



# HOUSTON COMMUNITY COLLEGE

## School of Continuing Education

**Fundamentals of Health Workflow Process Analysis & Redesign - HITT 2053**

<b>Date and Time of class:</b>	<b>January 11, 2013 – March 1, 2013</b>
<b>Class CRN:</b>	<b>67420</b>
<b>Instructor's Name:</b>	<b>Mrs. Nikki Blaze, BS, RHIT, CCS</b>
<b>School Site:</b>	<b>Distance Ed – Continuing Education</b>

## SCHOOL OF CONTINUING EDUCATION COURSE SYLLABUS

### **Fundamentals of Health Workflow Process Analysis & Redesign - HITT 2053**

Fundamentals of health workflow process analysis and redesign as a necessary component of complete practice automation; includes topics of process validation and change management.

#### **COURSE OBJECTIVE**

1. Describe clinical practice and the delivery of health care as a system for a healthcare scenario.
2. Develop a workflow process map for a healthcare facility.
3. Facilitate decision-making necessary for optimizing healthcare processes.
4. Critically analyze the workflow processes in a selected clinical setting, taking into account potential gaps, areas of redundancy, delays, manual work, work volume, task time, and elapsed time.
5. Create a plan for optimal clinical workflow within a health care system that integrates information technology.
6. Propose ways in which quality improvement methods and tools can be applied in order to improve workflow processes in a health care setting.
7. Develop and present an implementation and evaluation plan for a process change.
8. Describe clinical practice and the delivery of health care as a system for a healthcare scenario.
9. Develop a workflow process map for a healthcare facility.
10. Facilitate decision-making necessary for optimizing healthcare processes.

#### **GOALS**

In this course students will:

- Student will review workflow of health care entities
- Students will analyze workflow processes
- Students will create workflow plans for health care facilities

#### **LEARNING OUTCOMES**

Students will demonstrate mastery of these objectives by:

- Create a workflow plan
- Present an implementation plan
- Present an evaluation plan

#### **PREREQUISITE**

Health Care or IT education and experience.

#### **REQUIRED TEXTBOOK**

Required text online in student web based learning platform.

#### **COURSE REQUIREMENTS AND EXPECTATIONS**

This is a 36 hour instructor guided course. Student will complete all assignments.

#### **ATTENDANCE**

To fully benefit from the class, students are expected to log on each week.

#### **REQUIREMENTS FOR COURSE COMPLETION CERTIFICATE**

To receive a Certificate of Completion and Continuing Education Units, students must meet the following requirements:

- Log on weekly and complete all assignments and test with 75% mastery of course concepts.

- A grade of "Pass" will be given to students achieving a cumulative score of 75% or better. A grade of "Fail" will be given to students achieving a cumulative score of 74% or less.
- The course grade (pass or fail) will be the result of the average achieved on tests/quizzes and assignments. Note: tests/quizzes and assignments are weighed the same in calculating the final course grade
- Check your online calendar regularly within Eagle Online for due dates of assignments and/or tests.

## **COURSE TERMINATION**

Contact Houston Community College Continuing Education Program

**Rosalinda Garza**

Program Manager

Center for Healthcare Professionals

Phone: 713-718-2697

## **LABS GUIDELINES**

- Course is taught in a distance education format utilizing a web based learning platform. Students may use their own computers or labs located on HCC campuses.
- Students are not allowed to modify the local computers and are prohibited from uploading files or programs.
- Students are asked to return the computer to its original condition at the end of each class period.
- Students should backup all work on a personal storage device, such as a flash drive, zip drive, floppy disk etc. Any information saved onto HCC computers may be deleted at any time.
- No food or drinks are allowed in the classrooms or lab.
- Students are not allowed in the lab without the supervision of instructor or lab aide.

## **OPPORTUNITIES FOR STUDENT-FACULTY INTERACTION**

- Students are encouraged to ask questions and request clarification or guidance as needed during the scheduled online chat or GoToMeeting
- Students may contact instructor using email system within Eagle Online. Instructor will respond within three days
- Check email within Eagle Online regularly for current messages from instructor and classmates
- GoToMeeting sessions will be used to administer class meeting or student/instructor one on one interaction
- Be sure to review EMAIL Etiquette in Eagle Online. Students should remain professional when emailing the instructors and other students.

## **STUDENT INTEGRITY**

Unless otherwise noted, assignments and tests are to be completed on an individual basis. Plagiarism and collusion are not permitted activities **and may result in dismissal from the program and college.**

## **OPPORTUNITIES FOR CAREER EXPLORATION**

Topics relevant to future employment and career exploration opportunities will be posted online for students, including certification and degree prospects.

## **OPPORTUNITIES FOR SUPPLEMENTAL INSTRUCTION**

Students have privy to online instructional aides, resources, publications, and web sites relevant to the course.

## **SPEAKER FORUM**

At the discretion of the instructor, online guest speakers may be invited to address the class on pertinent topics.

