FRESNO CITY COLLEGE TRAINING INSTITUTE
Syllabus

Course Information: **The Culture of Health Care**
Dates: February 17 – April 10, 2015
This class meets online for weekly learning units for the 8 week session. New learning unit assignments will be posted each week, and those assignments should be completed during that week in order to stay on track. A schedule of assignments is included at the end of the syllabus.

Instructor:

E-Mail:

Required Materials:

1. Access to a computer and Blackboard (https://scccd.blackboard.com)
2. All course readings and assignments are provided in the course site in Blackboard.

Course Description:

This component explains patterns of human behavior that include the language, thoughts, communications, actions, customs, beliefs, values, and institutions of the health care system.

Behavior patterns in the health care system acquired and socially transmitted, including customs, traditions, and language.

Course Objectives:

1. Describe the major types of clinical personnel involved in health care, including their education and training, certification and licensure, and typical roles in health care;
2. Describe the major types of settings in which health care occurs including ambulatory care, acute and emergency care, hospital based and critical care, and community health and public health settings;
3. Describe the major processes of information gathering, analysis, and documentation used by clinicians to detect, understand, and prevent or treat diseases;
4. Give examples and explain the differences between common forms of care delivery including episodic one-on-one care, multidisciplinary care, interdisciplinary care, care of chronic conditions, population based care, disease management, long-term care, and end of life care;
5. Describe the role of community health and public health in managing illness outbreaks, epidemics, and pandemics

6. Discuss the role of medical ethics and professional values in care delivery including such issues as privacy, confidentiality, ethical conflicts, and health disparities; and
7. Describe common forms of quality measurement, performance improvement, and incentive payment schemes meant to influence care delivery.
8. Describe the differences of code sets, ICD9, ICD10, CPT, and HCPCs and understand the differences in the hospital setting versus the clinic or physician setting.

Course Requirements:

In this online class, you have flexibility in when you work on class assignments as long as you complete the assignments by the due date. You may log in to the class as often as you need to during the week's period for the assignments. Expect to spend 5-8 hours per week on course assignments.

Assignments include lectures via PowerPoint presentations, reading, discussion questions, and the unit quizzes.

The class Web site will have announcements with instructions and information needed to stay informed about class assignments and events. Individual communication with the instructor may be by e-mail. It is the student's responsibility to contact the instructor with problems and issues regarding the course Web site, inability to meet deadlines, absence from the class, etc. Complete assignments by the due dates. Late assignments are accepted; however, a deduction of up to half the point value may be applied.

Course Grading:

A cumulative points system is used. Possible points for discussion questions and self-assessments will vary and tracking of your total points for each assignment or self-assessment will be available in Blackboard Tools under My Grades. Students are responsible for checking scores on a periodic basis to be familiar with their grade status. Class participation is an essential element to your success in this course. Participation in an online course means you stay on schedule, turn assignments in on time, post discussions board responses timely, and share comments to your classmates' discussion postings. Class assignments will be evaluated for accuracy, content, form, knowledge of subject matter, application of knowledge and ability to communicate effectively. Discussion thread posts should reflect thoughtful analysis and interpretation of the assigned reading and the posts of other students. You are expected to respond to discussion board questions with at least one posting of your original thoughts and ideas. It is expected that there will be differences of opinions on certain discussion board topics. Please be respectful of the different opinions you read and respond to. As the discussion is monitored, inappropriate postings will be deleted and no points will be given to the offender.

Grading Scale: Total points accumulated during the semester will be calculated into a percent and graded on a pass or no pass scale: 70% and higher = Pass Score

Borderline final grades will be viewed in terms of timely completion of assignments and class participation throughout the semester.

Class Policies:

In this online class, you have flexibility in when you work on class assignments as long as you complete the assignments by the due date. You may log in to the class as often as you need to during the week's period for the assignments.

It is the responsibility of the student to contact the instructor and the Health IT Academy Program Coordinator about dropping the course. A student who is still enrolled in this course at the end date but fails to participate in class, is at risk for a failing grade.

Cheating in any form will not be tolerated and can result in the student receiving a failing grade. A report of academic dishonesty will be filed in the student's record. Cheating includes copying another's work as homework or on quizzes. Be professional and ethical – do your own work.

IMPORTANT DATES: This course is in Session 1. This 8-week session runs from 2/17/2015 to 4/10/2015, there will be a one week break in between each session.

Session:	Comp#	Name	Req/Elective	Dates
1	#2	Culture of Health Care (w/Coding Intro)	Required	Feb 17-Apr 10
1	#4	Intro to Information & Computer Science	Required	Feb 17-Apr 10
2	#3	Terminology in Health Care & Public	Required	Apr 20-Jun 12
2	#6	Health Management Information Systems	Required	Apr 20-Jun 12
3	#10	Health Workflow Process Analysis/Design	Required	Jun 22-Aug 14
3	#20	Training and Instructional Design	Required	Jun 22-Aug 14
3	#15	Usability and Human Factors	Elective	Jun 22-Aug 14
4	#12	Quality Improvement	Required	Aug 24-Oct 16
4	#8	Installation and Maintenance of Health IT Sys.	Elective	Aug 24-Oct 16

Schedule of Assignments for the Culture of Health Care:

DATE	UNITS	TOPICS
Week 1	Unit 1 - Introduction to the Culture of Health Care	A. Unit 1.1 - What Do We Mean by "The Culture of Healthcare" B. Unit 1.2 - Learning More About the Culture of Health Care
Activity: discussion questions (2)/quiz		
Week 2	Unit 2 – Health Professionals – The People in Health Care	A. Unit 2.1 - Introduction and Physicians B. Unit 2.2 - Nurses C. Unit 2.3 - Additional Health Professionals
Activity: discussion questions (2)/quiz		

Week 3	Unit 3 – Health Care Settings – The Places Where Care is Delivered.. Includes an introduction of coding concepts, ICD9, ICD10, CPT and HCPCs.	A. Unit 3.1 - Outpatient Care B. Unit 3.2 - Hospitals C. Unit 3.3 - Hospital Structure D. Unit 3.4 - Hospital Departments and Their Functions (Nonclinical) E. Unit 3.5 - Hospital Departments and Their Functions (Clinical)
Activity: discussion questions(4)/quiz Additional Resources: YouTube videos covering basic coding concepts		
FIRST DUE DATE: Weeks 1-3 assignments must be completed by the end of week 3 this is to ensure that all students stay on track. A progress report will be generated and communicated back to the Health IT Academy Program Coordinator.		
Week 4	Unit 4 – Health Care Processes and Decision Making	A. Unit 4.1 - The Clinical Process-Overview of the Classic Paradigm B. Unit 4.2 - Gathering Data and Analyzing Findings C. Unit 4.3 - Making a Diagnosis D. Unit 4.4 - Choosing Therapy E. Unit 4.5 - Communicating the Plan
Activity: discussion questions(3)/quiz		
Week 5	Unit 5 – Evidence-Based Medicine	A. Unit 5.1 - Introduction - Evidence-Based Medicine B. Unit 5.2 - Definitions and Application of Evidence-Based Medicine (EBM) C. Unit 5.3 - Interventions D. Unit 5.4 - Diagnosis E. Unit 5.5 - Harm and Prognosis F. Unit 5.6 - Summarizing Evidence G. Unit 5.7 - Putting Evidence into Practice H. Unit 5.8 - Limitations of Evidence-Based Medicine (EBM)
Activity: discussion questions(3)/quiz		
Week 6	Unit 6 – Nursing Care Processes	A. Unit 6-1 - Nursing Roles and Responsibilities B. Unit 6-2 - The Nursing Process/Clinical Judgment and Assessing the Patient C. Unit 6-3 - Nursing routines and Procedures
Activity: discussion questions(1)/quiz		
SECOND DUE DATE: Weeks 4-6 assignments must be completed by the end of week 6 this is to ensure that all students stay on track. A progress report will be generated and communicated		

back to the Health IT Academy Program Coordinator.		
Week 7	Unit 7 – Quality Measurement and Improvement	A. Unit 7-1 - Quality Measurement and Improvement, Part 1 - The State of quality Care in the US B. Unit 7-2 - Quality Measurement and Improvement, Part 2 – Operationalization C. Unit 7-3 - Quality Measurement and Improvement, Part 3 - The Role of Information Technology D. Unit 7-4 - Quality Measurement and Improvement, Part 4 - HITECH Meaningful Use Rules
Activity: discussion questions(1)/quiz		
Week 8	Unit 8 – Professional Value and Medical Ethics	A. Unit 8-1 - Privacy, Confidentiality, and Security, Part 1 - Definitions and Concerns B. Unit 8-2 - Privacy, Confidentiality, and Security, Part 2 - Tools for Protecting Health Information C. Unit 8-3 - Privacy, Confidentiality, and Security, Part 3 – HIPAA D. Unit 8-4 - Privacy, Confidentiality, and Security, Part 4 - HIPAA & HITECH
Activity: discussion questions(1)/quiz		
FINAL DUE DATE: Weeks 7-8 assignments must be completed by the end of week 8. A final progress report will be generated and communicated back to the Health IT Academy Program Coordinator.		

