

**Course & Title: HIM 495: Capstone Professional Practice Experience**

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**Credit Hours:** Three semester hours

**Prerequisites:** HIM 252, HIM 350, CIT 310, CIT 332, CIT 350, CIT 492, HCA 342, HCA 401 or 445, PH 383

**Description:** Professional practice experience in a health-related setting. Students are responsible for their own travel.

**Introduction:** As the final course in the curriculum, the HIM student will complete three (3) credit hours of professional practice experience (PPE). HIM 495 Capstone PPE is the final course in a series of courses related to health records and the latest trends in healthcare delivery and their effect on health information management and supervision and a final opportunity to practice all the cognitive psychomotor and affective theory, skill and behavior in an extended field experience. The hybrid format of the PPE allows students to complete a faculty-directed project, followed by 80 hours of focused field experience and project completion in an approved healthcare setting. The student must also successfully complete a mock examination to show entry-level proficiency.

Clinical practical experience is a vital and necessary link in the student's health information education. It allows the students to relate their theoretical background to actual experiences in healthcare facilities. Practical experience should be provided of sufficient quality and scope to prepare the student for active participation in the managerial responsibilities of a health information management or related department. This activity is a planned project-focused student learning experience and should not be regarded as strictly work experience; it is expected that HIM students will not be substituted for paid staff.

The PPE may be completed at a site in which the student is currently employed in the health information management or related department. However, the PPE should occur in a department other than the one employing the student and cannot be the daily work of that employee. The PPE is a planned student learning experience and should not be regarded as strictly work experience. Unless approved in writing by the HIM program director, there will be no compensation paid to the student by the facility.

The HIM 495-Seminar and Professional Practice Experience Handbook outlines the details of the field experience and the project assignment and completion.

**Textbooks:** Books can be obtained from the [WKU Bookstore](#) or appropriate publisher.

Mandatory:

Fenton and Biedermann: Introduction to Healthcare Informatics, ISBN: 9781584262817; (AHIMA): ahima.org.

Shaw and Carter: Registered Health Information Administrator (RHIA) Exam Preparation, 4<sup>th</sup> Ed., ISBN: 9781584263869; (AHIMA): ahima.org.

Textbook you previously used in associate degree program or the HIM 450 course that is a comprehensive HIM book. Textbook may have been Johns "Health Information Management Technology", Adbedhak "Health Information Management of a Strategic Resource", LaTour "Health Information Management Concepts, Principles, and Practice", Sayles "Health Information Management An Applied Approach" or other similar textbook.

**Additional Course Resources Available:**

- AHIMA Body of Knowledge
- Cms.hhs.gov website
- Kentucky Legal Guide
- Joint Commission E-dition Manual
- References listed in textbook "Introduction to Healthcare Informatics"
- Other resources, as needed

**Evaluation:** The final grade will be derived from the following:

1) Field Experience (FE) EHR project report	30%
2) Faculty-directed management project	25%
3) Quizzes	10%
4) FE descriptive report of facility	5%
5) Clinical supervisor evaluation	15%
6) Mock exam (*must receive passing score)	10%
7) Daily or Weekly Summaries**	5%

\* The student must complete and achieve a minimum score of 70% (a minimum of 91 out of a possible 130 points) on a mock registration exam. A score of 69% or lower will result in a grade assignment of 0%. On scores of 70% or higher, grades will be assigned based on the score the student received on the proficiency exam. Students will be allowed multiple attempts.

If necessary, a grade of "Incomplete" may be assigned until this requirement is met; students will be referred to appropriate resources for additional study. The mock exam will be administered through the course site on Blackboard and students may take the exam as many times as necessary to achieve the required score; additional information will be posted on the Blackboard course site.

**\*\*If at the facility more than eight hours a week provide a daily summary. If at the facility eight hours or less per week provide a weekly summary.**

The following grading system will be used:

100% - 90%	A
89% - 80%	B
79% - 70%	C
69% - 60%	D
59% - 50%	F

**Attendance Policy:**

Students are expected to act in a professional manner at all times, respecting work hours as arranged with the professional practice site.

