HOUSTON COMMUNITY COLLEGE
HEALTH INFORMATION TECHNOLOGY PROGRAM
Health Information Organization and Supervision
HITT 2339
SPRING SEMESTER 2013 (crn 30445)

INSTRUCTOR

Dr. Carla Tyson-Howard,RHIA   Office hours: Mon-Thr 2pm–4pm (room 226)
phone: (713)718-7347   Skype: carla.tyson.howard Thr 4-5pm

COURSE DESCRIPTION
Principles of organization and supervision of human, fiscal, and capital resources

TEXTBOOKS
1. Health Information Management Technology, Merida L. Johns,PhD,RHIA
2. Health Information: Management of a Strategic Resource, 4th,ed Abdelhak, et. al. (text, review book and workbook)
3. Management, Montana & Charnov
4. Comprehensive Review Guide for Health Information: RHIA & RHIT Exam Prep
5. Management books assigned by instructor

Your Eagle Online login user ID will be your HCC User ID (sometimes referred to as the "W" number).   All HCC students have a unique User ID.   If you do not know your User ID you can look it up by visiting the HCC home page:
o From www.hccs.edu, click on "Login Help" under the "Student System Sign In" field
o Then click on "Retrieve User ID" and follow the instructions.

Or use the direct link: https://hccsaweb.hccs.edu:8080/servlets/iclientservlet/sauat/?cmd=start
The default student password is "distance."   Students will then be prompted to change their password after their first login. Please visit DE Technical Support FAQs if you need additional assistance with your log in.

COURSE OBJECTIVES
AHIMA Competency
V. Domain: Organization and Supervision
#1.   Monitor staffing levels turnaround time, productivity and workflow for supervisory purposes.
#2.   Determine Resources.

#3.   Developmental departmental procedures.
#4.   Develop strategic plans, goals, objectives for area of responsibility.
#11   Prioritize department functions and services
#12   Implement staff orientation and training

COURSE GOALS
Upon completion of this course the student will be able to:
1. Develop/revise departmental policies
2. Develop/revise departmental procedures
3. Develop/revise job descriptions
4. Develop in-service educational programs for departmental or non-departmental staff
5. Gain knowledge of management principles of planning, organizing, directing &controlling, work simplification techniques
6. Determine personnel needs for staffing
7. Determine equipment and/or supply for current and or new systems
8. Understand the dynamics of financial management

SCAN Competencies
Scans:C5- acquires and evaluates information, C6-Organizes and Maintain Information, C10-Teaches others, C11-Serves Clients as Customers, F7-Creative thinking, F6-Speaking, F13 Responsibility,F15-Social, F12-Reasoning, C4: Allocates human resource, C3 Allocates material and facility resources, Scans C2

COURSE REQUIREMENTS
1. Read assignments outlined in chapter prior to class
2. Have necessary materials for each class
3. Work cooperatively in groups

EQUAL EDUCATIONAL & EMPLOYMENT OPPORTUNITY
HCCS seeks to provide equal education opportunities without regard to race, color, religion, national origin, sex, age or
handicap.

ADA STATEMENT
Any student with a documented disability (e.g. physical, learning, psychiatric, vision, hearing, etc.) who needs to arrange reasonable accommodations must contact the Disability Services Office at the respective college at the beginning of each semester. Faculty are authorized to provide only the accommodations requested by the Disability Support Services Office.   For questions, contact

the Disability Counselor at each college. Also visit the ADA web site at:
http://www.hccs.edu/students/disability/index.htm. The names and phone numbers are listed in the spring schedule.

ATTENDANCE POLICY

Students taking Internet courses complete weekly assignments at their own computers and communicate with their instructor by electronic mail and other provided web-based technologies. Students complete assignments, take tests, and complete all other coursework just as they would in an on-campus class.   Instructor will have weekly on-line chats with students. Course work will be submitted via the internet. Students must be in attendance on campus for appointed times and major exams.