FRESNO CITY COLLEGE TRAINING INSTITUTE
Syllabus

Course Information: **Terminology in Health Care and Public Health Settings**
Dates: April 20, 2015 – June 12, 2015
This class meets online for weekly learning units for the 8 week session. New learning unit assignments will be posted each week, and those assignments should be completed during that week in order to stay on track. A schedule of assignments is included at the end of the syllabus.

Instructor:

E-Mail:

Required Materials:

- Access to a computer and Blackboard (https://scccd.blackboard.com)
- All course readings and assignments are provided in the course site in Blackboard.

Course Description:

This component explains specific terminology used by workers in health care and public health. This is NOT a course in data representation or standards.

Course Objectives:

- Define, understand and correctly pronounce medical terms related to each of the major body systems
- Define commonly used terms in public health, nursing, health information technology, and clinical vocabularies & terminologies related to the implementation of electronic health records
- Identify the purpose and uses of pertinent health care terminologies in the electronic health record
- Demonstrate the ability to integrate and use health care terminology in the various health information technology roles.

Course Requirements:

In this online class, you have flexibility in when you work on class assignments as long as you complete the assignments by the due date. You may log in to the class as often as you need to

during the week's period for the assignments. Expect to spend 5-8 hours per week on course assignments.

Assignments include lectures via PowerPoint presentations, reading/tutorials/word exercises and the unit quizzes.

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Course Grading:

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Grading Scale: Total points accumulated during the semester will be calculated into a percent and graded on a pass or no pass scale: 70% and higher = Pass Score

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Class Policies:

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IMPORTANT DATES: This course is in Session 2. This 8-week session runs from 4/20/2015 to 6/12/2015, there will be a one week break in between each session.

Session:	Comp#	Name	Req/Elective	Dates
1	#2	Culture of Health Care (w/Coding Intro)	Required	Feb 17-Apr 10
1	#4	Intro to Information & Computer Science	Required	Feb 17-Apr 10
2	#3	Terminology in Health Care & Public	Required	Apr 20-Jun 12
2	#6	Health Management Information Systems	Required	Apr 20-Jun 12
3	#10	Health Workflow Process Analysis/Design	Required	Jun 22-Aug 14
3	#20	Training and Instructional Design	Required	Jun 22-Aug 14
3	#15	Usability and Human Factors	Elective	Jun 22-Aug 14
4	#12	Quality Improvement	Required	Aug 24-Oct 16
4	#8	Installation and Maintenance of Health IT Sys.	Elective	Aug 24-Oct 16

Schedule of Assignments for Terminology in Health Care & Public Health:
Health Information Technology Exam Guide – READ Chapters 12 and 18

DATE	UNITS	TOPICS
Week 1	Unit 1 – Understanding Medical Words (three lectures) Unit 2 – Integumentary System (one lecture)	• Unit 1A-C – Discuss the four parts of medical terms; recognize word roots and combining forms; define directional and positional terms; build, divide, spell and pronounce common medical terms • Unit 2 – Define, understand and correctly pronounce medical terms related to the Integumentary System; describe common diseases and conditions with an overview of various treatments related to the integumentary system.
Activity: (2)/quiz Additional Resources: Unit 1 – Tutorial –Understanding Medical Words AND Medical Dictionary Exercise (20 pts) Unit 2 - Word Search – Integumentary System and Watch the Videos		
Week 2	Unit 3 – Musculoskeletal System Unit 4 – Blood, Lymphatic and Immune System	• Unit 3 – Define, understand and correctly pronounce medical terms related to the Musculoskeletal System; describe common diseases • Unit 4 - Define, understand and correctly pronounce medical terms related to the Blood, Lymphatic and Immune Systems; describe common diseases
Activity: (2)/quiz Additional Resources: Unit 3 – Review the images and Watch the Videos Unit 4 – Word Search and watch YouTube Video – "Tonsillectomy"		
Week 3	Unit 5 – Cardiovascular System	• Unit 5 - Define, understand and

	Unit 6 – Digestive System	correctly pronounce medical terms related to the cardiovascular system; describe common diseases • Unit 6 - Define, understand and correctly pronounce medical terms related to the Digestive System; describe common diseases
Activity: (2)/quiz Additional Resources: Unit 5 – Word Search AND Medical Dictionary Exercise (20 pts) Unit 6 - Review the Digestive System		
FIRST DUE DATE 5/11/15: Weeks 1-3 assignments must be completed by the end of week 3 this is to ensure that all students stay on track. A progress report will be generated and communicated back to the Health IT Academy Program Coordinator.		
Week 4	Unit 7 – Endocrine Glands Unit 8 – Ears, Nose, Throat, Eye and Vision	• Unit 7 - Define, understand and correctly pronounce medical terms related to the endocrine glands; describe common diseases • Unit 8 - Define, understand and correctly pronounce medical terms related to the Ears, Nose, Throat, Eye and Vision; describe common diseases
Activity: (2)/quiz Additional Resources: Unit 7 – SEER Anatomy Module, Dive into the Endocrine Gland Unit 8 – Prerecorded Webcasts of Surgical Procedures AND Medical Word Search		
Week 5	Unit 9- Nervous System Unit 10 – Reproductive System	• Unit 9 - Define, understand and correctly pronounce medical terms related to the Nervous System; describe common diseases • Unit 10 - Define, understand and correctly pronounce medical terms related to the Reproductive System; describe common diseases
Activity: (2)/quiz Additional Resources Unit 9 – Review images of a "brain" Unit 10 – Word Search		
Week 6	Unit 11 – Respiratory System Unit 12 – Urinary System	• Unit 11- Define, understand and correctly pronounce medical terms related to the Respiratory System; describe common diseases • Unit 12 - Define, understand and correctly pronounce medical terms related to the Urinary System;

		describe common diseases
Activity: (2)/quiz Additional Resources Unit 11 – Medical Dictionary Exercise (10 pts) Unit 12 – Watch the video, Living Donor Kidney Transplant Surgery		
SECOND DUE DATE 6/1/15: Weeks 4-6 assignments must be completed by the end of week 6 this is to ensure that all students stay on track. A progress report will be generated and communicated back to the Health IT Academy Program Coordinator.		
Week 7	Unit 13 – Public Health and Health Care System Terminology Unit 14 – What is Health Information Management and Technology?	• Unit 13 – Define, identify and distinguish frequently used and common healthcare system terms • Unit 14 – Define and explain terms and concepts used in HIT; describe health IT hardware and software; and define acronyms and abbreviations
Activity: (2)/quiz Additional Resources: Unit 13 – Word Match Exercise – (15 pts) Unit 14 – http://www.healthit.gov/ (Review articles)		
Week 8	Unit 15 – Electronic Health Records Unit 16 – Standards to Promote Health Information Exchange Unit 17 – Clinical Vocabularies	• Unit 15 – Overview and introduction to the electronic health record • Unit 16 – Define terms related to standardized terminologies including HIPAA and vocabularies that represent nursing care • Unit 17 – Clinical Vocabularies
Activity: (2)/quiz Additional Resources: Unit 15 – Review CDC website articles on "Meaningful Use" and Office of Civil Rights Unit 16 – YouTube Video – "HIPAA and Compliance"		
FINAL DUE DATE 6/12/15: Weeks 7-8 assignments must be completed by the end of week 8. A final progress report will be generated and communicated back to the Health IT Academy Program Coordinator.		

FRESNO CITY COLLEGE TRAINING INSTITUTE
Syllabus

Course Information: **Introduction to Information and Computer Science**
Dates: February 17 – April 10, 2015
This class meets online for weekly learning units for the 8 week session. New learning unit assignments will be posted each week, and those assignments should be completed during that week in order to stay on track. A schedule of assignments is included at the end of the syllabus.

Instructor:

E-Mail:

Required Materials:

1. Access to a computer and Blackboard (https://scccd.blackboard.com)
2. All course readings and assignments are provided in the course site in Blackboard.

Course Description:

Introduction to Information and Computer Science is for students without an IT background. It provides a basic overview of computer architecture; data organization, representation and structure; structure of programming languages; networking and data communication. Includes basic terminology of computing.

Course Objectives:

1. Use proper hardware, network, Internet, and software computer terminology in written and verbal communications.
2. Write simple computer programs including constructs such as conditional statements, loops, functions, objects, simple data structures, etc.
3. Design a simple database and develop querying statements for it.
4. Describe network computing, its benefits and risks, and identify commonly-used communications hardware and software components.
5. Identify security risks for computing systems and discuss potential solutions.
6. Explain the design and development process of a large system such as an EHR.

Course Requirements:

In this online class, you have flexibility in when you work on class assignments as long as you complete the assignments by the due date. You may log in to the class as often as you need to during the week's period for the assignments. Expect to spend 5-8 hours per week on course assignments.