**Course Objectives:**

The overall objectives of HIM 495 Seminar & Professional Practice Experience are as follows:

1. To reinforce the learning experience obtained through lectures and laboratory assignments.
2. To enable the student to better understand the actual daily work of a health information management department.
3. To enable the student to practice project management skills in both the laboratory and in the healthcare setting.
4. To assist the student in the application of the principles and theories of health information management.
5. To enable the student to observe employee relationships.
6. To provide the student with an opportunity to interact with professionals in health care.

## **Student Learning**

### **Outcomes:**

At the conclusion of this course, the student should be able to meet the following 2011 AHIMA Curriculum Map for the Health Information Management Baccalaureate Degree.

#### Domain I: Health Data Management

##### I.B. Healthcare Information Requirements and Standards.

- Ensure organizational survey readiness for accreditation, licensing and/or certification processes. (I.B.3)

#### Domain II: Health Statistics, Biomedical Research, and Quality Management

##### II.B. Quality Management and Performance Improvement

- Provide support for facility-wide quality management and performance improvement programs. (II.B.1)

#### Domain III: Health Services Organization and Delivery

##### III.A. Healthcare Delivery Systems

- Evaluate and implement national health information initiatives in the healthcare delivery system for application to information systems policies and procedures.(III.A.1)
- Interpret, communicate, and apply current laws, accreditation, licensure and certification standards related to health information initiatives at the national, state, local, and facility levels. (III.A.2)
- Analyze and respond to the information needs of internal and external customers through the continuum of healthcare services. (III.A.3)
- Revise policies and procedures to comply with the changing health information regulations. (III.A.4)
- Translate and interpret health information for consumers and their caregivers. (III.A.5)

##### III.B. Healthcare Privacy, Confidentiality, Legal and Ethical Issues

- Coordinate the implementation of legal and regulatory requirements related to the health information infrastructure.
- Manage access and disclosure of personal health information.
- Develop and implement organization-wide confidentiality policies and procedures.
- Resolve privacy issues/problems.
- Define and maintain elements of the legal health record.
- Establish and maintain e-Discovery guidelines.

#### Domain IV: Information Technology and Systems

##### IV.A. Information and Communication Technologies

- Implement and Manage use of technology, including hardware and software to ensure data collection, storage, analysis, and reporting of information. (IV.A.1)

- Contribute to the development of networks, including intranet and Internet applications to facilitate the EHR, PHR, public health, and other administrative applications. (IV.A.2)
- Interpret the use of standards to achieve interoperability of healthcare information systems. (IV.A.3)

#### IV.B. Information Systems

- Apply knowledge of database architecture and design (such as data dictionary, data modeling, data warehousing) to meet organizational needs. (IV.B.1)
- Monitor use of clinical vocabularies and terminologies used in the organization's health information systems. (IV.B.2)
- Manage clinical indices/databases/registries. (IV.B.3)
- Apply appropriate electronic or imaging technology for data/record storage. (IV.B.4)
- Apply knowledge of database querying and data mining techniques to facilitate information retrieval. (IV.B.5)
- Implement and manage knowledge-based applications to meet end-user information requirements. (IV.B.6)
- Design and generate administrative reports using appropriate software. (IV.B.7)
- Participate in system selection processes (RFI and RFP). (IV.B.8)
- Evaluate and recommend clinical, administrative and specialty service applications (RFP vendor selection, electronic record, clinical coding). (IV.B.9)
- Apply appropriate systems to life cycle concepts, including systems analysis, design, implementation, evaluation, and maintenance to the selection of healthcare information systems. (IV.B.10)

#### IV.C. Data Security

- Protect electronic health information through confidentiality and security measures. (IV.C.1)
- Protect data integrity and validity using software or hardware technology. (IV.C.2)
- Implement and monitor department and organizational data and information system security policies. (IV.C.3)
- Recommend elements that must be included in the design of audit trails and data quality monitoring programs. (IV.C.4)
- Recommend elements that should be included in the design. (IV.C.5)

#### Domain V: Organization and Management

##### V.A. Human Resources Management

- Develop productivity standards for health information functions. (V.A.4)
- Monitor staffing levels and productivity, and provide feedback to staff regarding performance. (V.A.5)
- Benchmark staff performance data incorporating labor analytics. (V.A.6)

- Develop, motivate, and support work teams. (V.A.7)

V.B. Strategic Planning and Organizational Development

- Apply general principles of management in the administration of health information services. (V.B.1)
- Demonstrate leadership skills. (V.B.3)
- Apply project management techniques to ensure efficient workflow and appropriate outcomes. (V.B.4)
- Facilitate project management by integrating work efforts, as well as planning and executing project tasks and activities. (V.B.5)

**Curriculum  
Components:**

At the conclusion of this course, the student should be able to meet the following 2011 AHIMA Knowledge Clusters at the indicated taxonomic level:

Domain I: Health Data Management

I.B. Healthcare Information Requirements and Standards.