GRADING POLICY

Tests(including Mid-term Exam)   15%
Group Project   10%
Individual Projects   10%
Take Home Final   5%
Final exam (multiple choice)   60%
HAHIMA Meeting (3 points added to overall grade)

All tests must be taken in Respondus Lockdown Browser.

The percentage of each activity will weight in the final grade regardless if the student participated in the activity or test.

Academic Dishonesty will not be tolerated. Exams and assignments are individual assignments. Plagiarized and copied papers will be handled in accordance with established HCCS college policy. Do not copy work of others.

GRADING SCALE

90 - 100   A
80 - 89   B
75 - 79   C
74 and below   F (No Ds will be given)

Students who do not sit for a major examination will have **NO MAKE-UP EXAMINATIONS**, except upon the discretion of the instructor.

HCC COURSE WITHDRAWAL POLICY

The State of Texas has begun to impose penalties on students who drop courses excessively.   For example, if you repeat the same course more than twice, you have to pay extra tuition.

Beginning in Fall 2007, the Texas Legislature passed a law limiting students to no more than **SIX** total course withdrawals **throughout** their educational career in obtaining a certificate and/or degree.

To help students avoid having to drop/withdraw from any class, HCC has instituted an Early Alert process by which your professor will "alert" you and counselors that you might fail a class because of excessive absences and/or poor academic performance.   You should visit with your professor or a counselor to learn about what, if any, HCC interventions might be available to assist you – online tutoring, child care, financial aid, job placement, etc. – to stay in class and improve your academic performance.

If you plan on withdrawing from your class, you **MUST** contact a counselor or your professor prior to withdrawing (dropping) the class and this must be done **PRIOR** to the withdrawal deadline to receive a "W" on your transcript.   **Final withdrawal deadlines vary each semester and/or depending on class length, please visit the online registration calendars, HCC schedule of classes and catalog, any HCC Registration Office, or any HCC counselor to determine class withdrawal deadlines.   *Remember to allow a 24-hour response time when communicating via email and/or telephone with a professor and/or counselor.   Do not submit a request to discuss withdrawal options less than a day before the deadline.*   If you do not withdraw before the deadline, you will receive the grade that you are making in the class as your final grade.

NOTICE
Students who repeat a course for a third or more times may soon face significant tuition/fee increases at HCC and other Texas public colleges and universities. Please ask your instructor/counselor about opportunities for tutoring / other assistance prior to considering course withdrawal or if you are not receiving passing grades.

EXPANDED ONLINE TUTORING Onsite tutor is available upon application at the Academic Success Center of Coleman Campus. Online tutoring is offered to students in MATH, BIOL, CHEM, PHYS, ENGL, PSYC, and for papers in all subjects. Students may self-register with any e-mail address, choosing their own user names and passwords. As always, students may submit work 24 / 7/ 365 and will get responses within 24 hours -- and usually much faster than that.   For more information or for an electronic version of the registration and information flyer, contact deborah.hardwick@hccs.edu.

EARLY ALERT SYLLABUS STATEMENT
The Houston Community College Early Alert program has been established to assist in the overall effort to retain students who are at risk of failing, withdrawing, or dropping a course. This process requires instructional faculty and student support staff to identify students who are performing poorly as early as possible and provide relevant support services to help students overcome their

deficiencies. A student is identified when an instructor notices academic or personal difficulties that affect student's academic performance. The possible problem (s) could be tardiness, missed/failed test scores, excessive absences, or a number of other circumstances.   Once a referral is made counselors will then contact students to discuss the issues and possible solutions to their academic difficulties.

<div align="center">**ASSIGNMENTS**</div>

All tests and assignments due Sunday at 11pm following the week of the lesson. Refer to Eagle On-line for date due. Use the Microsoft Office suite for preparing documents. Grade based upon completion or non-completion.

INDIVIDUAL PROJECTS
Video Assignment
After viewing video, the student will prepare an analysis. The student will critique the main points of the video. State the implications for management in relation to Health Information Technology. Upload to assignment dropbox.

