## ITT Technical Institute HT212

# Supervision and Personnel Management in Health Care Onsite Course

#### **SYLLABUS**

Credit hours: 4

Contact/Instructional hours: 40 (40 Theory Hours)

#### Prerequisite(s) and/or Corequisite(s):

Prerequisites: HT100 Medical Terminology, HT102 Introduction to the Health Care Record, HT104 Release of Personal Health Information, HT105 Alternative Health Records, HT112 Human Diseases with Pharmacology, HT201 Health Care Statistics, HT207 Coding I, HT203 Health Care Data Sets and Specialized Registries, HT204 CPT Coding, HT205 Health Care Reimbursement Systems, GE347 Group DynamicsDynamics

#### **Course Description:**

This course introduces basic concepts and principles of organization and supervision. The course focuses on the functions of frontline management with emphasis on the tools and skills required to effectively supervise individuals and work teams within a health care organization.

### Syllabus: Supervision and Personnel Management in Health Care

Instructor:	
Office hours:	
Class hours:	

#### **Major Instructional Areas**

- 1. Planning
- 2. Organizing
- 3. Supervising
- 4. Leading
- 5. Controlling
- 6. Levels, Roles, Functions, and Principles of Management
- 7. Supervisory Tools
- 8. Supervisory Responsibilities

#### **Course Objectives**

- 1. Explain the important managerial functions of a supervisor.
- 2. Describe the role of communication in supervisory management.
- 3. Apply relevant motivational techniques.
- 4. Apply problem-solving skills and decision-making styles in different scenarios.
- 5. Explain the importance of positive discipline in an organization.
- 6. Analyze the supervisor's role in organizational planning.
- 7. Describe organizing as an essential managerial function.
- 8. Explain why and how labor unions affect organizations and a supervisor's position.
- 9. Describe the role of a supervisor in employee recruitment, selection, orientation, and training.
- 10. Describe the role of a supervisor in performance management, appraisals, coaching, promotions, and compensations.
- 11. Explain the leadership component of supervision.
- 12. Describe how a supervisor can manage work groups and a diverse workforce.
- 13. Explain the fundamentals of controlling.
- 14. Describe the role of a supervisor in resolving conflicts at the workplace.
- 15. Apply the principles of ergonomics and human factors in work process design.

#### **SCANS Objectives**

SCANS is an acronym for Secretary's Commission on Achieving Necessary Skills. The committee, created by the National Secretary of Labor in the early 1990s, created a list of skills and competencies that the committee feels are necessary for employees to function in a high-tech job market.

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- 1. Demonstrate the ability to allocate human resources.
- 2. Demonstrate the ability to acquire and evaluate information.

- 3. Display the capacity for organizing and maintaining information.
- 4. Demonstrate the aptitude for interpreting and communicating information.
- 5. Exhibit the ability to use computers to process information.
- 6. Exhibit the ability to participate as the member of a team.
- 7. Exhibit competence in exercising leadership skills.
- 8. Display the capacity to work in culturally diverse situations.
- 9. Demonstrate the ability to apply the principles of ergonomics in work process design.

#### **Course Outline**

Note: All graded activities, except the Project, are listed below in the pattern of <Unit Number>.<Assignment Number>. For example, Analyses 1.2 refers to the 2nd analytical activity in Unit 1.

Unit	Activities
1— Introduction	<ul> <li>Content Covered: Supervision Concepts and Practices of Management:         <ul> <li>Chapter 1, "Supervising in Uncertain Times"</li> <li>Chapter 2, "The Managerial Functions"</li> </ul> </li> <li>Analyses: 1.1, 1.2</li> </ul>
2— Supervisory Essentials	<ul> <li>Read from Supervision Concepts and Practices of Management:         <ul> <li>Chapter 3, "Communication: The Key to Effective Supervisory Management</li> <li>Chapter 4, "Principles of Motivation"</li> </ul> </li> <li>Writing Assignments: 2.1</li> </ul>
3— Supervisory Decision Making	<ul> <li>Read from Supervision Concepts and Practices of Management:         <ul> <li>Chapter 5, "Solving Problems: Decision Making and the Supervisor"</li> <li>Chapter 6, "Positive Discipline"</li> </ul> </li> <li>Analyses: 3.1</li> <li>Writing Assignments: 3.1</li> </ul>
4— Managerial Functions— Planning and Organizing	<ul> <li>Read from Supervision Concepts and Practices of Management:         <ul> <li>Chapter 7, "Supervisory Planning"</li> </ul> </li> <li>Writing Assignments: 4.1</li> <li>Project 1 Part 1 Assigned (due in Unit 6)</li> <li>Exam 1</li> </ul>
5— Managerial Functions—Plannin g and Organizing (Continued)	<ul> <li>Read from Supervision Concepts and Practices of Management:         <ul> <li>Chapter 8, "Supervisory Principles for Organizing</li> </ul> </li> <li>Analyses: 5.1</li> <li>Project 2 Assigned (due in Unit 9)</li> </ul>