- Standards and regulations for documentation (such as Joint Commission, CARF, COP) (Evaluating, 5) *[EHR Project]*
- Health information standards (such as HIPAA, ANSI, HL-7, UMLS, ASTM) (Applying, 3) *[EHR Project]*

II.B. Quality Management and Performance Improvement

- Utilization and resource management. (Analyzing, 4) *[EHR Project]*
- Disease management process (such as case management, critical paths) (Analyzing, 4) *[EHR Project]*

Domain III: Health Services Organization and Delivery

III.A. Healthcare Delivery Systems

- Organization and delivery of healthcare systems (Evaluating, 5) *[EHR Project]*
- Components and operation of healthcare organizations including e-health delivery (Evaluating, 5) *[EHR Project]*
- Accreditation standards (such as Joint Commission, NCQA, CARF, CHAP, URAC) (Evaluating, 5) *[EHR Project]*
- Regulatory and licensure requirements such as COP, state health departments (Evaluating, 5) *[EHR Project]*
- Federal initiatives: ONC, CCHIT, Red Flag Rules, Meaningful Use (Evaluating, 5) *[EHR Project]*

III.B. Healthcare Privacy, Confidentiality, Legal, and Ethical Issues

- Privacy, confidentiality, security principles, policies and procedures (Evaluating, 5) *[EHR Project]*
- Health information laws, regulations, and standards (such as HIPAA, HITECH, TJC, State laws) (Evaluating, 5) *[EHR Project]*
- Legal Health Record, e-Discovery guidelines (Evaluating, 5) *[EHR Project]*
- Information security training (Understanding, 2) *[EHR Project]*

## Domain IV: Information Technology and Systems

### IV.A. Information Technology and Systems

- Computer concepts (hardware components, network systems architectures, operating systems and languages, and software packages and tools) (Analyzing, 4) [EHR Project]
- Communications technologies (networks-LANS, WANS, WLANS, VPNs) (Understanding, 2) [EHR Project]
- Data interchange standards (such as NIST, HL7, 5010, Reference Information Modeling (RIM)) (Analyzing, 4) [EHR Project]
- Internet technologies (Intranet, web-based systems standards-SGML, XML0 (Analyzing, 4) [EHR Project]
- Data, information, and file structures (data administration, data definitions, data dictionary, data modeling, data structures, data warehousing, database management systems) (Evaluating, 5) [EHR Project]
- System interoperability, data sharing, Health Information Exchanges (Evaluating, 5) [EHR Project]
- Nation-wide Health Information Infrastructure NHIN (Applying, 3) [EHR Project]

### IV.B. Information Systems

- Leading development of health information resources and systems (Analyzing, 4) [EHR Project]
- Database Architecture and Design (Evaluating, 5) [EHR Project]
- Human factors and user interface design (Applying, 3) [EHR Project]
- Systems Development Life Cycle (systems analysis, design, implementation, evaluation, and maintenance) (Evaluating, 5) [EHR Project]
- Clinical, business, and specialty systems applications (administrative, clinical decision support systems, electronic health record and computer-based health record systems, nursing, ancillary service systems, patient numbering systems at master and enterprise levels) (Evaluating, 5) [EHR Project]
- Regional Health Information Exchange (RHIO RHIE?), Health Information Exchanges (HIE), Regional Health Extension Centers (RHEC) (Evaluating, 5) [EHR Project]
- Project management (Evaluating, 5) [EHR Project]

### IV.C. Data Security

- Data security protection methods (such as authentication encryption, decryption, firewalls) (Analyzing, 4) [EHR Project]
- Data security (audits, controls, data recovery, e-security) (Evaluating, 5) [EHR Project]

## Domain V: Organization and Management

V.A. Human Resources Management

- Performance Standards (Evaluating, 5) [*Management Project*]
- Labor trends, market analysis (Analyzing, 4) [*Management Project*]
- Cost benefit analysis of resource needs (Applying, 3) [*Management Project*]

