Course Syllabus
HITT 1361 – Clinical Health Information Technology/Technician

Catalog Description: A health-related work-based experience that enables the student to apply specialized occupational theory, skills, and concepts. Direct supervision is provided by the clinical professional.

Prerequisites: HITT 1353, HITT 1301, HITT 1345

Semester Credit Hours: 3
Lecture Hours per Week: 1
Lab Hours per Week: 8
Extended Hours: 144
Contact Hours per Semester: 144

State Approval Code: 51.0707

Class section meeting time: Online Component: Students will spend approximately 7.5 hours per week completing assignments related to their clinical rotations including professionalism, departmental function assignments, and a case study in data analytics.

Alternate Operations During Campus Closure: In the event of an emergency or announced campus closure due to a natural disaster or pandemic, it may be necessary for Panola College to move to altered operations. During this time, Panola College may opt to continue delivery of instruction through methods that include, but are not limited to: online learning management system (CANVAS), online conferencing, email messaging, and/or an alternate schedule. It is the responsibility of the student to monitor Panola College's website (www.panola.edu) for instructions about continuing courses remotely, CANVAS for each class for course-specific communication, and Panola College email for important general information.

Instructional Goals and Purposes: The purpose of this course is to gain experience in applying knowledge learned in the classroom to technical procedures in health information departments of hospitals, nursing homes and other types of healthcare facilities. The clinical experience will be under the supervision and direction of a Registered Health Information Administrator (RHIA), Registered Health Information Technician (RHIT) or other experienced healthcare professional.

Learning Outcomes:
1. Apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within and among political, economic, environmental, social, and legal systems associated with the occupation and the business/industry.
2. Demonstrate legal and ethical behavior, safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry.
3. Demonstrate appropriate interpersonal and teamwork skills and professional demeanor while interacting with a variety of healthcare professionals.
4. Demonstrate appropriate written and verbal communication skills using the medical and health information management terminology.

Specific Course Objectives (includes SCANS):

After course completion, the student will be able to:

<u>Professionalism in Health Care</u>

a. <u>Chapter 1</u>
    a. List four benefits of working in the health care industry.
    b. Explain the difference between *soft skills* and *hard skills*.
    c. List two reasons why health care workers must be aware of current trends and issues in the health care industry.
    d. List three reasons why health care is expensive; identify reasons the costs continue to rise.
    e. Identify two ways that the Baby Boomer population will impact the health care industry.
    f. Describe two controversial issues associated with health care reform.
    g. Define *continuous quality improvement*.
    h. List two quality improvement goals.
    i. Define *sentinel event*.
    j. Explain the connection between sentinel events and patient safety.
    k. Identify two trends in the supply and demand of health care workers.
    l. List two advantages of electronic health records.
    m. Define *social media*.
    n. Give two examples of social media sites.

b. <u>Chapter 2</u>
    a. Define interdependence as it relates to health care workers.
    b. Describe why health care workers need to have a systems perspective.
    c. Give one example of how failing to use common sense with social media can lead to a HIPAA violation.
    d. Explain why it's important to be "present in the moment" at work.
    e. Define critical thinking.
    f. List three things that critical thinkers do to make good decisions.
    g. List five factors that demonstrate a strong work ethic.
    h. Describe the attitudinal differences between optimists and pessimists.
    i. Explain why health care workers must function within the legal scope of practice for the state in which they are employed.
    j. Explain why it's important for health care workers to comply with federal, state, and local health laws and regulations as they relate to health care settings.
    k. Explain how HIPAA protects the confidentiality of medical information.
    l. List two things you should do when representing your employer.
    m. List three ways to prepare for a performance evaluation.
    n. Differentiate between objective and subjective evaluation criteria.

c. <u>Chapter 3</u>
    a. Describe how your character affects your reputation as a professional.
    b. List four examples of the lack of character in the workplace.
    c. Explain how your character traits and personal values affect your behavior and attitude.
    d. Give three examples of dishonest behaviors.
    e. Define ethics.
    f. List three important questions to ask yourself when making difficult ethical decisions.
    g. Define morals.
    h. Explain the importance of protecting your professional reputation on social media sites.
    i. Give three examples of fraud in health care.
    j. Name and define two examples of criminal law terms.
    k. Name and define two examples of civil law terms.
    l. Explain why it's important to comply with the code of ethics for your profession.
    m. Differentiate between personal ethics and professional ethics.
    n. Explain the connection between negligence and malpractice.
    o. Describe why some types of health care workers need personal liability insurance.
    p. Explain why it's important to follow protocol if you suspect a reportable incident.
    q. List three examples of complex ethical, moral, and legal dilemmas in health care.