Assignments include lectures via PowerPoint presentations, reading, discussion questions, and creation of an instructional media tool, lesson plan, evaluation, video script/plan, and the unit quizzes.

The class Web site will have announcements with instructions and information needed to stay informed about class assignments and events. Individual communication with the instructor may be by e-mail. It is the student's responsibility to contact the instructor with problems and issues regarding the course Web site, inability to meet deadlines, absence from the class, etc. Complete assignments by the due dates. Late assignments are accepted; however, a deduction of up to half the point value may be applied.

Course Grading:

A cumulative points system is used. Possible points for discussion questions and self-assessments will vary and tracking of your total points for each assignment or self-assessment will be available in Blackboard Tools under My Grades. Students are responsible for checking scores on a periodic basis to be familiar with their grade status. Class participation is an essential element to your success in this course. Participation in an online course means you stay on schedule, turn assignments in on time, post discussions board responses timely, and share comments to your classmates' discussion postings. Class assignments will be evaluated for accuracy, content, form, knowledge of subject matter, application of knowledge and ability to communicate effectively. Discussion thread posts should reflect thoughtful analysis and interpretation of the assigned reading and the posts of other students. You are expected to respond to discussion board questions with at least one posting of your original thoughts and ideas. It is expected that there will be differences of opinions on certain discussion board topics. Please be respectful of the different opinions you read and respond to. As the discussion is monitored, inappropriate postings will be deleted and no points will be given to the offender.

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Class Policies:

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IMPORTANT DATES: This course is in Session1. This 8-week session runs from 2/17/2015 to 4/10/2015, there will be a one week break in between each session.

Session:	Comp#	Name	Req/Elective	Dates
1	#2	Culture of Health Care (w/Coding Intro)	Required	Feb 17-Apr 10
1	#4	Intro to Information & Computer Science	Required	Feb 17-Apr 10
2	#3	Terminology in Health Care & Public	Required	Apr 20-Jun 12
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3	#10	Health Workflow Process Analysis/Design	Required	Jun 22-Aug 14
3	#20	Training and Instructional Design	Required	Jun 22-Aug 14
3	#15	Usability and Human Factors	Elective	Jun 22-Aug 14
4	#12	Quality Improvement	Required	Aug 24-Oct 16
4	#8	Installation and Maintenance of Health IT Sys.	Elective	Aug 24-Oct 16

Schedule of Assignments and due dates for Introduction to Information and Computer Science:

DATE	UNITS	TOPICS
Week 1	Unit 1 – Basic Computing Concepts, including history	A. Unit 1-1- Define what a computer is and list the types of computers including hardware and software B. Unit 1-2- Selecting a computer C. Unit 1-3- Options for Computer Systems D. Unit 1-4- The First "Computers" E. Unit 1-5- Personal Computers
Activity: Research Assignment/quiz		
Week 2	Unit 2 – Internet and World Wide Web Unit 3 – Computer Hardware and Architecture	A. Unit 2-1 -Definitions, connecting, searching, filtering results, internet security and privacy concerns B. Unit 2-2 - Service Providers, Internet Access Providers C. Unit 2-3 - Routers, managing cookies D. Unit 2-4 - Ethical considerations of the Internet

		E. Unit 3-1 -Understand the Major Elements of a Computer F. Unit 3-2 –Describe How Data is Stored, Input and Output Ports G. Unit 3-3 – Data Storage/CPU Performance
Activity: Writing Assignment/quiz		
Week 3	Unit 4 – Application and System Software	A. Unit 4-1 – Define Application versus System Software B. Unit 4-2 – System Software/Operating System (OS) and Functions. Managing Processes and Resources C. Unit 4-3 - File System, File Types, File Management Utilities, File System Implementation, File Management Tips
Activity: Writing Assignment/quiz		
FIRST DUE DATE: Weeks 1-3 assignments must be completed by the end of week 3 this is to ensure that all students stay on track. A progress report will be generated and communicated back to the Health IT Academy Program Coordinator.		
Week 4	Unit 5 – Overview of Programming Languages, including Basic Programming Concepts	A. Unit 5-1 - Define Programming Languages B. Unit 5-2 – Define Purpose of Programming Languages C. Unit 5-3 – Build a Simple Program: variables, loops and conditional statements D. Unit 5-4 – Control Structures, loops and conditional expressions E. Unit 5-5 – Introduce additional Programming Concepts, Objects and Modularity
Activity: Writing Assignment/quiz		
Week 5	Unit 6 – Databases and Structure Query Language (SQL)	A. Unit 6-1 –Understand the Purpose of Databases B. Unit 6-2 – Relational Databases/Data Modeling C. Unit 6-3 – Structure Query Language D. Unit 6-4 – Design A Relational Database E. Unit 6-5 – Define the Basic Data Operation and How to Implement them in SQL

		F. Unit 6-6 – Create Simple Querying Statement for the Database
Activity: Writing Assignment/quiz		
Week 6	Unit 7 – Networks & Networking Unit 8 - Security	A. Unit 7-1 – Understand the History of Networks and their Evolution B. Unit 7-2 – IP Address Basics/Versions C. Unit 7-3 – Network Types D. Unit 7-4 – Wireless Communications E. Unit 7-5 – Networking Logical Models F. Unit 8-1 – Common Security Concerns G. Unit 8-2 – Mitigating Security Issues/Firewalls/Encryption H. Unit 8-3 – Security and Wireless Networking/Federal Regulations/HIPAA and Privacy
Activity: Writing Assignment/quiz		
SECOND DUE DATE: Weeks 4-6 assignments must be completed by the end of week 6 this is to ensure that all students stay on track. A progress report will be generated and communicated back to the Health IT Academy Program Coordinator.		
Week 7	Unit 9 – Components and Development of Large Scale Systems	A. Unit 9-1 – Describe the building blocks of a large scale system; System Development Lifecycle; Financial Support B. Unit 9-2 – Systems Development Lifecycle (SDLC)- Systems Planning C. Unit 9-3 – Systems Development Lifecycle (SDLC)- Systems Analysis D. Unit 9-4 – Systems Development Lifecycle (SDLC)- Systems Design E. Unit 9-5 – Systems Development Lifecycle (SDLC)- Systems Implementation F. Unit 9-6 and 9-7 – Systems Development Lifecycle (SDLC)- Systems Support and Security
Activity: Writing Assignment/quiz		
Week 8	Unit 10 – Future of Computing	A. Unit 10-1 – Trends in Computing B. Unit 10-2 – Future of Computing
Activity: Writing Assignment/quiz		
FINAL DUE DATE: Weeks 7-8 assignments must be completed by the end of week 8. A final progress report will be generated and communicated back to the Health IT Academy Program		

Coordinator.

FRESNO CITY COLLEGE TRAINING INSTITUTE
Syllabus

Course Information: **Health Management Information Systems**
Dates: April 20, 2015 – June 12, 2015
This class meets online for weekly learning units for the 8 week session. New learning unit assignments will be posted each week, and those assignments should be completed during that week in order to stay on track. A schedule of assignments is included at the end of the syllabus.

Instructor:

E-Mail:

Required Materials:

- Access to a computer and Blackboard (https://scccd.blackboard.com)
- All course readings and assignments are provided in the course site in Blackboard

Course Description:

This component introduces students to the health IT standards, health-related data structures, software applications, enterprise architecture in health care and public health objectives.

Course Objectives:

- Describe general functions, purposes and benefits of health information systems, why they are needed, and the benefits they provide in different healthcare and public health settings.

- Describe the significant developments and federal initiatives that have influenced the evolution and adoption of health information systems.

- Compare/Contrast different types of health information systems in terms of their ability to support the requirements of a health care enterprise.

- Understand how electronic health records affect patient safety, quality, efficiency and patient care, productivity, and reporting outcomes.

- Propose strategies to minimize major barriers to the adoption of electronic health records.

- Understand the principles of healthcare data exchange and standards, workflow design and assessment, and their relationship to patient care, productivity and data analysis.

- Propose the hardware, software, operating system and networking considerations necessary for effective data storage and use in healthcare organizations.