V.B. Strategic Planning and Organizational Development

- Organizational assessment and benchmarking (Analyzing, 4) [*Management Project*]
- Critical Thinking skills, emotional intelligence, employee engagement (Analyzing, 4) [*EHR Project and Management Project*]
- Project Management (Evaluating, 5) [*EHR Project and Management Project*]
- Process reengineering and work redesign (Analyzing, 4) [*Management Project*]
- Facilitation of teams and meetings (Applying, 3) [*EHR Project*]
- Principles of Management (Evaluating, 5) [*EHR Project and Management Project*]
- Communication and interpersonal skills (Evaluating, 5) [*EHR Project*]
- Team/consensus building (Evaluating, 5) [*EHR Project*]
- Problem solving and decision making processes (Evaluating, 5) [*EHR Project and Management Project*]

**Disability Accommodations:**

In compliance with university policy, students with disabilities who require accommodations (academic adjustments and/or auxiliary aids or services) for this course must contact the Office for Student Disability Services in DUC A-200 of the Student Success Center in Downing University Center. The OFSDS telephone number is (270) 745-5004 V/TDD.

Please DO NOT request accommodations directly from the professor or instructor without a letter of accommodation from the Office for Student Disability Services.

Once disability services/accommodations have been granted and initiated, please contact me with any questions or concerns. Also, if you believe that you are not receiving the disability services to which you are entitled, please address this concern with me immediately so discussion and/or adjustments can occur.

**Syllabus Changes:** Class and exam schedules are subject to change.



**HIM 495- Capstone Professional Practice Experience**

**Schedule**

<b>Weeks</b>	<b>TOPIC</b>	<b>ASSIGNMENT</b>
Week 1	Chapters 1-4: Foundations of Health Info, The EHR, Info Infrastructure, Databases	Read Assigned Articles and Chapters 1, 2, 3, & 4 Complete Quizzes 1-4
Week 2	Chapters 5-8: Data and Info, Implementing Healthcare Info Systems, Healthcare Informatics and Decision Making, and Data and Info. Movement	Read Assigned Articles and Chapters 5, 6, 7, 8 Complete Quizzes 5-8
Week 3	Chapters 9-12: Using Healthcare Data and Information, Privacy, Security, and the Legal EHR	Read Assigned Articles and Chapters 9, 10, 11, and 12 Complete Quizzes 9-12
Week 4	Chapters 13-14: Consumer Health Informatics, and Trends and Emerging Technologies	Read Assigned Articles and Chapters 13 & 14 Complete Quizzes 13-14
Week 5	Management	Read Management Articles and Begin Management Project
Week 6	Develop EHR Project Survey Tools	Turn in Management Project Develop EHR Project Survey Tools: Submit EHR Project Survey tool to instructor
Week 7	Spring Break	
Week 8	PPE	**Submit Weekly Summary
Week 9	PPE	**Submit Weekly Summary
Week 10	PPE	**Submit Weekly Summary
Week 11	PPE	**Submit Weekly Summary
Week 12	PPE	**Submit Weekly Summary
Week 13	PPE	**Submit Weekly Summary
Week 14	PPE	**Submit Weekly Summary
Week 15	PPE	Submit EHR Project Report, EHR Presentation (Powerpoint) and PPE Eval.
Week 16		Complete Mock Exam

\*80 hours of field experience must be completed for PPE  
 \*\*Weekly summary must be submitted

Specific Content

- I. Foundations of Health Informatics
  - A. Core Competency Domains for the Electronic Health Record (EHR)
  - B. Ethics
  - C. Roles
  - D. Current policies, guidelines, regulations, standards, and health initiatives
  
- II. The Electronic Health Record
  - A. Deployment and implementation of EHR
  - B. Components of an EHR
  - C. Outcomes of utilizing EHR
  
- III. Information Infrastructure
  - A. System Infrastructure
  - B. Architect Models
  
- IV. Understanding Databases
  - A. Clinical Data Warehousing
  - B. Types of Databases
  - C. Key Terms
  
- V. Data and Information
  - A. Data Standards
  - B. Data Management
  - C. Data Collection
  