Unit	Activities
6— Managerial Functions— Staffing	<ul> <li>Read from Supervision Concepts and Practices of Management:         <ul> <li>Chapter 9, "The Supervisor's Role in Preparing Employees for Success"</li> <li>Chapter 10, "Supervisory Leadership and the Management of Change"</li> </ul> </li> <li>Writing Assignments: 6.1</li> <li>Project 1 Part 1 Due</li> <li>Project 1 Part 2 Assigned (due in Unit 8)</li> </ul>
7— Managerial Functions— Leading	<ul> <li>Read from Supervision Concepts and Practices of Management:         <ul> <li>Chapter 11, "Managing Work Groups: Teamwork, Morale, and Counseling"</li> <li>Chapter 12, "Supervising a Diverse Workforce"</li> </ul> </li> <li>Exam 2</li> <li>Analyses: 7.1</li> </ul>
8— Managerial Functions— Controlling	<ul> <li>Read from Supervision Concepts and Practices of Management:         <ul> <li>Chapter 13, "Fundamentals of Controlling"</li> </ul> </li> <li>Analyses: 8.1</li> <li>Project 1 Part 2 Due</li> <li>Project 1 Part 3 Assigned (due in Unit 10)</li> </ul>
9— Managerial Functions— Performance Management	<ul> <li>Read from Supervision Concepts and Practices of Management:         <ul> <li>Chapter 14, "Performance Management"</li> <li>Chapter 15, "Resolving Conflicts in the Workplace"</li> </ul> </li> <li>Analyses: 9.1</li> <li>Project 2 Due</li> </ul>
10— Project	<ul> <li>Course Review</li> <li>Project 1 Part 4 Assigned (due in Unit 11)</li> <li>Exam 3</li> <li>Project 1 Part 3 Due</li> </ul>
11— Course Review and Final Exam	<ul> <li>Course Review (Continued)</li> <li>Comprehensive Final Exam</li> <li>Project 1 Part 4 Due</li> </ul>

#### **Instructional Methods**

This course discusses the responsibilities that a health information professional will assume when working in a supervisory position in a healthcare organization. In addition, the course covers the key concepts and principles, tools, and strategies associated with successful supervision and management. It also familiarizes you with laws, regulations, and tools that apply to standard management practices. You will examine and compare different types of management and supervisory theories and practices and comprehend how they are effectively applied.

The course uses a mix of class activities such as role play activities, discussions, and assignments that will familiarize you with various management and supervisory skills.

The following assessment strategies are used in the course:

- Exams will be held at regular intervals to review the concepts taught in the course.
- There are two projects designed for this course. Project 1 contains four parts in which
  you will develop a new employee orientation presentation. Project 2 focuses on the
  application of the principles of ergonomics and work process design in an office setting.
- Analysis-based assignments will provide you an opportunity to apply the concepts taught in class. The analysis assignments follow a case study-based approach to relate to reallife scenarios. These assignments will also provide insight into the actual work environment of a healthcare organization.
- The writing assignments are based on the concepts taught in class and knowledge gained from the textbook readings.
- The course will conclude with a comprehensive final exam in Unit 11. Supervisory and management theories, concepts, principles, tools, and strategies will be evaluated in the final exam of the course.

#### **Instructional Materials and References**

#### **Student Textbook Package**

Leonard, E. C., Jr. (2013). Supervision: Concepts and Practices of Management (12<sup>th</sup> ed.).
 Mason, OH: South-Western Cengage Learning.

#### References

#### **ITT Tech Virtual Library**

Log on to the ITT Tech Virtual Library at http://library.itt-tech.edu/ to access online books, journals, and other reference resources selected to support ITT Tech curricula.