d. <u>Chapter 4</u>
    a. Explain the concept of interdependence among health care workers.
    b. List three ways to strengthen relationships at work.
    c. List two ways to demonstrate loyalty to your coworkers.
    d. Explain the role of courtesy, etiquette, and manners in the workplace.
    e. List three examples of netiquette when using digital communication.

  f. Give examples of two types of health care teams.
  g. Describe how group norms can help facilitate meetings.
  h. Explain why consensus is important but difficult to achieve.
  i. List the four essential elements for communication to take place.
  j. Describe how illiteracy impacts patient care.
  k. Explain two of the factors that may influence your communication with other people.
  l. Explain why labeling is a barrier to communication.
  m. Describe the role that body language plays in communication.
  n. Explain why conflict resolution is important in the workplace.
  o. Name the four styles of communication.
  p. Describe each of the four styles of communication including the likely outcome of each style.
  q. Identify the importance of assertive communication.
  r. List three types of communication technologies.
  s. List three problems that may occur when communicating electronically.
  t. Explain why it's important for health care professionals to develop their public speaking skills.

e. Chapter 5
  a. Give three examples of diversity in addition to age and gender.
  b. Explain how bias can result in health care disparities for members of minority cultural groups.
  c. List two things to do when cultural tension arises.
  d. Explain why health care workers need to be culturally competent.
  e. Describe the difference between stereotypes and generalizations.
  f. Explain what is meant by the cultural competence continuum.
  g. Describe two ways that online patient portals can improve health care.
  h. Explain how a person's personality type can affect his or her work.
  i. Give an example of how generational differences can cause problems at work.
  j. List four types of health care customers.
  k. Describe the purpose of the American Hospital Association's brochure, "Patient Care Partnership: Understanding Expectations, Rights and Responsibilities."
  l. Explain the purpose of the HCAHPS survey.
  m. List five ways to provide good customer service for hospitalized patients and their visitors.

f. Chapter 6
  a. Explain how personal skills affect your success as a health care worker.
  b. Describe how your personal image affects patient care.
  c. List five appearance and grooming factors that result in a professional image.
  d. Explain how stereotypes impact first impressions.
  e. List three examples of annoying and troublesome personal habits.
  f. Describe how grammar and vocabulary impact your professional image.
  g. Explain the importance of maintaining professionalism after hours.
  h. List three health and safety concerns with social media
  i. Describe the importance of self-care for health care workers.
  j. Give two examples of how employers are encouraging employees to become healthier.
  k. Describe three-time management techniques.
  l. Describe three financial management techniques.
  m. Describe three stress management techniques.
  n. Explain why the ability to manage change is so important in health care today.

g. Chapter 7
  a. Identify the purpose of a practicum.
  b. List three benefits of a practicum experience.
  c. Identify three requirements to gain clearance for a practicum.
  d. Describe two ways to prepare for a practicum.
  e. Explain the connection between your performance on practicum and securing an employment reference at graduation.
  f. Explain the value of keeping a journal during your practicum.
  g. Give three examples of protocol involving cell phones and social media during your practicum.
  h. Explain the importance of maintaining patient confidentiality during your practicum.
  i. List three safety factors to keep in mind when working in a health care facility.
  j. Identify three of the criteria considered when evaluating your performance and assigning a grade for your practicum.

h. Chapter 8
  a. List four questions to answer when identifying your occupational preferences.

b. Explain the value of researching labor trends and projections.
c. Identify three places on the Internet to find job openings.
d. Describe four characteristics of a professional résumé.
e. Name five things you should do when filling out a job application form.
f. Explain why employers use preemployment assessments.
g. Describe five ways to present a professional image during a job interview.
h. Explain the importance of having a professional presence online.
i. List two reasons why health care workers must engage in professional development.
j. Describe four characteristics of effective leaders.
k. Identify two ways to develop leadership skills.
l. Describe the benefits of participating in a health care professional association.
m. Explain the importance of having a career advancement plan