- VI. Implementing Healthcare Information Systems
  - A. Strategic Planning
  - B. Systems Development
  - C. Transition to Completely EHR
  - D. Usability
    - 1. Vendors
    - 2. Testing
  
- VII. Healthcare Informatics and Decision Making
  - A. Decision Support Systems
  - B. Computer Concepts
  
- VIII. Data and Information Movement
  - A. Types of Health Information Exchanges
  - B. Privacy and Security of HIEs
  - C. Network Distribution Methods
  
- IX. Using Healthcare Data and Information
  - A. Unstructured versus Structured Data

- B. Unstructured Data for Secondary Uses
  - C. Major datasets, Classification Systems, Clinical Terminology, and other Standards
- X. Privacy of Healthcare Information
- A. HIPAA
  - B. HITECH
  - C. De-identification of PHI
  - D. Uses and Disclosures
  - E. Administrative Requirements
    - 1. Notice of Privacy
    - 2. Privacy Officer
    - 3. Accounting of Disclosures
    - 4. Safeguards
    - 5. Training
  - F. ePHI and Electronic Media
  - G. Notice of Privacy
- XI. Security of Healthcare Information
- A. Security Rules
  - B. Security Risk Analysis
  - C. Administrative Safeguards
  - D. Physical Safeguards
  - E. Technical Safeguards
  - F. Penalties and Enforcement
    - 1. OIG
    - 2. Civil and Criminal Penalties
    - 3. Breach Notification
  - G. Medical Identify Theft and Disaster Preparedness
    - 1. Medical Identify Theft
    - 2. Red Flag Rules
    - 3. Operational Recommendations
    - 4. Disaster Preparedness
- XII. The Legal EHR
- A. Definition of legal EHR
  - B. e-Discovery
  - C. Audit Logs
  - D. Retention, Data Permanence, and Migration Plans
  - E. EHR Output
  - F. Policies and Procedures
- XIII. Patient Record Documentation Considerations
- A. Amendments, Corrections, Deletion, and Other Issues
  - B. Patient-Requested Amendments
  - C. Copy and Paste Forward
  - D. Late Entries

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- XIV. Consumer Health Information
  - A. Personal Health Records
  - B. Electronic Access through Patient Portals
  - C. E-mail between consumer and provider
  
- XV. General Management and Project Management
  - A. Principles of Management
  - B. Leadership
  - C. Critical Thinking
  - D. Team Building
  - E. Problem Solving and Decision Making
  - F. Communication
  - G. Support
  - H. Planning, Implementing, and Monitoring
  
- XVI. Human Resource and Financial Management
  - A. Performance Standards
  - B. Labor Trending and Analysis
  - C. Cost Benefit Analysis
  - D. Job Descriptions
  - E. Request for Proposals
  - F. Financial Considerations
  
- XVII. Operational Management
  - A. Work Flow
  - B. Work Schedules
  
- XIII. Strategic Planning
  - A. Mission and Vision Statements
  - B. Business Proposal

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### Specific Objectives

- I. Foundations of Health Informatics
  - A. To consider the health informatics core competencies
  - B. To identify need for methods associated with health informatics
  - C. To recognize current policies, guidelines, regulations and standards to support the electronic health record (TJC, HIPAA, state regulations, healthcare initiatives (ONC, CCHIT, Meaningful Use), HL7, SNOMED, LOINC, etc.)
  - D. To consider ethical values
  - E. To identify roles in EHR
- II. The Electronic Health Record
  - A. To articulate the issues surrounding the deployment and implementation of the EHR
  - B. To identify components of the EHR
  - C. To consider the current status and documented outcomes of EHR Utilization
- III. Information Infrastructure
  - A. To understand and identify the system infrastructure (networks, dumb terminal, servers, firewalls, cloud computing, mobile computing, etc.)
  - B. To determine architecture models
  - C. To compare and contrast advantages and disadvantages of the system infrastructure (including network topology)
- IV. Understanding Databases
  - A. To understand types of databases'
  - B. To define key terms
- V. Data and Information
  - A. To examine health information standards and their implementation
  - B. To define data mapping
  - C. To utilize effective policies, processes, and techniques for data collection, analysis, storage, maintenance and transmittal
- VI. Implementing Healthcare Information Systems
  - A. To understand the need for leadership in healthcare information systems implementation and maintenance
  - B. To create a strategic plan for healthcare systems implementation
  - C. To identify Systems Development Life Cycle related to EHR
  - D. To review the EHR process
  - E. To discuss the impact of usability on EHR utility
- VII. Healthcare Informatics and Decision Making