#### Reference

You may click "Reference" or use the "Search" function on the home page to find the following reference resources.

Encyclopedias> Gale Virtual Reference Encyclopedias> Search for Keywords "Leadership and Management Styles">

 Haynes, Thomas. "Management/Leadership Styles." Ed. Burton S. Kaliski, comp. *Encyclopedia of Business and Finance. Vol. 1.* 2<sup>nd</sup> ed. Detroit: Macmillan Reference USA, Gale, Cengage Learning 2007.

#### **Other References**

The following resources may be found **outside** of the ITT Tech Virtual Library, whether online or in hard copy.

#### **Books**

- Odgers, Pattie. Administrative Office Management, Complete Course. 13th ed. South-Western Cengage Learning. 2005.
- John, Merida L. Health Information Management Technology. 2<sup>nd</sup> ed. AHIMA, 2007.

- Mattingly, Rozella. Management of Health Information: Functions & Applications. 1<sup>st</sup> ed. Delmar Publishers, 1997.
- McCuen, Charlotte, Nanette B. Sayles, and Patricia Schnering. Case Studies in Health Information Management. 1st ed. Thomson Delmar Learning, 2008.
- McWay, Dana. Today's Health Information Management an Integrated Approach. 1st ed. Thomson Delmar Learning, 2008.

#### Periodicals

The following periodicals can be found at the American Health Information Management Association (AHIMA) Web site:

- Burrington-Brown, Jill. "Tips for Successful Teamwork." Journal of AHIMA 77, no. 6 (June 2006): 60.
- Dimick, Chris. "Training Large and Small: Advantages Differ According to Facility Size." *Journal of AHIMA* 78, no. 9 (October 2007): 62 and 64.
- Doll, Barbara A. "Project Management 101: Skills for Leading and Working in Teams, Part 4." Journal of AHIMA 76. no. 4 (April 2005): 48 and 50.
- Doll, Barbara A. "Project Management 101: Skills for Leading and Working in Teams, Part 3." *Journal of AHIMA* 76, no. 3 (March 2005): 52.
- Doll, Barbara A. "Project Management 101: Skills for Leading and Working in Teams, Part 2." *Journal of AHIMA* 76, no. 2 (Feb 2005): 52 and 54.
- Doll, Barbara A. "Project Management 101: Skills for Leading and Working in Teams, Part 1." *Journal of AHIMA* 76, no. 1 (January 2005): 50.
- Duggan, Christina Mayer. "Designing Effective Training." Journal of AHIMA 76, no. 6 (June 2005): 28-32.
- Fox, Leslie, Ann Sheridan, and Patty Thierry. "Change Packs an Emotional Wallop: Calming the System through Leadership." *Journal of AHIMA* 78, no. 9 (October 2007): 34 and 36.
- Hagland, Mark. "Leading from the Middle." *Journal of AHIMA* 76, no. 5 (May 2005): 34-37.
- LeBlanc, Madonna M. "Smart Strategies Ease the Way for New Managers." *Journal of AHIMA* 74, no. 6 (June 2003): 41-42.
- Manger, Barbara J. "Plenty to Learn, but Plenty of Guidance, Too." *Journal of AHIMA* 74, no. 6 (June 2003): 44-45.
- Sheridan, Patty Thierry and Carol Ann Quinsey. "Change Management: What's In Your Toolkit?" *Journal of AHIMA* 77, no. 2 (February 2006): 64-65.

#### Websites

 American College of Health Care Executives (ACHE) http://www.ache.org (accessed March 2<sup>nd</sup>, 2011)

ACHE is an international professional society that has more than 30,000 healthcare executives who lead hospitals, healthcare systems, and other healthcare organizations. On the AHCE Web site, you can find journals, educational programs, and latest research updates related to health services management.

 American Health Information Community (AHIC) http://www.hhs.gov/healthit/community/background/ (accessed March 2<sup>nd</sup>, 2011)

AHIC is a federal advisory body that makes recommendations to the Secretary of the U.S. Department of Health and Human Services on matters related to adoption and development of health information technology (HIT). The Web site provides information on how HIT helps individuals maintain their health by managing their health information.