Course Requirements:

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1	#2	Culture of Health Care (w/Coding Intro)	Required	Feb 17-Apr 10
1	#4	Intro to Information & Computer Science	Required	Feb 17-Apr 10
2	#3	Terminology in Health Care & Public	Required	Apr 20-Jun 12
2	#6	Health Management Information Systems	Required	Apr 20-Jun 12
3	#10	Health Workflow Process Analysis/Design	Required	Jun 22-Aug 14
3	#20	Training and Instructional Design	Required	Jun 22-Aug 14
3	#15	Usability and Human Factors	Elective	Jun 22-Aug 14
4	#12	Quality Improvement	Required	Aug 24-Oct 16
4	#8	Installation and Maintenance of Health IT Sys.	Elective	Aug 24-Oct 16

Schedule of Assignments for Health Management Information Systems:
Health Information Technology Exam Guide – READ Chapters 19 through 23

DATE	UNITS	TOPICS
Week 1	Unit 1 – What is Health Informatics?	-Definitions of information management, information technology, and informatics -Fundamental theorem of informatics -Meaning of biomedical and health informatics as a field of study -Major biomedical informatics areas of application -Overview of informatics drivers and trends -Informatics team -Informatician skills, roles and responsibilities
Activity: writing assignment / quiz		
Week 2	Unit 2 – Hardware and Software Supporting Health Information Systems	-Major hardware and software components used in computer systems -Types of network configurations -What is an information system? What are its characteristics? -Types of information systems that support the health care enterprise

		requirements -The technologies that support health care information systems -Challenges with the use of emerging information technology trends -Advantages and disadvantages of the Internet as a platform for health care applications
Activity: writing assignment / quiz		
Week 3	Unit 3 – Electronic Health Records	-Definitions of an electronic medical record (EMR) and electronic health record (EHR) -Identify attributes and functions of an EHR -Industry issues surrounding EHR adoption and implementation -Impact of EHRs on patient care -Perspectives on Health Information Exchange (HIE) and the Nationwide -Health Information Network (NHIN) and their impact on health care delivery and the practice of health care providers -Governmental efforts related to EHR systems including meaningful use of interoperable health information technology and a qualified EHR -Institute of Medicine's vision of the future health care system -Effects of developments in bioinformatics on health information systems
Activity: writing assignment / quiz		
FIRST DUE DATE 5/11/15: Weeks 1-3 assignments must be completed by the end of week 3 this is to ensure that all students stay on track. A progress report will be generated and communicated back to the Health IT Academy Program Coordinator.		
Week 4	Unit 4 – Computerized Provider Order Entry (CPOE) Unit 5 – Clinical Decision Support Systems	Unit 4: -Purpose of CPOE -Characteristics of CPOE -Functions of CPOE -Uses of CPOE in health care Unit 5: - Definition of a clinical decision support system - History and evolution of clinical

		decision support systems - Dimensions of a clinical decision support system t 5:
Activity: writing assignment / 2 quizzes		
Week 5	Unit 6 – Patient Monitoring Systems	-Purpose, attributes and functions of patient monitoring systems -Applications of and ways in which automation can improve the quality of patient care -Advantages and disadvantages of using computers at the bedside -Integrating data from many sources -Telehealth as a patient monitoring system
Activity: writing assignment / quiz		
Week 6	Unit 7 – Medical Imaging Systems	-Purposes, processes, and management issues -Challenges with imaging systems -Future directions
Activity: writing assignment / quiz		
SECOND DUE DATE 6/1/15: Weeks 4-6 assignments must be completed by the end of week 6 this is to ensure that all students stay on track. A progress report will be generated and communicated back to the Health IT Academy Program Coordinator.		
Week 7	Unit 8 – Consumer Health Informatics	-Definition of personal health records -Role of PHRs and their implications within health care -Definition of health consumerism -Benefits of consumerism in health information systems -Challenges of consumerism in health information systems -The impact of the Internet on consumer health informatics -Current and emerging technologies affecting consumer health informatics -Role of genomics in consumer health informatics
Activity: writing assignment / quiz		
Week 8	Unit 9 – Administrative, Billing and Financial Systems	-Health care organizations strategies to ensuring integration of front-end clinical data collection, back-end billing functions -Integrated billing and financial and

		clinical systems requirements -Role of automation tools in health information systems -Definition and core elements of a master patient index -Current trends in establishing a national patient index or universal identifier -Data analysis and trending
Activity: writing assignment / quiz		
FINAL DUE DATE 6/12/15: Weeks 7-8 assignments must be completed by the end of week 8. A final progress report will be generated and communicated back to the Health IT Academy Program Coordinator.		

FRESNO CITY COLLEGE TRAINING INSTITUTE
Syllabus

Course Information: **Health Workflow Process and Analysis**
Dates: June 22, 2015- August 14, 2015
This class meets online for weekly learning units for the 8 week session. New learning unit assignments will be posted each week, and those assignments should be completed during that week in order to stay on track. A schedule of assignments is included at the end of the syllabus.

Instructor:

E-Mail:

Required Materials:

- Access to a computer and Blackboard (https://scccd.blackboard.com)
- All course readings and assignments are provided in the course site in Blackboard.

Course Description:

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 Objectives:

- Give a scenario, outline the elements involved in providing care within a complex health care system that reflect an understanding of workflow processes;
- Document clinic processes to facilitate workflow analysis and redesign
- Develop a process map for given clinical process workflows within a complex health care system;
- Facilitate decision-making necessary for optimizing health care processes;
- 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;
- Design processes and information flows for the practice that accommodate quality improvement and reporting;

- Develop a plan for a revised and optimized clinical workflow within a health care system that integrates meaningful use of information technology;
- Propose way in which quality improvement methods and tools can be applied in order to improve workflow processes in a health care setting;
- Develop and present an implementation plan for a process change;
- Working with practice staff, develop a set of plans to keep the practice running if the EHR system fails;
- Working with practice staff, evaluate the new processes as implemented, identify problems and changes that are needed, and develop and present plans for these process changes; and
- Apply to these activities an understanding of health IT, meaningful use, and the challenges practice settings will encounter in achieving meaningful use

Course Requirements:

In this online class, you have flexibility in when you work on class assignments as long as you complete the assignments by the due date. You may log in to the class as often as you need to during the week's period for the assignments. Expect to spend 5-8 hours per week on course assignments.

Assignments include lectures via PowerPoint presentations, reading/discussion assignments and the unit quizzes.

The class Web site will have announcements with instructions and information needed to stay informed about class assignments and events. Individual communication with the instructor may be by e-mail. It is the student's responsibility to contact the instructor with problems and issues regarding the course Web site, inability to meet deadlines, absence from the class, etc. Complete assignments by the due dates. Late assignments are accepted at the discretion of the instructor.

Course Grading:

A cumulative points system is used. Possible points for self-assessments will vary and tracking of your total points for each self-assessment will be available in Blackboard Tools under My Grades. Students are responsible for checking scores on a periodic basis to be familiar with their grade status. Class participation is an essential element to your success in this course. Participation in an online course means you stay on schedule, turn assignments in on time, post discussions board responses timely, and share comments to your classmates' discussion postings. Class assignments will be evaluated for accuracy, content, form, knowledge of subject matter, application of knowledge and ability to communicate effectively. Discussion thread posts should reflect thoughtful analysis and interpretation of the assigned reading and the posts of other students. You are expected to respond to discussion board questions with at least one posting of your original thoughts and ideas. It is expected that there will be differences of opinions on certain discussion board topics. Please be respectful of the different opinions you read and respond to. As the discussion is monitored, inappropriate postings will be deleted and no points will be given to the offender.

Grading Scale: Total points accumulated during the semester will be calculated into a percent and graded on a pass or no pass scale: 70% and higher = Pass Score

Borderline final grades will be viewed in terms of timely completion of assignments and class participation throughout the semester.

Class Policies:

In this online class, you have flexibility in when you work on class assignments as long as you complete the assignments by the due date. You may log in to the class as often as you need to during the week's period for the assignments.

It is the responsibility of the student to contact the instructor and the Health IT Academy Program Coordinator about dropping the course. A student who is still enrolled in this course at the end date but fails to participate in class, is at risk for a failing grade.

Cheating in any form will not be tolerated and can result in the student receiving a failing grade. A report of academic dishonesty will be filed in the student's record. Cheating includes copying another's work as homework or on quizzes. Be professional and ethical – do your own work.

IMPORTANT DATES: This course is in Session 3. This 8-week session runs from 6/22/2015 to 8/14/2015, there will be a one week break in between each session.

Session:	Comp#	Name	Req/Elective	Dates
1	#2	Culture of Health Care (w/Coding Intro)	Required	Feb 17-Apr 10
1	#4	Intro to Information & Computer Science	Required	Feb 17-Apr 10
2	#3	Terminology in Health Care & Public	Required	Apr 20-Jun 12
2	#6	Health Management Information Systems	Required	Apr 20-Jun 12
3	#10	Health Workflow Process Analysis/Design	Required	Jun 22-Aug 14
3	#20	Training and Instructional Design	Required	Jun 22-Aug 14
3	#15	Usability and Human Factors	Elective	Jun 22-Aug 14
4	#12	Quality Improvement	Required	Aug 24-Oct 16
4	#8	Installation and Maintenance of Health IT Sys.	Elective	Aug 24-Oct 16

Schedule of Assignments for Health Workflow Process and Analysis:
Health Information Technology Exam Guide – READ Chapter 21

DATE	UNITS	TOPICS
Week 1	Unit 10-1 – Concepts of Processes and Process Analysis, Part 1 and 2 Unit 10-2 – Process Representation, Part 1 and 2	• Unit 1 – Focus on six aims for health care process improvement. Understand the concepts of systems, systems thinking and health care processes. • Unit 2 – Articulate the value of process mapping; describe standard processing mapping symbols and conventions; create a process map for a health care system using correct symbols and conventions
Activity: (2)/quiz		