### **WITHDRAWAL AND REFUND POLICY**

Please refer to your schedule for withdrawal and refund policy.

### **DISABILITY SERVICES**

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 is authorized to provide only the accommodations requested by the Disability Support Services Office. The Southwest College Disability Services Office phone number is 713-718-7909.

### **STUDENT ASSESSMENT**

1. Tests are taken in Respondus Lockdown Browser. Deviation from this browser while taking your test may result in loss of your work.
2. To maintain test integrity, it is the policy of HCCS HITECH program not to release test questions or test answers. However, the top 10% of the most frequently missed questions will be published for student information.
3. **Students are allowed to take each exam twice. The grade will record as the average of the two.**
4. All tests are to be completed by 11:00 p.m. of the specified date. **NO LATE SUBMISSIONS or re-takes are allowed.**
5. Tests/ Quizzes will be presented in multiple choice or True/False format.

**Note to student: Please respond to the e-mail that asks you to attest that you have read this syllabus.**

### **COURSE CONTENT**

Unit 1: Concepts of Processes and Process Analysis  
Unit 2: Process Representation  
Unit 3: Interpreting and Creating Process Diagrams  
Unit 4: Acquiring Clinical Process Knowledge  
Unit 5: Process Analysis  
Unit 6: Process Re-design  
Unit 7: Facilitating Optimization  
Unit 8: Quality Improvement Methods  
Unit 9: Leading and Facilitating Change  
Unit 10: Process Change Implementation and Evaluation  
Unit 11: Maintaining and Enhancing the Improvements

### **COURSE SCHEDULE**

See calendar within Eagle Online for course schedule

### **DISTANCE EDUCATION STUDENT HANDBOOK**

The Distance Education Student Handbook contains policies and procedures unique to the DE student. Students should have reviewed the handbook as part of the mandatory orientation. It is the student's responsibility to be familiar with the handbook's contents. The handbook contains valuable information, answers, and resources, such as DE contacts, policies and procedures (how to drop, attendance requirements, etc.), student services (ADA, financial aid, degree planning, etc.), course information, testing procedures, technical support, and [academic calendars](http://de.hccs.edu/de/de-student-handbook). Refer to the DE Student Handbook by visiting this link: <http://de.hccs.edu/de/de-student-handbook>

### **Bacterial Meningitis**

This information is being provided to all new college students in the state of Texas. Bacterial Meningitis is a serious, potentially deadly disease that can progress extremely fast – so take utmost caution. It is an inflammation of the membranes that surround the brain and spinal cord. The bacteria that cause meningitis can also infect the blood. This disease strikes about 3,000 Americans each year, including 100-125 on college campuses, leading to 5-15 deaths among college students every year. There is a treatment, but those who survive may develop severe health problems or disabilities

### **What are the symptoms?**

High fever, rash or purple patches on skin, light sensitivity, confusion and sleepiness, lethargy, severe headache, vomiting, stiff neck, nausea, and seizures. There may be a rash of tiny, red-purple spots caused by bleeding under the skin, which can appear anywhere on the body. The more symptoms, the higher the risk. If these symptoms appear, seek immediate medical attention.

### **How is bacterial meningitis diagnosed?**

Diagnosis is made by a medical provider and is usually based on a combination of clinical symptoms and laboratory results from spinal fluid and blood tests. Early diagnosis and treatment can greatly improve the likelihood of recovery.

### **How is the disease transmitted?**

The disease is transmitted when people exchange saliva (by kissing or sharing drinking containers, utensils, cigarettes, toothbrushes, etc.) or come in contact with respiratory or throat secretions.

### **How do you increase your risk of getting bacterial meningitis?**

Exposure to saliva by sharing cigarettes, water bottles, eating utensils, food, kissing, etc. Living in close conditions such as a room/suite, dorm or group home.

### **What are the possible consequences of the disease?**

Death (in 8 to 24 hours from perfectly well to dead), permanent brain damage, kidney failure, learning disability, hearing loss, blindness, limb damage (fingers, toes, arms, legs) that requires amputation, gangrene, coma, and convulsions.

### **Can the disease be treated?**

- Antibiotic treatment, if received early, can save lives and chances of recovery are increased. However, permanent disability or death can still occur.
- Vaccinations are available and should be considered for those living in close quarters and college students 25 years of age or younger.
- Vaccinations are effective against 4 of the 5 most common bacterial types that cause 70% of the disease in the U.S. (but does not protect against all types of meningitis).
- Vaccinations take 7-10 days to become effective, with protection lasting 3-5 years.
- The cost of vaccine varies, so check with your health care provider.
- Vaccination is very safe; the most common side effects are redness and minor pain at injection site for up to two days.
- Vaccination is available at City of Houston health clinics.

For more information, contact your own health care provider, your local or regional Texas Department of Health Office at 713-767-3000, or go to the Web sites at: <http://www.cdc.gov/ncidod/dbmd/diseaseinfo>; [www.acha.org](http://www.acha.org)