 American Hospital Association's Central Office http://www.ahacentraloffice.org/ahacentraloffice/index.html (accessed March 2<sup>nd</sup>, 2011)

The Web site serves as the official U.S. clearinghouse on medical coding. It ensures that ICD-9-CM systems and Level I HCPCS (CPT-4 codes) for hospital providers and Level II HCPCS codes for hospitals, physicians, and other healthcare professionals are used properly.

American Management Association (AMA)

http://www.amanet.org/ (accessed March 2<sup>nd</sup>, 2011)

This Web site provides latest information, training, corporate solutions, and news related to healthcare.

 American Society of Association Executives (ASAE) and the Center for Association Leadership

http://www.asaecenter.org (accessed March 2<sup>nd</sup>, 2011)

This is an educational Web site where participants get the latest information, tools, resources, and news related to association management.

Association for Project Management (APM)

http://www.apm.org.uk/ (accessed March 2<sup>nd</sup>, 2011)

APM develops and promotes project management across all sectors of the industry, especially by using the 52 knowledge areas, which it supports. The organization has individual and corporate members throughout the United Kingdom and abroad.

• The Association for Work Progress Improvement (TAWPI)

http://www.tawpi.org/ (accessed March 2<sup>nd</sup>, 2011)

TAWPI provides information on payments automation, remote deposit capture, imaging, and forms processing. The Web site provides information on industry news, career development, publications, and resources.

• Change Management Association Professionals (CMAP)

http://www.change-management.com/acmp/index.htm (accessed March 2<sup>nd</sup>, 2011)

This Web site provides information about various aspects of the Change Management process

 College of Health Care Information Management Executives (CHIME) http://www.cio-chime.org (accessed March 2<sup>nd</sup>, 2011)

This Web site provides information that fulfills the professional development needs of the chief information officers (CIOs). It advocates an effective use of information management within healthcare.

• Free Management Library: Employee Performance Management

http://www.managementhelp.org/emp\_perf.htm (accessed March 2<sup>nd</sup>, 2011)

This Web site provides a complete integrated library of topics related to performance management, such as organization, group, and employee performance management.

• U. S. Equal Employment Opportunity Commission (EEOC)

http://www.eeoc.gov (accessed March 2<sup>nd</sup>, 2011)

This Web site provides information about the policies, laws, and employment statistics in the United States. It also provides guidance and important news updates related to Equal Employment Opportunity (EEO) in the United States.

 The Joint Commission (previously known as Joint Commission on Accreditation of Health Care Organizations)

http://www.jointcommission.org (accessed March 2<sup>nd</sup>, 2011)

This Web site provides many certification programs, books, articles, and news stories on the healthcare industry.

• U. S. Office of Personnel Management

http://www.opm.gov (accessed March 2<sup>nd</sup>, 2011)

This Web site provides information on jobs, federal employees, retirement benefits, and HR practitioners and agencies in the United States.

Project Management Institute (PMI)

http://www.pmi.org (accessed March 2<sup>nd</sup>, 2011)

This Web site is a valuable source of information for project management knowledge and skills.

• Society for Human Resource Management (SHRM)

http://www.shrm.org (accessed March 2<sup>nd</sup>, 2011)

This Web site represents a professional association devoted to human resource (HR) management. The Web site serves HR professionals by providing current and comprehensive resources. The Web site also promotes the HR professional's essential and strategic role.

All links to Web references are subject to change without prior notice.

#### **Course Evaluation and Grading**

#### **Evaluation Criteria Table**

The final grades will be based on the following categories:

CATEGORY	WEIGHT
Analyses	10%
Project 1	30%
Project 2	20%
Writing Assignments	10%
Exams	15%
Final Exam	15%
Total	100%

Note: Students are responsible for abiding by the Plagiarism Policy.