Additional Resources: Unit 10-1 – Discussion Forum: YouTube Video review (2) and answer questions Unit 10-2 - Discussion Forum: YouTube Video review (3) and answer questions		
Week 2	Unit 10-3 – Interpreting and Creating Process Diagrams, six lectures Unit 10-4 – Acquiring Clinical Process Knowledge, three lectures	• Unit 3 – Create context and data flow diagrams for a health care system; create a process flowchart including correct scope and detail; read and interpret data flow charts • Unit 4 - Identify how the strategic goals and stakeholders for a given health care facility can influence workflow processes; identify key workflow processes and key individuals
Activity: (2)/quiz Additional Resources: Unit 10-3 – Discussion Forum – Complete the tutorial Unit 10-4 – Discussion Forum –Identify a healthcare organization near you		
Week 3	Unit 10-5 – Process Analysis, Part 1 and 2	• Unit 5 – Describe the purpose of process analysis; describe skills and knowledge necessary for process analysis
Activity: (2)/quiz Additional Resources: Unit 10-5 – Discussion Forum – Scenarios and variations, list out processes		
FIRST DUE DATE 7/13/15: Weeks 1-3 assignments must be completed by the end of week 3 this is to ensure that all students stay on track. A progress report will be generated and communicated back to the Health IT Academy Program Coordinator.		
Week 4	Unit 10-6 – Process Redesign	• Unit 6 – Identify the factors that optimize workflow processes in health care settings; use knowledge of common software functionality to inform a process redesign for a given clinic scenario
Activity: (2)/quiz Additional Resources: Unit 10-6 – Discussion Forum – YouTube video review and answer questions		
Week 5	Unit 10-7- Facilitating Optimization Decisions	• Unit 7 – Learn the processes and logistics necessary for conducting the critical meeting in which healthcare setting personnel will review and streamline the redesigned process
Activity: (2)/quiz Additional Resources Unit 10-7 – Discussion Forum – Design an Agenda		
Week 6	Unit 10-8 – Quality Improvement	• Unit 8 – Quality Improvement

	Methods, two lectures	methods that workflow analysis process redesign specialists are likely to encounter in practice at clinics
Activity: (2)/quiz Additional Resources Unit 10-8 – Discussion Forum - Writing Assignment		
SECOND DUE DATE 8/3/15: Weeks 4-6 assignments must be completed by the end of week 6 this is to ensure that all students stay on track. A progress report will be generated and communicated back to the Health IT Academy Program Coordinator.		
Week 7	Unit 10-9 – Leading and Facilitating Change	• Unit 9 – Explore how concerns expressed by participants in a process analysis meeting can facilitate or serve as a barrier to changes in workflow processes that are proposed; critique a facilitation plan
Activity: (2)/quiz Additional Resources: Unit 10-9 – Discussion Forum -Interview a co-worker		
Week 8	Unit 10-10 – Process change implementation and evaluation Unit 10-11 – Maintaining and Enhancing the Improvements	• Unit 10– Develop a process change implementation plan for a healthcare facility; outline elements of an evaluation plan that will determine the success of a workflow process change • Unit 11 – Design processes and information flows that will help sustain and continually facilitate quality improvement; Develop a set of plans to keep the practice running if the EHR system fails; Propose a plan where the workflow analyst collaborates with practice staff
Activity: (2)/quiz Additional Resources: Unit 10 and 11 – Discussion Forum - Implementation Plan – writing assignment, 3-4 pages		
FINAL DUE DATE 8/14/15: Weeks 7-8 assignments must be completed by the end of week 8. A final progress report will be generated and communicated back to the Health IT Academy Program Coordinator. You will have a one week break the week of August 17th.		

FRESNO CITY COLLEGE TRAINING INSTITUTE

Syllabus

Course Information:

Training and Instructional Design
Dates: June 22, 2015 – August 14, 2015
This class meets online for weekly learning units for the 8 week session. New learning unit assignments will be posted each week, and those assignments should be completed during that week, or by the given due date, in order to stay on track. A schedule of assignments is included at the end of the syllabus.

Instructor:

Contact:

Required Materials:

- Access to a computer and Blackboard (https://scccd.blackboard.com)
- All course readings and assignments are provided in the course site in Blackboard.

COURSE DESCRIPTION:

This course will provide an overview of learning management systems, instructional design software tools, teaching techniques and strategies, evaluation of learner competencies, maintenance of training records, and measurement of training program effectiveness. In addition, this course will discuss selecting and implementing Web 2.0 technologies as instructional technologies given a specific platform and training programs.

COURSE OBJECTIVES:

- At the completion of this component, students will be able to:
- Plan, design, develop (produce), deliver, and evaluate technology-based instruction according to sound instructional design models and principles.
- Describe the training cycle by the Instructional Systems Design method and the phases of the ADDIE model of instruction design given a population of adult learners.
- Plan and implement an instructional needs assessment given a specific population of users in a health care setting.
- Construct a lesson plan using appropriate instructional methods and approaches, given a specific population of learners.

- Construct an instructional product (simple online tutorial) using the appropriate media based instructional method, such as customized images, customized video (e.g., EHR screen captures).
- Create a custom PowerPoint presentation using the principles of effective PowerPoint design given a particular training program.
- Demonstrate effective public speaking skills and proper operation of computer and AV equipment for a multimedia presentation, given a set of user needs.
- Plan and conduct student assessment and program evaluation given different population contexts.
- Design a training program in LMS that adhere to the standards and open source initiatives in online learning.
- Select and implement Web 2.0 technologies as instructional technologies given a specific platform and training program.

Course Requirements

Assignments will be included in weekly learning units. Assignments include lectures via PowerPoint presentations, reading, discussion questions, projects to create an instructional media tool, a lesson plan, an evaluation, a video script/plan, and unit self-assessments (quizzes).

You have flexibility to work on class assignments any time after they are posted as long as you complete the assignments by the due date. You may log in to the class as often as you need to work on the assignments.

The class Web site will have announcements with instructions and information needed to stay informed about class assignments, due dates and other program related information. Read the announcements and assignment information regularly and carefully. It is your responsibility to contact the instructor with problems and issues regarding the course Web site, inability to meet deadlines, absence from the class, etc. Complete assignments by the due dates. Late assignments are accepted at the discretion of the instructor.

Evaluation and Grading

A cumulative points system is used. Possible points for unit assignments will vary week to week. Tracking of your total points for each assignment will be available in Blackboard Tools under My Grades. You are responsible for checking scores on a periodic basis to be familiar with your grade status. Class participation is an essential element to your success in this course. Participation in an online course means you stay on schedule, turn assignments in on time, post discussions board responses timely, and share comments to your classmates' discussion postings. Class assignments will be evaluated for accuracy, content, form, knowledge of subject matter, application of knowledge and ability to communicate effectively. Discussion thread posts should reflect thoughtful analysis and interpretation of the assigned reading and the posts of

other students. You are expected to respond to discussion board questions with at least one posting of your original thoughts and ideas. It is expected that there will be differences of opinions on certain discussion board topics. Please be respectful of the different opinions you read and respond to. As the discussion is monitored, inappropriate postings will be deleted and no points will be given to the offender.

Grading Scale: Total points accumulated during the semester will be calculated into a percent and graded on a pass or no pass scale: 70% and higher = Pass Score. Borderline final grades will be viewed in terms of timely completion of assignments and class participation throughout the class session.

Class Policies:

In this online class, you have flexibility in when you work on class assignments as long as you complete the assignments by the due date. You may log in to the class as often as you need to during the week's period for the assignments.

It is the responsibility of the student to contact the instructor and the Health IT Academy Program Coordinator about dropping the course. A student who is still enrolled in this course at the end date but fails to participate in class, is at risk for a failing grade.

Cheating in any form will not be tolerated and can result in the student receiving a failing grade. A report of academic dishonesty will be filed in the student's record. Cheating includes copying another's work as homework or on quizzes. Be professional and ethical – do your own work.

IMPORTANT DATES: This course is in Session 3. This 8-week session runs from 6/22/2015 to 8/14/2015, there will be a one week break in between Session 3 and Session 4.