Management Portfolio
Prepare a management portfolio that illustrates your talents and understanding of an HIM professional. It will serve as a portfolio for you to present to potential employers during an interview session. Upload entire document to assignment dropbox. and share some of the contents during GoToMeeting.

The portfolio should include at least the following:
• Cover letter
• Resume
• Copy of project in which you participated
• 3 samples of your technology skills (ie: access,excel, web design)
• 2 letters of reference (all professional on letterhead). Requires signatures' of authors.

Dream Board
Create a dream board of your ideal career. Take a picture and upload to assignment dropbox.

Personnel Calculations
Given problems, calculate filing space, personnel requirements, and budget items. Upload to assignment dropbox.

CLASS PROJECT
Project #1
Coleman will have an all college **Simulation Day** on April 3rd from 9am-3pm. As a group, students will provide 25 minute in-service training sessions to clinical students on proper documentation techniques. Four (4) in-service training sessions will run from 10:30am-10:55am, 11am-11:25am, 1pm-1:25pm, 2:25pm-3pm. Students may also serve as patients or guides throughout the days' events.

Project #2
The Ty-How Foundation is a national voluntary agency dedicated solely to the welfare of the almost 3 million people with diabetes in the U.S. and their families. The organization works to ensure that people with diabetes are able to participate in all life experiences; to improve how people with diabetes are perceived, accepted and valued in society; and to promote research for a cure. In addition to programs conducted at the national level, people with diabetes throughout the United States are served by more than 50 Ty-How Foundation affiliates around the country.

Assist the Ty-How Foundation with organizing the health information department. Upload assignment to dropbox. Present to class during GoToMeeting.

(Group 1)
1. Review and offer re-design suggestions for the record filing system including possible purchase of open shelving and color coded charts.

(Group 2)
2. Write a procedure for the release of health information.

(Group 3)
3. Conduct an in-service presentation to employees on the release of health information.

(Group 4)
4. Consult foundation on EHR conversion with suggested software vendors with demos and samples.

CALENDER & OBJECTIVES

Instructor will be online with GoToMeeting Thursdays from 5-6pm. Chat discussion topics will be sent via Eagle On-line email. Tests are to be done on an individual bases and academic dishonesty will result in dismissal from program. Tests and assignments close Sunday at 11pm. Students cannot see results of tests. Instructor will share the top 10% of missed questions with students. See Eagle On-line for Tests/Quiz dates.

Week 1 Jan 10
Introduction to Course

Week 2 Jan 17
Lesson 1 - Principles of Management
Johns chapter 18
Abdelhak chapter 16
Montana chapters 1-6

Video *"After all You're the Supervisor"*
Go to http://www.media-partners.com/management/after_all_youre_the_supervisor.htm.

Join the site and watch "After all You're the Supervisor".

Answer questions in participants' workbook and be prepared to discuss during on-line chat.

Describe the basic components of management.

Define management functions.

Define classical approach.

Define behavioral approach.
　Theory X
　Theory Y
　Theory Z
　14 principles of management

Describe and understand the Nature of Managerial Work.

Describe and know roles of supervisors and supervisory process.

Week 3 Jan 24
Lesson 2 – Planning and Organizing
Johns chapter 18
Abdelhak chapter 16
Montana chapters 7-8, 10-11

Define and understand the following terms:

planning function	mission statement
strategic plan	operational plan
programmatic plan	long range plan
operational plan	policy
procedure	rules
standards	objectives
goals	

Explain the purpose of flow charting.

Define and describe the following organizing functions:

authority	lines of authority
line	staff
functional	delegation
responsibility	organizational chart
span of control	unity of command
scalar principle	

Week 4 Jan 31
Lesson 3 Directing and Controlling
Johns chapter 18
Abdelhak chapter 16
Montana chapters 12-17

Define and explain the organizing and directing functions of management.