Data Analytics Assignments

i. Exercise #1 Descriptive Statistics
a. Understand the collection and maintenance of health data.
b. Manipulate data elements, sets, and indices.
c. Use graphical tolls to illustrate data sets.
d. Evaluate and interpret data sets.

j. Exercise #2 Using Filters and Creating Pivot Table Report
a. Understand the collection and maintenance of health data.
b. Manipulate data elements, sets, and indices.
c. Use graphical tolls to illustrate data sets.
d. Evaluate and interpret data sets.

k. Exercise #3 Column Charts and Histograms
a. Understand the collection and maintenance of health data.
b. Manipulate data elements, sets, and indices.
c. Use graphical tolls to illustrate data sets.
d. Evaluate and interpret data sets.

l. Exercise #4 Testing for Independence with Chi Square
a. Understand the collection and maintenance of health data.
b. Manipulate data elements, sets, and indices.
c. Use graphical tolls to illustrate data sets.
d. Evaluate and interpret data sets.

National Cancer Registrar

m. National Cancer Registrars Association Assignment
a. Define an abstract.
b. Identify sources for staging cancer in the medical record.
c. Describe a cancer registry.
d. Identify follow-up rates of Commission on Cancer accredited programs
e. Describe the key responsibilities of the Cancer Committee
f. Identify the certification exam taken by potential cancer registrars.
g. Describe the job of a cancer registrar.
h. Explain the most common and accurate methods of diagnosing cancer.
i. Define active case finding.
j. Describe the important factors of data collection that affect the completion and accuracy of information
k. Identify the book used to code the histology, behavior, and grade of tumors.
l. Explain the two objectives for the Commission on Cancer Standards
m. Identify the 3 types of cancer conferences.
n. Describe the benefits of quality data.
o. Identify reasons cancer registries release information.
p. Identify the program the State of Texas uses for funding.

    q.   Identify the five areas of quality for a cancer program.
    r.   Describe the major staging systems.
    s.   Identify the use of the FORDS.
    t.   Explain the 3 eligibility routes for achieving a CTR.

VLAB Simulations

n. VLAB Assignments
    a.   Dr. Chrono (7 assignments)
    b.   CIOX (4 assignments
    c.   Meditech (7 assignments)

Applying Skills to real world scenarios

o. AHIMA Career Prep Workbook
    a. Mapping Out Your Career
    b. Preparing for the Perfect Job
    c. Finding the Perfect Job: Purpose
    d. Accepting the Perfect Job
    e. Changing Careers and Moving Forward

p. The AHIMA Career Prep Resource Library
    a. HIM as a Second Career
    b. Finding (and Thriving at) your First HIM Job
    c. AHIMA Certification Overview
    d. Making the Most of Your AHIMA Membership
    e. It's Not About the Color of Your Shirt: Three Secrets to Showing Up as a Professional Every Day
    f. Launching a Career with Your First Job
    g. From First Job to Career Success

q. HIPAA for Health Care Workers Certification

r. Texas Health and Human Services General Certification Education
    a. A Prescribers' Guide to Medicaid Prior Authorizations
    b. Culturally Effective Health Care
    c. Disaster Preparedness in Texas
    d. Disaster Preparedness What Texas Health Steps Providers Should Know
    e. Introduction to Medicaid Administrative Claiming
    f. Recognizing Reporting and Preventing Child Abuse
    g. How to Recognize and Respond to Child Trafficking
    h. Teen Consent and Confidentiality
    i. Telemedicine and Telehealth Services What Texas Health Steps Providers Need to Know
    j. Texas Health Steps Overview
    k. Verifying Medicaid Eligibility

Course Content:
A general description of lecture/discussion topics included in this course are listed in the Learning
Objectives section of this syllabus.

Students will be required to complete the following:
1. Read required chapters in Professionalism in Healthcare textbook and complete chapter assignments.
2. Use the information provided in Canvas to complete the Data Analytics Assignments.
3. Use the informational videos, PowerPoint presentations, and handouts for the NCRA to complete the quiz.
4. Complete all simulations assigned in VLAB.