#### **Grade Conversion Table**

The final grades will be calculated from the percentages earned in the course, as follows:

Α	90–100%	4.0
B+	85–89%	3.5
В	80–84%	3.0
C+	75–79%	2.5
С	70–74%	2.0
D+	65–69%	1.5
D	60–64%	1.0
F	<60%	0.0

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A. Sı	ıbdomain: Health Data Structure, Content and	Star	dar	ds														
1.	elements, data sets, and databases).			A ✓		A ✓			<b>✓</b>			A ✓			<b>✓</b>			
2.	Conduct analysis to ensure documentation in the health record supports the diagnosis and reflects the patient's progress, clinical findings, and discharge status.			A ✓		A ✓						A ✓						
3.	Apply policies and procedures to ensure the accuracy of health data.			A ✓		A ✓						A ✓						
4.	Contribute to the definitions for and apply clinical vocabularies and terminologies used in the organization's health information systems.	A ✓		A		A ✓			✓			A ✓						
5.	Verify timeliness, completeness, accuracy, and appropriateness of data and data sources for patient care, management, billing reports, registries, and/or databases.			A ✓		A ✓			<b>√</b>			A ✓	<b>✓</b>		~	<b>✓</b>		
B.	Subdomain: Healthcare Information Requirem	ents	and	d Sta	anda	ards												
1.	Monitor and apply organization-wide health record documentation guidelines.			A ✓		A ✓						A ✓					~	
2.	Apply policies and procedures to ensure organizational compliance with regulations and standards.			A ✓		A ✓						A ✓			<b>✓</b>		~	
3.	Report compliance findings according to organizational policy.			<b>✓</b>		✓						A ✓					<b>~</b>	
4.	Maintain the accuracy and completeness of the patient record as defined by organizational policy and external regulations and standards.			✓		✓						A ✓					<b>~</b>	
5.	Assist in preparing the organization for accreditation, licensing, and/or certification surveys.			<b>✓</b>		✓						A ✓					~	
C.	Subdomain: Clinical Classification Systems									,								
1.	Use and maintain electronic applications and work processes to support clinical classification and coding.										A ✓			✓		✓		
2.	Apply diagnosis/procedure codes using ICD-9-CM.										A ✓					✓		
3.	Apply procedure codes using CPT/HCPCS.													A ✓		✓		
4.	Ensure accuracy of diagnostic/procedural groupings such as DRG, APC, and so on.										A ✓				Α	✓		
5.	Adhere to current regulations and established guidelines in code assignment.										A ✓			<b>✓</b>	A ✓	✓		
6.	Validate coding accuracy using clinical information found in the health record.										A ✓			✓	Α	✓		
7.	Use and maintain applications and processes to support other clinical classification and nomenclature systems (such as ICD-10-CM, SNOMED, and so on).										<b>✓</b>				A	✓		
8.	Resolve discrepancies between coded data and supporting documentation.										A			<b>✓</b>	A	✓		

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D. Subdomain: Reimbursement Methodologies					ı												
<ol> <li>Apply policies and procedures for the use of clinical data required in reimbursement and prospective payment systems (PPS) in healthcare delivery.</li> </ol>										<b>✓</b>				<b>√</b>	<b>√</b>		
Support accurate billing through coding, chargemaster, claims management, and bill reconciliation processes.										<b>✓</b>				✓	✓		
<ol> <li>Use established guidelines to comply with reimbursement and reporting requirements such as the National Correct Coding Initiative.</li> </ol>										<b>✓</b>			✓	<b>✓</b>	✓		
<ol> <li>Compile patient data and perform data quality reviews to validate code assignment and compliance with reporting requirements such as outpatient prospective payment systems.</li> </ol>														A ✓	<b>✓</b>		
II. Domain: Health Statistics, Biomedical Research and Quality Management  A. Subdomain: Healthcare Statistics and Research																	
Abstract and maintain data for clinical	1									<b> </b>	A	A			<b>√</b>		
indices/databases/registries.  2. Collect, organize and present data for quality management, utilization management, risk management, and other related studies.											A	<b>√</b>			✓	<b>✓</b>	
Compute and interpret healthcare statistics.						<b>✓</b>					A					<b>✓</b>	
Apply Institutional Review Board (IRB) processes and policies.									<b>√</b>							<b>✓</b>	
<ol> <li>Use specialized databases to meet specific organization needs such as medical research and disease registries.</li> </ol>						<b>√</b>			<b>√</b>			A ✓	<b>√</b>		✓	<b>√</b>	
B. Subdomain: Quality Management and Performance In	nprov	/eme	ent	•	•	•						•					
Abstract and report data for facility-wide quality management and performance improvement programs.															✓	<b>✓</b>	
<ol> <li>Analyze clinical data to identify trends that demonstrate quality, safety, and effectiveness of healthcare.</li> </ol>															✓	✓	
III. Domain: Health Services Organization and Delivery																	
A. Subdomain: Healthcare Delivery Systems																	
<ol> <li>Apply information system policies and procedures required by national health information initiatives on the healthcare delivery system.</li> </ol>					A ✓										✓		
<ol> <li>Apply current laws, accreditation, licensure, and certification standards related to health information initiatives from the national, state, local and facility levels.</li> </ol>			A ✓		A ✓										<b>√</b>	<b>✓</b>	
Apply policies and procedures to comply with the changing regulations among various payment systems for healthcare services such as Medicare, Medicaid, managed care, and so forth.					A ✓									<b>√</b>	✓		