Evaluate and explain centralization and decentralization issues.

List the major requirements for the controlling function.
Define productivity and describe the various types of quality and quantity monitors.

Describe the importance of variance analysis.

Week 5 Feb7
Lesson 4 Communication/Conflict Resolution/Problem Solving
Johns chapter 18
Abdelhak chapter 16
Montana chapters 16-19

Video: "Between You and Me: Conflict Resolution"
Go to
http://www.media-partners.com/conflict_resolution/between_you_me_solving_conflict.htm. Join
and watch *"Between You and Me: Conflict Resolution".*

Understand and explain the Communication Process.

Understand, know and explain how to resolve conflict.

Understand, know and explain the Purpose of the Job Description.

Understand and explain how goals and critical success factors relate to the job description.

Identify and list steps in problem solving.

Follow an orderly, step-by-step to problem solving process and explain.

Go to *http://freeweb.siol.net/danej/riverIQGame.swf* and play the "Japanese IQ Game".
　　The following rules apply:
- Only 2 people on the raft at a time.
- The Father cannot stay with any of the daughters, without their Mother's presence.
- The Mother cannot stay with any of the sons, without their Father's presence.
- The thief (striped shirt) cannot stay with any family member, if the Policeman is not there.
- Only the Father, the Mother and the Policeman know how to operate the raft.
- To move people, click on them. To move the raft, click on the pole on the opposite side of the river. The solution is possible! THIS IS NOT A TRICK!
- Push round blue button to start.

Week 6 Feb 14
Lesson 5 Leadership
Johns chapter 18
Abdelhak chapter 16
Montana chapters 13-14

Video *"Front of the Class"*

Go to http://www.media-partners.com/management/the_front_of_the_class.htm. Join and watch "The Front of the Class".

Describe leadership and define and identify the following terms:

theories of leadership	coercive power
reward power	legitimate power
expert power	representative power
referent power	information power
managerial grid	informal leader
formal leader	

Week 7 Feb 21
Lesson 6 Human Resource Management
Johns chapter 18
Abdelhak chapter 15
Montana chapter 12
www.acaonline.org

List and explain the human resource management responsibilities of all managers.

Discuss external and internal forces that impact a health information manager today.

Understand and explain the systems model of human resource management.

Apply the societal, organizational, functional, and personal objectives, and activities of human resource management in health care organizations and explain in detail.

Define and discuss purposes of job evaluations.

List and explain the human resource management responsibilities of managers.

Explain legislative and regulatory agency requirements of managing employees.

Determine and list methods of recruiting, selection, retaining, and terminating employees that staff a health information service department.

Discuss orientation and training needs of a health information department and explain in detail.

Describe and explain various performance evaluation and compensation management programs evaluation used in health care organizations.

Implement and describe effective strategies for team building.

Movie "*The Last Castle*"
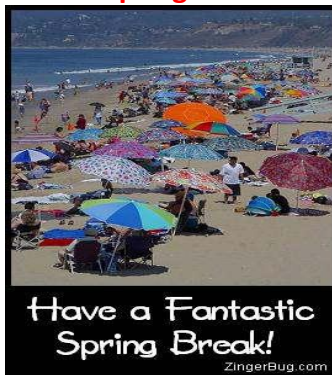Using accompaniment, answer questions regarding "The Last Castle".

Week 9 Mar7
Mid-term Exam Lessons 1-6

Week 10
Mar 14 Spring Break

Week 11 Mar 21
Lesson 7 Operational Management
Johns chapter 18
Abdelhak chapter 16
Montana chapter 20

Define Terms:

Benchmarking	critical thinking
Decision grid	Pert network
Decision tree	methods of improvement
Work sampling	work simplification
Work distribution system	flowchart
Decision table	Gantt chart
Work breakdown	re-engineering

Describe various methods of organizing work.

Define productivity, productivity standards, and a productive unit of work.

Describe the various methods of measuring output to establish productivity standards.