Methods of Instruction/Course Format/Delivery:

This is an online course with simulation exercises that requires a lot of outside proactive work by the student. The instructor will provide guidance as needed. The student will be evaluated by assignments, quizzes, and simulations as assigned by the instructor outside of the classroom.

Major Assignments / Assessments:
The following items will be assigned and assessed during the semester and used to calculate the student's final grade.

Assignments
1. Professionalism Assignments: Textbook chapters 1-8
2. Data Analytics Assignments: Assignments #1 - #4
3. National Cancer Registrar Assignment
4. VLAB Assignments: Dr. Chrono, CIOX, and Meditech
5. Appling skills to real world scenarios
6. Cultural diversity presentation

Assessment(s):
1. Professionalism Assignments: Textbook chapters 1-8
2. Data Analytics Assignments: Assignments #1 - #4
3. National Cancer Registrar Assignment
4. VLAB Assignments: Dr. Chrono, CIOX, and Meditech
5. Appling skills to real world scenarios
6. Cultural diversity presentation

Course Grade:
The grading scale for this course is as follows:
- Professionalism in Healthcare Assignments – 10%
- Data Analytics Assignments – 20%
- National Cancer Registrar Quiz – 10%
- Simulations in VLAB – 40%
- Appling skills to real world scenarios 10%
- Cultural diversity presentation 10%

Course	Week	Assignment Title	AHIMA Entry Level Competencies	Taxonomy Level
HITT 1361	2	Chapter 4	VI.1 Demonstrate fundamental leadership skills	3
HITT 1361	5	Healthcare Data Analytics	I.3 Identify policies and strategies to achieve data integrity, I.5 Explain the use of classification systems, clinical vocabularies, and nomenclatures I.6 (DM ONLY) Evaluate data dictionaries and data sets for compliance with governance standards III.4 Report health care data through graphical representations	3 2 5 3
HITT 1361	16	Cultural Diversity Presentation	VI.6 Examine behaviors that embrace cultural diversity	4
HITT 1361	16	National Cancer Registry Association Assignment	I.3 Identify policies and strategies to achieve data integrity	3

**IMPORTANT: These assignments listed about are HIT Entry Level Competencies- this means you MUST score a minimum of 70%. If you do not score a minimum of 70% on your first attempt, you will have to repeat the

Texts, Materials, and Supplies:
- *Professionalism in Healthcare A Primer for Career Success*, Fifth Edition, Sherry Makely, Pearson, Copyright 2016
- Access to VLAB
- AHIMA membership

Required Readings:
- *Professionalism in Healthcare A Primer for Career Success*, Fifth Edition, Sherry Makely, Pearson, Copyright 2016

Recommended Readings:
- Any information in addition provided by the instructor

Other:

- Courses conducted via video conferencing may be recorded and shared for instructional purposes by the instructor.
- For current texts and materials, use the following link to access bookstore listings: https://www.panolacollegestore.com
- For testing services, use the following link: https://www.panola.edu/student-services/student-support/academic-testing-center
- If any student in this class has special classroom or testing needs because of a physical learning or emotional condition, please contact the ADA Student Coordinator in Support Services located in the Charles C. Matthews Student Center or go to https://www.panola.edu/student-services/student-support/disability-support-services for more information.
- Withdrawing from a course is the student's responsibility. Students who do not attend class and who do not withdraw will receive the grade earned for the course.
- Student Handbook, *The Pathfinder: https://www.panola.edu/* (located at the bottom under students)

SCANS CRITERIA

1) **Foundation skills are defined in three areas: basic skills, thinking skills, and personal qualities.**

   a) **Basic Skills**: A worker must read, write, perform arithmetic and mathematical operations, listen, and speak effectively. These skills include:
      i) Reading: locate, understand, and interpret written information in prose and in documents such as manuals, graphs, and schedules.
      ii) Writing: communicate thoughts, ideas, information, and messages in writing, and create documents such as letters, directions, manuals, reports, graphs, and flow charts.
      iii) Arithmetic and Mathematical Operations: perform basic computations and approach practical problems by choosing appropriately from a variety of mathematical techniques.
      iv) Listening: receive, attend to, interpret, and respond to verbal messages and other cues.
      v) Speaking: Organize ideas and communicate orally.