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- A. To discuss the factors driving the implementation of decision support systems
  - B. To assess use of computerized provider order entry, computer-assisted coding, clinical decision support system, electronic patient portals, email communications between providers and patients, etc.
- VIII. Data and Information Movement
- A. To describe health information exchanges within healthcare
  - B. To list and define different types of health information exchange organizational structures
  - C. To describe network distribution methods
  - D. To analyze the issues and challenges encountered when securing provider and consumer acceptance of HIE
  - E. To discuss the use of HIE in relationship to Accountable Care Organizations
- IX. Using Healthcare Data and Information
- A. To identify unstructured data and structured data
  - B. To explain the opportunities and challenges encountered when using unstructured data for secondary uses
  - C. To list major datasets, classification systems, clinical terminologies, and other standards utilized for secondary data uses.
- X. Privacy of Healthcare Informatics
- A. To explain HIPAA Privacy Rule
  - B. To discuss how the HITECH Act modifies HIPAA
  - C. To explain meaning of healthcare transaction and cite examples
  - D. To explain the meaning of de-identified health information
  - E. To discuss the type of information that is protected under HIPAA
  - F. To articulate the meaning of ePHI and electronic media
  - G. To discuss an individual's right regarding access to PHI
  - H. To discuss uses and disclosures permitted by HIPAA law
  - I. To cite examples of incidental use and disclosure of PHI
  - J. To identify the core elements of a valid authorization
  - K. To explain minimum use and note exceptions
  - L. To discuss Notice of Privacy Practices document and content
  - M. To examine HITECH extensions that modified HIPAA's accounting of disclosure requirements
- XI. Security for Health Information
- A. To differentiate between addressable and required implementation specifications
  - B. To describe content of a security risk analysis
  - C. To differentiate between the concepts of vulnerabilities, risks, and threats
  - D. To provide examples of administrative, physical, and technical safeguards
  - E. To discuss confidentiality, integrity, and availability in regard to the HIPAA Security Rule.

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- F. To articulate HIPAA Security Rule complaint and enforcement process
  - G. To identify the agencies responsible for HIPAA Security Rule enforcement
  - H. To explain how HITECH modifies the HIPAA Security Rule
  - I. To identify security issues related to medical identity theft
  - J. To discuss the potential impacts of medical identity theft on patients and other stakeholders
  - K. To describe the steps required for conducting a business impact analysis
  - L. To review and identify content of a disaster preparedness plan
- XII. The Legal Electronic Health Record
- A. To define the legal health record for disclosure
  - B. To differentiate paper-based legal record, hybrid record, and electronic record
  - C. To identify the stakeholders and their roles for EHR definition projects
  - D. To describe the importance of developing a legal health record policy
  - E. To become acquainted with electronic record e-discovery
  - F. To appropriately interpret the various attributes that can impact the legal health record
  - G. To analyze patient record documentation regulations for correct utilization within legal health record policies and procedures.
- XIII. Consumer Health Informatics
- A. To define consumer health informatics
  - B. To describe characteristics of the online health information consumer
  - C. To identify current consumer health informatics technology
  - D. To characterize the differences between validity and reliability
  - E. To explain privacy and security issues for online health information
- XIV. Trends and Emerging Technologies
- A. To consider the continued evolution of the field of health informatics
  - B. To present potential challenges to continued development
  - C. To consider the role of health informatics in the provision of health care
  - D. To prevent the development of health informatics education programs
- XVI. Project Management
- A. To understand the principles of management
  - B. To describe leadership skills
  - C. To utilize critical thinking skills
  - D. To initiate meetings and teams, as appropriate
  - E. To problem solve and make appropriate decisions
  - F. To communicate effectively
- XVII. Human Resource and Financial Management
- A. To develop performance measures
  - B. To analyze labor and market analysis
  - C. To initiate cost benefit analysis

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- D. To describe job description components
- E. To understand request for proposal initiatives and components
- F. To consider financial implications

XVIII. Operational Management

- A. To analyze work flow
- B. To create work schedules

XIX. Strategic Planning

- A. To develop mission statements
- B. To develop business proposal

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