SCHEDULE OF ASSIGNMENTS

Health Information Technology Exam Guide – Read Chapter 23

DATE	UNITS	TOPICS
Week 1	Unit 1 - Introduction to Training and Adult Learning	A. Introduction to Training and Adult Learning B. Principles of Adult Learning C. Training Cycle
Activity: discussion questions		
Week 2	Unit 2 – Needs Assessment	A. Need Analysis B. Need Analysis/ADDIE
Activity: scenario response – 1 to 2 pages		
Week 3	Unit 3 – Creating a Lesson Plan	A. Creating a Lesson Plan B. Writing a Lesson Plan & Objectives C. Blooms Taxonomy D. Objectives Tied to Need Analysis E. EHR Intake Learning Objectives F. Instructional Materials
Activity: construct an instructional media tool, create a lesson plan template		
Week 4	Unit 4 – Selecting and Working With Media	A. Text – desktop publishing, creating handouts and web content B. Images – working with graphics and photographs to enhance learning C. Video and Audio – use simple editing programs and publish content to online environment D. Interactive Media – create simple online tutorials using screen capture software
Activity: continuation of Week 3 activity		
Week 5	Unit 5 - Building & Delivering Effective PowerPoint Presentation	A. Design guidelines for PowerPoint stacks B. Scripting and Storyboarding C. The Utilization of Color and Text in PowerPoint Presentations D. The Utilization of Text in PowerPoint Presentations E. The Appropriate Utilization of

		Multimedia in PowerPoint Presentations F. Slide Frame Layout, Format Design, Color, Text Styles and Size G. Graphs and Charts H. Embedding Media and Actions
Activity: continuation of Week 3 activity		
Week 6	Unit 6 - Assessments	A. Developing Appropriate Assessments B. Creating a Program Evaluation Plan
Activity: prepare an evaluation proposal		
Week 7	Unit 7 – Learning Management Systems	A. The Basic Functions and Technologies in LMS and CMS Systems B. How to Build a Training Program in an LMS C. The Role and Application of Standards and Open Source Initiatives in Online Learning
Activity: submit instructional media tool, lesson plan template, and evaluation proposal		
Week 8	Unit 8 – Web 2.0 and Social Networking Tools	This unit will cover the use of electronic social networking tools, and informatics knowledge exchange to foster learning in a corporate environment. These tools include: A. Wikis B. Blogs
Activity: write a script/plan for a video		

FRESNO CITY COLLEGE TRAINING INSTITUTE
Syllabus

Course Information: **Usability and Human Factors - Overview**
Dates: June 22, 2015 – August 14, 2015
This class meets online for weekly learning units for the 8 week session. New learning unit assignments will be posted each week, and those assignments should be completed during that week in order to stay on track. A schedule of assignments is included at the end of the syllabus.

Instructor:

E-Mail:

Required Materials:

- Access to a computer and Blackboard (https://scccd.blackboard.com)
- All course readings and assignments are provided in the course site in Blackboard.

Course Description:

This course will give you the skills necessary to effectively apply principles of specific designs and usability evaluations, including technology evaluation and iterative design.

Course Objectives:

- Apply methods of cognitive research
- Demonstrate concept knowledge of principles of user-centered design
- Demonstrate knowledge of explaining the role of requirements gathering in the design process
- Identify advantages and disadvantages of data collection and methods used for requirements gathering
- Demonstrate concept knowledge of cognition and human performance models in relation to systems evaluation methods
- Apply concept knowledge of human factors for evaluating systems design and the study fop human errors and patient safety

- Apply principles of usability and design to critique EHR systems and make improvement recommendations.

Course Requirements:

In this online class, you have flexibility in when you work on class assignments as long as you complete the assignments by the due date. You may log in to the class as often as you need to during the week's period for the assignments. Expect to spend 5-8 hours per week on course assignments.

Assignments include lectures via PowerPoint presentations, reading/discussion assignments and the unit quizzes. There is also a section in each unit for additional resources. These resources are not for required reading, but are additional information for your reference.

The class Web site will have announcements with instructions and information needed to stay informed about class assignments and events. Individual communication with the instructor may be by e-mail. It is the student's responsibility to contact the instructor with problems and issues regarding the course Web site, inability to meet deadlines, absence from the class, etc. Complete assignments by the due dates. Late assignments are accepted at the discretion of the instructor.

Course Grading:

A cumulative points system is used. Possible points for quizzes will vary and tracking of your total points for each quiz will be available in Blackboard Tools under My Grades. Students are responsible for checking scores on a periodic basis to be familiar with their grade status. Class participation is an essential element to your success in this course. Participation in an online course means you stay on schedule, turn assignments in on time, post discussions board responses timely, and share comments to your classmates' discussion postings. Class assignments will be evaluated for accuracy, content, form, knowledge of subject matter, application of knowledge and ability to communicate effectively. Discussion thread posts should reflect thoughtful analysis and interpretation of the assigned reading and the posts of other students. You are expected to respond to discussion board questions with at least one posting of your original thoughts and ideas. It is expected that there will be differences of opinions on certain discussion board topics. Please be respectful of the different opinions you read and respond to. As the discussion is monitored, inappropriate postings will be deleted and no points will be given to the offender.

Grading Scale: Total points accumulated during the semester will be calculated into a percent and graded on a pass or no pass scale: 70% and higher = Pass Score

Borderline final grades will be viewed in terms of timely completion of assignments and class participation throughout the semester.

Class Policies:

In this online class, you have flexibility in when you work on class assignments as long as you complete the assignments by the due date. You may log in to the class as often as you need to during the week's period for the assignments.

It is the responsibility of the student to contact the instructor and the Health IT Academy Program Coordinator about dropping the course. A student who is still enrolled in this course at the end date but fails to participate in class, is at risk for a failing grade.

Cheating in any form will not be tolerated and can result in the student receiving a failing grade. A report of academic dishonesty will be filed in the student's record. Cheating includes copying another's work as homework or on quizzes. Be professional and ethical – do your own work.

IMPORTANT DATES: This course is in Session 3. This 8-week session runs from 6/22/2015 to 08/14/2015, there will be a one week break in between Session 3 and 4.

Session:	Comp#	Name	Req/Elective	Dates
1	#2	Culture of Health Care (w/Coding Intro)	Required	Feb 17-Apr 10
1	#4	Intro to Information & Computer Science	Required	Feb 17-Apr 10
2	#3	Terminology in Health Care & Public	Required	Apr 20-Jun 12
2	#6	Health Management Information Systems	Required	Apr 20-Jun 12
3	#10	Health Workflow Process Analysis/Design	Required	Jun 22-Aug 14
3	#20	Training and Instructional Design	Required	Jun 22-Aug 14
3	#15	Usability and Human Factors	Elective	Jun 22-Aug 14
4	#12	Quality Improvement	Required	Aug 24-Oct 16
4	#8	Installation and Maintenance of Health IT Sys.	Elective	Aug 24-Oct 16

Schedule of Assignments for Usability and Human Factors:
Health Information Technology Exam Guide – READ Chapter 16

UNITS
• Unit 1: People and Technology, Studies of technology • Unit 2: Requirements Engineering • Unit 3: Cognition and Human Performance • Unit 4: Human Factors and Healthcare • Unit 5: Usability Evaluation Methods • Unit 6: Electronic Health Records and Usability • Unit 7: Decision Support Systems: A Human Factors Approach • Unit 8: Approaches to Design • Unit 9: Ubiquitous Computing in Healthcare • Unit 10: Designing for Safety • Unit 11: Input and Selection Methods • Unit 12: Information Visualization

FRESNO CITY COLLEGE TRAINING INSTITUTE
Syllabus

Course Information: **Quality Improvement**
Dates: August 24, 2015-October 16, 2015
This class meets online for weekly learning units for the 8 week session. New learning unit assignments will be posted each week, and those assignments should be completed during that week in order to stay on track. A schedule of assignments is included at the end of the syllabus.

Instructor:

E-Mail:

Required Materials:

- Access to a computer and Blackboard (https://scccd.blackboard.com)
- All course readings and assignments are provided in the course site in Blackboard.

Course Description:

This component Introduces the concepts of health IT and practice workflow redesign as instruments of quality improvement. Addresses establishing a culture that supports increased quality and safety. Discusses approaches to assessing patient safety issues and implementing quality management and reporting through electronic systems.

Course Objectives:

At the completion of this component, the student will be able to:

- Analyze clinical decision-making requirements, including who, what, when, how, and where information is needed.
- Design and implement information technology that supports effective teamwork, fosters open communication and enables shared decision-making to achieve quality patient care
- Analyze clinical workflows to design information technology that supports clinical decision-making and care coordination.
- Design and apply of information technology and standardized practices that support safety and quality
- Formulate activation planning that supports and maintains safety and quality
- Select and apply quality measures for incorporation into information systems to enable review of outcomes of care and identification of improvement opportunities

- Assess findings from quality reviews of reported events to design and implement clinical information system improvements.
- Select improvement tools to assist clinical teams in improving the quality and safety of the electronic health record.
- Monitor use of information technology for inappropriate use leading to hazards and errors
- Design an information technology culture conducive to highly reliable processes built on human factors research.
- Design and implement effective strategies to use information technology to decrease reliance on memory.

Course Requirements:

In this online class, you have flexibility in when you work on class assignments as long as you complete the assignments by the due date. You may log in to the class as often as you need to during the week's period for the assignments. Expect to spend 5-8 hours per week on course assignments.

Assignments include lectures via PowerPoint presentations, reading/discussion assignments and the unit quizzes.

The class Web site will have announcements with instructions and information needed to stay informed about class assignments and events. Individual communication with the instructor may be by e-mail. It is the student's responsibility to contact the instructor with problems and issues regarding the course Web site, inability to meet deadlines, absence from the class, etc. Complete assignments by the due dates. Late assignments are accepted at the discretion of the instructor.