   b) **Thinking Skills**: A worker must think creatively, make decisions, solve problems, visualize, know how to learn, and reason effectively. These skills include:
      i) Creative Thinking: generate new ideas.
      ii) Decision Making: specify goals and constraints, generate alternatives, consider risks, and evaluate and choose the best alternative.
      iii) Problem Solving: recognize problems and devise and implement plan of action.
      iv) Visualize ("Seeing Things in the Mind's Eye"): organize and process symbols, pictures, graphs, objects, and other information.
      v) Knowing How to Learn: use efficient learning techniques to acquire and apply new knowledge and skills.
      vi) Reasoning: discover a rule or principle underlying the relationship between two or more objects and apply it when solving a problem.

   c) **Personal Qualities**: A worker must display responsibility, self-esteem, sociability, self-management, integrity, and honesty.
      i) Responsibility: exert a high level of effort and persevere toward goal attainment.
      ii) Self-Esteem: believe in one's own self-worth and maintain a positive view of oneself.
      iii) Sociability: demonstrate understanding, friendliness, adaptability, empathy, and politeness in group settings.
      iv) Self-Management: assess oneself accurately, set personal goals, monitor progress, and exhibit self-control.
      v) Integrity and Honesty: choose ethical courses of action.

2) **Workplace competencies are defined in five areas: resources, interpersonal skills, information, systems, and technology.**

   a) **Resources**: A worker must identify, organize, plan, and allocate resources effectively.
      i) Time: select goal-relevant activities, rank them, allocate time, and prepare and follow schedules.
      ii) Money: Use or prepare budgets, make forecasts, keep records, and make adjustments to meet objectives.
      iii) Material and Facilities: Acquire, store, allocate, and use materials or space efficiently.
      Examples: construct a decision time line chart; use computer software to plan a project; prepare a budget; conduct a cost/benefits analysis; design an RFP process; write a job description; develop a staffing plan.

   b) **Interpersonal Skills**: A worker must work with others effectively.
      i) Participate as a Member of a Team: contribute to group effort.
      ii) Teach Others New Skills.
      iii) Serve Clients/Customers: work to satisfy customer's expectations.
      iv) Exercise Leadership: communicate ideas to justify position, persuade and convince others, responsibly challenge existing procedures and policies.
      v) Negotiate: work toward agreements involving exchange of resources, resolve divergent interests.
      vi) Work with Diversity: work well with men and women from diverse backgrounds.
      Examples: collaborate with a group member to solve a problem; work through a group conflict situation, train a colleague; deal with a dissatisfied customer in person; select and use appropriate leadership styles; use

effective delegation techniques; conduct an individual or team negotiation; demonstrate an understanding of how people from different cultural backgrounds might behave in various situations.

c) **Information**: A worker must be able to acquire and use information.
   i) Acquire and Evaluate Information.
   ii) Organize and Maintain Information.
   iii) Interpret and Communicate Information.
   iv) Use Computers to Process Information.

   Examples: research and collect data from various sources; develop a form to collect data; develop an inventory record-keeping system; produce a report using graphics; make an oral presentation using various media; use on-line computer data bases to research a report; use a computer spreadsheet to develop a budget.

d) **Systems**: A worker must understand complex interrelationships.
   i) Understand Systems: know how social, organizational, and technological systems work and operate effectively with them.
   ii) Monitor and Correct Performance: distinguish trends, predict impacts on system operations, diagnose deviations in systems' performance and correct malfunctions.
   iii) Improve or Design Systems: suggest modifications to existing systems and develop new or alternative systems to improve performance.

   Examples: draw and interpret an organizational chart; develop a monitoring process; choose a situation needing improvement, break it down, examine it, propose an improvement, and implement it.

e) **Technology**: A worker must be able to work with a variety of technologies.
   i) Select Technology: choose procedures, tools or equipment including computers and related technologies.
   ii) Apply Technologies to Task: understand overall intent and proper procedures for setup and operation of equipment.
   iii) Maintain and Troubleshoot Equipment: Prevent, identify, or solve problems with equipment, including computers and other technologies.

   Examples: read equipment descriptions and technical specifications to select equipment to meet needs; set up and assemble appropriate equipment from instructions; read and follow directions for troubleshooting and repairing equipment.