retail office management. The history of Opticianry, optometry and ophthalmology is traced. Special emphasis is placed on comprehensive review of the curriculum.. The student will be required to present oral and written reports.

UNIT TITLES

- 1. BUSINESS AND PROFESSIONAL CORRESPONDENCE**
- 2. DEPARTMENT OF PROFESSIONAL REGULATION'S RULES AND REGULATIONS REGARDING THE PRACTICE OF OPTICIANRY**
- 3. THE PREVENTION OF MEDICAL ERRORS**
- 4. PERSONNEL MANAGEMENT STYLES**
- 5. FISCAL MANAGEMENT**
- 6. EMPLOYMENT SKILLS**
- 7. THE JOB INTERVIEW**
- 8. PROCEDURES FOR THE PROFESSIONAL LICENSING EXAMINATION**
- 9. COMPREHENSIVE REVIEW FOR THE STATE BOARDS**
- 10. CREATING A VIABLE BUSINESS PLAN**

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Unit 1: BUSINESS AND PROFESSIONAL CORRESPONDENCE

General Outcome:

1.0 The student shall: will be able to compose a business letter. Referral and follow-up forms will also be discussed.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 1.1 Compose a standard business letter
- 1.2 Prepare written communications with other professionals
- 1.3 Compose a standard resume

Unit 2: DEPARTMENT OF PROFESSIONAL REGULATION'S RULES AND REGULATIONS REGARDING THE PRACTICE OF OPTICIANRY

General Outcome:

2.0: The student shall: gain a working knowledge of the Florida State Statutes (Laws& Rules) regulating the practice of Opticianry.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 2.1 File the necessary paper work to take the state boards
- 2.2 Discuss the Florida Statutes governing the practice of Opticianry
- 2.3 Review 484.001 Purpose; legislative findings; intent.
- 2.4 Review 484.002 Definitions.
- 2.5 Review 484.003 Board of Opticianry; membership; appointment; terms.
- 2.6 Review 484.004 Board headquarters.
- 2.7 Review 484.005 Authority to make rules.
- 2.8 Review 484.006 Certain rules prohibited.
- 2.9 Review 484.007 Licensure of opticians; permitting of optical establishments.
- 2.10 Review 484.008 Renewal of license.
- 2.11 Review 484.009 Inactive status .
- 2.12 Review 484.011 Supportive personnel.
- 2.13 Review 484.012 Prescriptions; filing; duplication of prescriptions; duplication of lenses.
- 2.14 Review 484.013 Violations and penalties.
- 2.15 review 484.014 Disciplinary actions.
- 2.16 Discuss the other state laws that an independent Optician may need to observe

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Unit 3: THE PREVENTION OF MEDICAL ERRORS

General Outcome:

3.0 The student shall: gain a working knowledge of medical errors, why they occur, how to evaluate the reasons they occur, how to prevent them in the future. This course meets the Florida State Requirement for education on Medical Error Reduction.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 3.1 Describe medical errors
- 3.2 Discuss the barriers to reducing medical errors.
- 3.3 Define systems analysis
- 3.4 Define root cause analysis.
- 3.5 Identify types of errors.
- 3.6 Define sentinel event.
- 3.7 Identify populations at risk.
- 3.8 Describe the importance of patient education in regards to safety and medical errors.
- 3.9 Describe the optician's role in reducing medical errors.

Unit 4: PERSONNEL MANAGEMENT STYLES

General Outcome:

4.0. The student shall: gain a working knowledge of the different management styles. Development of a personal style will be discussed.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 4.1 Compare and contrast several styles of management.
- 4.2 Discuss the formation of a personal style of management.
- 4.3 Describe the various forms that are required to maintain adequate personnel records.

Unit 5: FISCAL MANAGEMENT

General Outcome:

5.0. The student shall: gain a working knowledge of the fiscal management and basic accounting principles involved in running an optical establishment.

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Unit 5: FISCAL MANAGEMENT continued

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 5.1 Describe a “Balance Sheet” and a “Profit and Loss Statement”.
- 5.2 Describe several ways to manage assets of a company.
- 5.3 Explain basic bookkeeping techniques.

Unit 6: EMPLOYMENT SKILLS

General Outcome:

6.0. The student shall: gain a working knowledge of the different types of skills needed on employment interviews.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 6.1 Fill out employment applications
- 6.2 Discuss appropriate modes of dress for a professional interview
- 6.3 Practice interviewing techniques

Unit 7: THE JOB INTERVIEW

General Outcome:

7.0. The student shall: will understand the procedures required to make the job interview pleasant, educational, enlightening and successful

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 7.1 Know how to obtain references and letters of recommendation.
- 7.2 Know how to research the company even before applying.
- 7.3 Identify their key skills and accomplishments.
- 7.4 Practice the job interview.
- 7.5 Understand the importance of appropriate clothing.
- 7.6 Understand the importance of getting to the interview on time.
- 7.7 Understand the importance of looking confident.

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Unit 8: PROCEDURES FOR THE PROFESSIONAL LICENSING EXAMINATION

General Outcome:

8.0. The student shall: gain a working knowledge of the different procedures that the state uses during the professional licensing examination.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 8.1 File applications for examination.
- 8.2 Review the types of tests and questions found on the state exam.
- 8.3 Practice taking the state exam under similar circumstances.

Unit 9: COMPREHENSIVE REVIEW FOR THE STATE BOARDS

General Outcome:

9.0. The student shall: review and practice the information needed to pass the state boards.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 9.1 Demonstrate the ability to solve vertical imbalance problems.
- 9.2 Demonstrate the ability to solve slab off problems.
- 9.3 Demonstrate the ability to solve vertex problems.
- 9.4 Neutralize glasses according to state board standards.
- 9.5 Measure P.D.
- 9.6 Identify various lenses.
- 9.7 Perform various frame measurements.

Unit 10: CREATING A VIABLE BUSINESS PLAN

General Outcome:

10.0. The student shall: create a business plan covering all aspects of starting a business.

Specific Measurable Learning Outcomes:

Upon successful completion of this unit, the student shall be able to:

- 10.1 Describe real estate requirements.
- 10.2 Determine what type and the costs of occupational licensing.
- 10.3 Describe how records are maintained.
- 10.4 Orally present the business plan to the class.