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	Differentiate the value of various and ideas and																	ļ
4.	Differentiate the roles of various providers and disciplines throughout the continuum of healthcare and respond to their information needs.					A ✓						A ✓			<b>✓</b>		<b>✓</b>	
3. Si	ubdomain: Healthcare Privacy, Confidentiality,	Leg	al, a	nd l	Ethic	cal I	ssue	es										
1.	Participate in the implementation of legal and regulatory requirements related to the health information infrastructure.									✓								
2.	Apply policies and procedures for access and disclosure of personal health information.									✓		A ✓						
3.	Release patient-specific data to authorized users.									✓		A						
4.	Maintain user access logs/systems to track access to and disclosure of identifiable patient data.									✓		A ✓						
5.	Conduct privacy and confidentiality training programs.									A ✓		A ✓						
6.	Investigate and recommend solutions to privacy issues/problems.									A ✓		A ✓						
7.	Apply and promote ethical standards of practice.			A		A ✓				A ✓	A	A		✓	<b>√</b>	✓	<b>✓</b>	
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1. 2.	Use technology, including hardware and software, to ensure data collection, storage, analysis, and reporting of information.  Use common software applications such as spreadsheets, databases, word processing, graphics, presentation, e-mail, and so on in the execution of work processes.  Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality	chno	olog	A A		A ✓	✓				✓	A		A	A			
Sy: 4. Si 1. 2. 3.	Use technology, including hardware and software, to ensure data collection, storage, analysis, and reporting of information.  Use common software applications such as spreadsheets, databases, word processing, graphics, presentation, e-mail, and so on in the execution of work processes.  Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.  Apply policies and procedures to the use of networks, including intranet and Internet applications to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications.		plog	A Y		A ✓	✓		✓		✓	A		A	A A Y	✓ ✓		
Sy: 4. Si 1. 2. 3.	Use technology, including hardware and software, to ensure data collection, storage, analysis, and reporting of information.  Use common software applications such as spreadsheets, databases, word processing, graphics, presentation, e-mail, and so on in the execution of work processes.  Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.  Apply policies and procedures to the use of networks, including intranet and Internet applications to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications.		plog	A Y		A ✓	✓		✓		✓	A		A	A A Y	✓ ✓		
3. So 1.	Use technology, including hardware and software, to ensure data collection, storage, analysis, and reporting of information.  Use common software applications such as spreadsheets, databases, word processing, graphics, presentation, e-mail, and so on in the execution of work processes.  Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.  Apply policies and procedures to the use of networks, including intranet and Internet applications to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications.  Ubdomain: Data, Information, and File Structure.  Apply knowledge of data base architecture and design (such as data dictionary, data modeling, data		olog	A Y		A ✓	✓		✓ ✓		✓	A		A	A A Y	✓ ✓		
3. So 1.	Use technology, including hardware and software, to ensure data collection, storage, analysis, and reporting of information.  Use common software applications such as spreadsheets, databases, word processing, graphics, presentation, e-mail, and so on in the execution of work processes.  Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.  Apply policies and procedures to the use of networks, including intranet and Internet applications to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications.  **Ubdomain:** Data, Information, and File Structure** Apply knowledge of data base architecture and design (such as data dictionary, data modeling, data warehousing, and so on) to meet departmental needs.		plog	A Y		A ✓	✓ ·		✓ ✓		✓	A		A	A A Y	✓ ✓		
3. So 1. C. So	Use technology, including hardware and software, to ensure data collection, storage, analysis, and reporting of information.  Use common software applications such as spreadsheets, databases, word processing, graphics, presentation, e-mail, and so on in the execution of work processes.  Use specialized software in the completion of HIM processes such as record tracking, release of information, coding, grouping, registries, billing, quality improvement, and imaging.  Apply policies and procedures to the use of networks, including intranet and Internet applications to facilitate the electronic health record (EHR), personal health record (PHR), public health, and other administrative applications.  **Ubdomain:** Data, Information, and File Structure** Apply knowledge of data base architecture and design (such as data dictionary, data modeling, data warehousing, and so on) to meet departmental needs.  **Ubdomain:** Data Storage and Retrieval** Use appropriate electronic or imaging technology for		plog	A Y		A ✓	✓ ·		✓ ✓		✓ ·	A Y		A	A A Y	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓		