Course Grading:

A cumulative points system is used. Possible points for self-assessments will vary and tracking of your total points for each self-assessment will be available in Blackboard Tools under My Grades. Students are responsible for checking scores on a periodic basis to be familiar with their grade status. Class participation is an essential element to your success in this course. Participation in an online course means you stay on schedule, turn assignments in on time, post discussions board responses timely, and share comments to your classmates' discussion postings. Class assignments will be evaluated for accuracy, content, form, knowledge of subject matter, application of knowledge and ability to communicate effectively. Discussion thread posts should reflect thoughtful analysis and interpretation of the assigned reading and the posts of other students. You are expected to respond to discussion board questions with at least one posting of your original thoughts and ideas. It is expected that there will be differences of opinions on certain discussion board topics. Please be respectful of the different opinions you read and respond to. As the discussion is monitored, inappropriate postings will be deleted and no points will be given to the offender.

Grading Scale: Total points accumulated during the semester will be calculated into a percent and graded on a pass or no pass scale: 70% and higher = Pass Score

Borderline final grades will be viewed in terms of timely completion of assignments and class participation throughout the semester.

Class Policies:

In this online class, you have flexibility in when you work on class assignments as long as you complete the assignments by the due date. You may log in to the class as often as you need to during the week's period for the assignments.

It is the responsibility of the student to contact the instructor and the Health IT Academy Program Coordinator about dropping the course. A student who is still enrolled in this course at the end date but fails to participate in class, is at risk for a failing grade.

Cheating in any form will not be tolerated and can result in the student receiving a failing grade. A report of academic dishonesty will be filed in the student's record. Cheating includes copying another's work as homework or on quizzes. Be professional and ethical – do your own work.

IMPORTANT DATES: This course is in Session 4. This 8-week session runs from 8/24/2015 to 10/16/2015, there will be a one week break in between each session.

Session:	Comp#	Name	Req/Elective	Dates
1	#2	Culture of Health Care (w/Coding Intro)	Required	Feb 17-Apr 10
1	#4	Intro to Information & Computer Science	Required	Feb 17-Apr 10
2	#3	Terminology in Health Care & Public	Required	Apr 20-Jun 12
2	#6	Health Management Information Systems	Required	Apr 20-Jun 12
3	#10	Health Workflow Process Analysis/Design	Required	Jun 22-Aug 14
3	#20	Training and Instructional Design	Required	Jun 22-Aug 14
3	#15	Usability and Human Factors	Elective	Jun 22-Aug 14
4	#12	Quality Improvement	Required	Aug 24-Oct 16
4	#8	Installation and Maintenance of Health IT Sys.	Elective	Aug 24-Oct 16

Schedule of Assignments for Quality Improvement:
Health Information Technology Exam Guide – READ Chapter 7

DATE	UNITS	TOPICS
Week 1	Unit 12-1 – Introduction to Quality Improvement, four lectures Unit 12-2 – Principles of Quality and Safety for HIT	• Unit 1 –Identify the current challenges in health care quality; describe quality improvement as a goal of meaningful use of HIT; Explain Quality and Quality Improvement • Unit 2 – Recognize that every system is designed to achieve the results it gets; discuss how teams make wise decisions
Activity: (2)/quiz Additional Resources: Unit 12-1 – Discussion Forum: Answer post lecture questions Unit 12-2 - Discussion Forum: Answer post lecture question		
Week 2	Unit 12-3 – Reliability and Culture of Safety	• Unit 3 –Discuss reliability science as a tool for ensuring safety; examine how ultra-safe organizations operate;

		identify how teams make wise decisions
Activity: (1)/quiz Additional Resources: Unit 12-3 – Discussion Forum – YouTube video review (2) and answer questions		
Week 3	Unit 12-4 – Human Factors: HIT Design and Complexity	• Unit 4 – Examine the basic principles of cognitive ergonomics/engineering as these apply to patient safety; Define Human Factors Engineering and its impact on HIT quality and safety
Activity: (1)/quiz Additional Resources: Unit 12-4 – Discussion Forum – Answer post lecture questions		
FIRST DUE DATE 9/14/15: Weeks 1-3 assignments must be completed by the end of week 3 this is to ensure that all students stay on track. A progress report will be generated and communicated back to the Health IT Academy Program Coordinator.		
Week 4	Unit 12-5 – HIT Design to Support Teamwork and Communication	• Unit 5 – Assess the impact of teamwork and communication on patient safety and clinical effectiveness; Describe ways in which HIT design can enhance teamwork and communication
Activity: (1)/quiz Additional Resources: Unit 12-5 – Discussion Forum – Writing Assignment (2-3 paragraphs)		
Week 5	Unit 12-6- Decision Support for Quality Improvement	• Unit 6 – Define decision support, its importance and why it is difficult to implement; Analyze the benefits and shortfalls of alerts and clinical reminders
Activity: (1)/quiz Additional Resources Unit 12-6 – Discussion Forum – Writing Assignment (2-3 paragraphs)		
Week 6	Unit 12-7 – Safe Workflow Design Unit 12-8- HIT Implementation Planning	• Unit 7 – Assess decision-making requirements in health care • Unit 8 – Critique an implementation team and the roles they play n ensuring quality
Activity: (2)/quiz Additional Resources Unit 12-7 – Discussion Forum – Design a flow chart and discussion Unit 12-8 – Discussion Forum – Writing Assignment (2-3 paragraphs)		
SECOND DUE DATE 10/05/15: Weeks 4-6 assignments must be completed by the end of week 6 this is to ensure that all students stay on track. A progress report will be generated and communicated back to the Health IT Academy Program Coordinator.		
Week 7	Unit 12-9 – HIT and Infecting a Patient	• Unit 9 – Discuss the success of a

	Safety Culture Unit 12-10 – HIT Design for Quality Reporting	simple checklist; Identify strategies for adaptive work that can be useful HIT initiatives • Unit 10 – Explain the attributes of an effective reporting system and standardized and structured health information
Activity: (2)/quiz Additional Resources: Unit 10-9 - Discussion Forum - Answer post lecture questions Unit 10-10– Discussion Forum – Writing Assignment (2-3) paragraphs		
Week 8	Unit 12-11 – Data Quality Improvement Unit 12-12 – Learning from Mistakes: Error Reporting and Analysis and HIT	• Unit 11 – Discuss the impact of poor data quality on quality measurement; Discuss common causes of data insufficiently • Unit 12 – Describe ways in which health information technology can facilitate error detection and reporting; Apply QI tools to examine HIT erros
Activity: (2)/quiz Additional Resources: Unit 11 – Discussion Forum – Writing Assignment (3-5 paragraphs) Unit 12 – Discussion Forum – Answer post lecture questions		
FINAL DUE DATE 10/16/15: Weeks 7-8 assignments must be completed by the end of week 8. A final progress report will be generated and communicated back to the Health IT Academy Program Coordinator.		

FRESNO CITY COLLEGE TRAINING INSTITUTE
Syllabus

Course Information: **Installation and Maintenance of Health IT Systems**
Dates: August 24, 2015- October 16, 2015
This class meets online for weekly learning units for the 8 week session. New learning unit assignments will be posted each week, and those assignments should be completed during that week in order to stay on track. A schedule of assignments is included at the end of the syllabus.

Instructor:

E-Mail:

Required Materials:

- Access to a computer and Blackboard (https://scccd.blackboard.com)
- All course readings and assignments are provided in the course site in Blackboard.

Course Description:

This component covers fundamentals of selection, installation and maintenance of typical Electronic Health Records (EHR) systems. Students will be introduced to the principles underlying system configuration including basic hardware and software components, principles of system selection, planning, testing, troubleshooting, and final deployment. System security and procedures will also be introduced in this component.

Course Objectives:

- Describe the use of client and server hardware for access to and storage of EHRs
- Describe network needs for access to and storage of EHRs
- Identify the application software and back-end data storage software needed for a comprehensive, effective Health IT System
- Compare and contrast COTS (Commercial Off-The-Shelf) and In-House /homegrown systems and describe their relative advantages and disadvantages
- Verify system compliance with ONC-ATCB certification
- Identify purpose and categories of ARRA "Meaningful Use" criteria
- Identify 12 possible steps to choosing an EHR system
- Gather functional requirements from institution and users
- Document use-cases and relate them to functional requirements
- Identify the 8 basic components to a project plan
- Define the role of a project manager
- Equate the basic project plan components to a typical EHR implementation plan

- Create a project plan for system design and implementation
- Define the steps of the Software Development Life Cycle (SDLC) and the purpose and importance of each.
- Describe different models of the SDLC and their key differences.
- Describe how and why an HIT software application would go through the SDLC
- Identify regulatory requirements for EHRS and integrate into the project plan
- Identify best practices for OS and network system security installation and patches (such as those provided by vendors, SANs, and ISC2) and integrate into project plan
- Identify and assess protection measures including access control, firewalls, intrusion detection and encryption
- Provide training for system users regarding the methods and importance of security compliance
- Determine and document system interfaces and integration requirements
- Describe the pitfalls associated with installing a new application in an environment of pre-existing applications
- Give examples of interfacing modalities
- Identify and implement an effective troubleshooting procedure for reporting, evaluating, fixing, deploying, and follow-up of errors, problems, or limitations for the system
- Integrate downtime schedule for OS, network, database, and client application maintenance and updates
- Develop a process for communicating requirements and supplying updates between vendors/developer and users
- Create a baseline for system performance measurement and comparison for troubleshooting
- Create redundancy and fault-tolerance in systems for access and data storage, providing high performance and reliability
- Backup and restore databases, applications, and operating systems
- Develop a plan for decommissioning systems and data
- Gather user feedback and performance baseline for system validation and testing
- Document problems with their resolution status
- Create, execute, and document a test plan
- Identify pilot group and plan scope of pilot
- Install pilot system, train pilot users, and make pilot available

Course Requirements:

In this online class, you have flexibility in when you work on class assignments as long as you complete the assignments by the due date. You may log in to the class as often as you need to during the week's period for the assignments. Expect to spend 5-8 hours per week on course assignments.