Apply and explain the work simplification process to improve a system.

Explain the concepts applied to the systems model.

Explain systems analysis and processes to analyze and improve a system.

Know and state the difference between the informal and formal organization.

Know and state the characteristics of projects and project management.

Describe the components of a workstation.

Know the variables in designing work space for health information services.

Health Information Profession (HIP) Week March 17-23, 2013 celebrated **Wednesday March 20th at 5pm** in auditorium. **Attendance mandatory.**

If average of tests and assignments 74 or below, see instructor.   March 25th at 4:30pm last day to drop with grade of "W". See syllabus page 3, Grading Policy for weighted averages.

Week 12 Mar 28
Lesson 8 Motivating Office Employees
Johns chapter 18
Abdelhak chapter 16
Montana chapter 13

Video *"Would you Follow Me?"*   Go to
http://www.media-partners.com/supervisory/would_i_follow_me_training.htm. Join and watch "Would you Follow Me?

• *Dream Board Presentations*

Understand and define motivation and the basic theories of motivation.

Compare and contrast Maslow's and Herzberg's theories.

Review and explain the motivation process.

Understand and explain motives of employees.

Discuss and explain achievement, power, affiliation, equity theory, and expectancy theory.

Understand and define motivation and the basic theories of motivation.

*Week 13 Apr 3 Simulation Day On Campus

Week 13 Apr 4
Lesson 9 Financial Management
Johns chapter 18
Abdelhak chapter 17
Montana chapter 20
Video "Finance and accounting for the non-financial manager" (VTC 8108)

Define and describe the following terms

Assets	budgets	business plan
Depreciation	equity	financial accounting
master budget	net	operating budget
controlling	balance sheet	liability
cash	zero-based sheet	revenue
payback method	third party payer	time value of money

List different reimbursement methodologies.

List the major functional areas in financial and managerial accounting in health care.

Use and explain fiscal terms understanding.

Calculate key financial ratios.

Understand the difference between cash and revenue and explain each.

Explain the role of the health information professional in the budgeting process.

Explain the purpose of each budget type.

Describe various cost allocations methods.

Review and analyze variance reports. Explain in detail.

Understand and explain the potential financial implication of noncompliance with Medicare fraud and abuse regulations.

Week 14 Apr 11
Lesson 10 Career Management / Personnel Calculations
Montana chapter 22
Johns chapter 18
Abdelhak chapter 15

Explain the concept of Career Management and Management Problems.
Know, understand, and explain Personal Planning tips for a Professional Career.

Know and understand Resume Development. Explain resume development.

What is Personal Time Management?

Calculate the FTE unit requirements of a Health Information Department.

Calculate the space requirements for storage of patient records.

Calculate filing inches and folder filing requirements.

Calculate productivity of a Health Information Department.

Research the following Labor Market Information web sites and state how they can be used by entry level applicants:

www.texasworkforce.org (labor market information, statistics, future job growth and projections).

www.acinet.org   (America's Career InfoNet: employment projections for the fastest growing occupations and occupations with the most openings, both requiring post-secondary training or an associate's degree).

www.theworksource.org (projections for occupations).

http://www.hipjobs.net/

http://careerassist.ahima.org/home/index.cfm?site_id=681

www.monster.com

http://www.alliedhealthcareers.com

http://healthcarejobs.org/Jobs.htm#RESOURCES_BY_OCCUPATION

Salary and Compensation Information

www.abbott-langer.com   (Abbott, Langer & Associates)

www.bls.gov/oco/ `   (Bureau of Labor Statistics: Occupational Outlook Handbook).

http://online.wsj.com/public/page/news-career-jobs.html?content=cwc-salaries/index.htm

www.compensationlink.com (Compensation Link).

www.jobsmart.org/tools/salary/index.htm (JobStar).

Week 15 Apr 18
Present Class Project***
Take Home Final Due

*Week 16 *Apr 25 Comprehensive Final Exam*