	HIT ASSOCIATE DEGREE	33	NT	RY	-LE	:VE	:L(	CO	MP	El	ΕN	Cl	ES					
	Domains, Subdomains, and Tasks			Cı	urric	ulur	n Co	ours	e(s)	in V	Vhic	h Ta	ask i	s Co	over	ed		
		HT100	10*	HT102	20*	HT105	HT201	HT112	HT113	HT104	HT207	HT200	HT203	HT204	HT205	HT208	211	11040
		토	HS210*	토	HS220*	토	Ŧ	토	Ė	도	Ŧ	Ŧ	Ŧ	Ŧ	Ŧ	보	Ŧ	Ė
4.	Maintain archival and retrieval systems for patient information stored in multiple formats.			<b>✓</b>					<b>√</b>									L
5.	Coordinate, use and maintain systems for document imaging and storage.			<b>✓</b>						<b>✓</b>		A						İ
D. Sı	ıbdomain: Data Security			1		ı					1							_
1.	Apply confidentiality and security measures to protect electronic health information.								A	A		A				✓		Ī
2.	Protect data integrity and validity using software or hardware technology.			~					A ✓	A ✓		A ✓				<b>√</b>		Ì
3.	Apply departmental and organizational data and information system security policies.								A ✓	A ✓		A ✓				<b>✓</b>		Ì
4.	Use and summarize data compiled from audit train and data quality monitoring programs.								<b>√</b>								~	İ
5.	Contribute to the design and implementation of risk management, contingency planning, and data recovery procedures.								A ✓	<b>✓</b>							<b>✓</b>	Ī
E. Sı	ıbdomain: Healthcare Information Managemen	t t											Į		l			T
1.	Participate in the planning, design, selection, implementation, integration, testing, evaluation, and								<b>✓</b>									Ī
2.	support for organization-wide information systems.  Use the principles of ergonomics and human factors in work process design.															<b>√</b>		ļ
Doi	main: Organizational Resources																	Ī
A. Sı	ıbdomain: Human Resources		•						•						•			_
1.	Apply the fundamentals of team leadership.											<b>✓</b>				<b>✓</b>		Ī
2.	Organize and contribute to work teams and committees.											A ✓				✓	~	Ī
3.	Conduct new staff orientation and training programs.																	Ţ
4.	Conduct continuing education programs.											A ✓				✓		
5.	Monitor staffing levels and productivity standards for health information functions, and provide feedback to management and staff regarding performance.															<b>✓</b>		
6.	Communicate benchmark staff performance data.																<b>✓</b>	ł
7.	Prioritize job functions and activities.			<u> </u>	<u> </u>		<u> </u>				<del>                                     </del>	<u> </u>	<u> </u>			<b>√</b>	H	t
8.	Use quality improvement tools and techniques to						<b>/</b>									<b>✓</b>	/	t
D 0:	monitor, report and improve processes.																<u> </u>	1
1.	Ibdomain: Financial and Physical Resources  Make recommendations for items to include in budgets		Α		<u> </u>		Ι		1	Ι				Ι				T
2.	and contracts.  Monitor and order supplies needed for work processes.		✓										-	_		<del>                                     </del>	_	+
3.	Monitor coding and revenue cycle processes.				<del>                                     </del>	1	1			1	$\vdash$	1	<u> </u>		<b>/</b>	<b>√</b>	$\vdash$	t
4.	Recommend cost-saving and efficient means of																	-
5.	achieving work processes and goals.  Contribute to work plans, policies, procedures, and resource requisitions in relation to job functions.															<b>√</b>		1

resource requisitions in relation to job functions.

\* HS210 and HS220 are equivalent to GE258 and GE259 respectively.
A=application; ✓= teach
(End of Syllabus)