Assignments include lectures via PowerPoint presentations, reading/discussion assignments and the unit quizzes. There is also a section in each unit for additional resources. These resources are not for required reading, but are additional information for your reference.

The class Web site will have announcements with instructions and information needed to stay informed about class assignments and events. Individual communication with the instructor may be by e-mail. It is the student's responsibility to contact the instructor with problems and issues regarding the course Web site, inability to meet deadlines, absence from the class, etc. Complete assignments by the due dates. Late assignments are accepted at the discretion of the instructor.

Course Grading:

A cumulative points system is used. Possible points for quizzes will vary and tracking of your total points for each quiz will be available in Blackboard Tools under My Grades. Students are responsible for checking scores on a periodic basis to be familiar with their grade status. Class participation is an essential element to your success in this course. Participation in an online course means you stay on schedule, turn assignments in on time, post discussions board responses timely, and share comments to your classmates' discussion postings. Class assignments will be evaluated for accuracy, content, form, knowledge of subject matter, application of knowledge and ability to communicate effectively. Discussion thread posts should reflect thoughtful analysis and interpretation of the assigned reading and the posts of other students. You are expected to respond to discussion board questions with at least one posting of your original thoughts and ideas. It is expected that there will be differences of opinions on certain discussion board topics. Please be respectful of the different opinions you read and respond to. As the discussion is monitored, inappropriate postings will be deleted and no points will be given to the offender.

Grading Scale: Total points accumulated during the semester will be calculated into a percent and graded on a pass or no pass scale: 70% and higher = Pass Score

Borderline final grades will be viewed in terms of timely completion of assignments and class participation throughout the semester.

Class Policies:

In this online class, you have flexibility in when you work on class assignments as long as you complete the assignments by the due date. You may log in to the class as often as you need to during the week's period for the assignments.

It is the responsibility of the student to contact the instructor and the Health IT Academy Program Coordinator about dropping the course. A student who is still enrolled in this course at the end date but fails to participate in class, is at risk for a failing grade.

Cheating in any form will not be tolerated and can result in the student receiving a failing grade. A report of academic dishonesty will be filed in the student's record. Cheating includes copying another's work as homework or on quizzes. Be professional and ethical – do your own work.

IMPORTANT DATES: This course is in Session 4. This 8-week session runs from 8/24/2015 to 10/16/2015, there will be a one week break in between each session.

Session:	Comp#	Name	Req/Elective	Dates

1 1	#2 #4	Culture of Health Care (w/Coding Intro) Intro to Information & Computer Science	Required Required	Feb 17-Apr 10 Feb 17-Apr 10
2 2	#3 #6	Terminology in Health Care & Public Health Management Information Systems	Required Required	Apr 20-Jun 12 Apr 20-Jun 12
3 3 3	#10 #20 #15	Health Workflow Process Analysis/Design Training and Instructional Design Usability and Human Factors	Required Required Elective	Jun 22-Aug 14 Jun 22-Aug 14 Jun 22-Aug 14
4 4	#12 #8	Quality Improvement Installation and Maintenance of Health IT Sys.	Required Elective	Aug 24-Oct 16 Aug 24-Oct 16

Schedule of Assignments for Health Workflow Process and Analysis:
Health Information Technology Exam Guide – READ Chapter 29, 32-33, & 36-37

DATE	UNITS	TOPICS
Week 1	Unit 8-1 – Elements of a Typical EHR System, Part 1 and 2	• Unit 1 – Overview of what a typical electronic health record system is and focuses on the elements that make up such a system -- hardware, networks, software, and storage requirements.
Activity: Quiz Discussion Board Assignments: Unit 8-1 – Discussion Forum: YouTube Video review and discussion questions		

Week 2	Unit 8-2 – System Selection - Software and Certification Unit 8-3 – System Selection - Functional and Technical Requirements	• Unit 2 – Discuss the differences in COTS (Commercial Off-The-Shelf) and in-house/homegrown systems; how to select the system to meet the needs of the end users; advantages of purchasing a CCHIT-certified system and discuss ARRA and "meaningful use" in the context of EHR systems; estimating the typical costs associated with EHR system startup. • Unit 3 – Review the 12 different steps associated with system selection focusing on defining user functional requirements of systems and technical requirements (by the system), including how to the determine, document, prioritize, and act on those requirements through the use of case studies and other means.
Activity: Quiz(2) Discussion Board Assignments: Unit 8-2 - Discussion Forum: Article review and discussion questions Unit 8-3 – Discussion Forum – Identify 3 separate EHR systems		
Week 3	Unit 8-4 – Structured Systems Analysis and Design. Unit 8-5 – Software Development Life Cycle	• Unit 4 - Describe the basics of developing a project plan and the role of a project manager. • Unit 5 – Learn the SDLC model and explores its application to well-known software and its utility for healthcare IT systems.
Activity: Quiz(2) Discussion Board Assignments: Unit 8-4 – Discussion Forum – Case Study review and discussion questions Unit 8-5 – Discussion Forum – Design an outline for an EHR Implementation		

FIRST DUE DATE 9/14/15: Weeks 1-3 assignments must be completed by the end of week 3 this is to ensure that all students stay on track. A progress report will be generated and communicated back to the Health IT Academy Program Coordinator.		
Week 4	Unit 8-6 – System Security Procedures and Standards, Part 1 and 2	• Unit 6 – Learn Federal, State, and local health information regulations for EHRs, computer and network system vulnerabilities and best practices for identification and mitigation of those vulnerabilities, information access and protection measures, and user security training.
Activity: Quiz Discussion Board Assignments: Unit 8-6 – Discussion Forum – YouTube video review and discussion questions		
Week 5	Unit 8-7- System Interfaces and Integration	• Unit 7 – Explore the issues and challenges involved in interfacing and integrating systems including understanding system requirements and the messaging and other techniques used between various systems.
Activity: Quiz Discussion Board Assignments: Unit 8-7 – Discussion Forum – YouTube video review and discussion questions		
Week 6	Unit 8-8 – Troubleshooting, Maintenance and Upgrades, and Interaction with Vendors, Developers, & Users, Part 1 and 2	• Unit 8 – Learn aspects of setting up a robust support structure for troubleshooting and maintaining the system, including developing troubleshooting and escalation procedures, measuring system performance, and communication with vendors (or local developers).
Activity: Quiz Discussion Board Assignments: Unit 8-8 – Discussion Forum - Create an action plan for an OS upgrade		

SECOND DUE DATE 10/5/15: Weeks 4-6 assignments must be completed by the end of week 6 this is to ensure that all students stay on track. A progress report will be generated and communicated back to the Health IT Academy Program Coordinator.		
Week 7	Unit 8-9 – Creating Fault Tolerant Systems, Backups, and Decommissioning, Part 1 and 2	• Unit 9 - Learn about redundancy and fault-tolerance in systems to provide high performance and reliability. Develop a plan for decommissioning systems and data.
Activity: Quiz Discussion Board Assignments: Unit 8-9 – Discussion Forum -Implementing a practice fault tolerant system with back up strategy		
Week 8	Unit 8-10 – Developing a Test Strategy and a Test Plan Unit 8-11 – Pilot Testing and Full-Scale Deployment	• Unit 10– Describe aspects of testing the system, including the use of performance baselines and the role of test plans. • Unit 11 – Learn aspects of deploying the system to end users, including communication, technical support, user feedback, and system resource evaluation including initial pilot testing to obtain feedback before full deployment, including planning, identifying the user group, setting up the system, and gathering feedback
Activity: Quiz(2) Discussion Board Assignments: Unit 8-10 – Discussion Forum - Developing a test strategy Unit 8-11 – Discussion Forum - Developing a roll out strategy		
FINAL DUE DATE 10/16/15: Weeks 7-8 assignments must be completed by the end of week 8. A final progress report will be generated and communicated back to the Health IT Academy Program Coordinator.		