

“It’s a HIT!” Workforce Training Program

Horizon Health Care, Inc. – Howard, SD

HRSA Grant Number: R01RH26270



HIT Course Descriptions and Changes

The foundation for the HIT curriculum used for the “It’s a HIT!” Program was developed through a collaborative agreement funded by the ONC through the Curriculum Development Centers Program. Two HIT Training Certificates have been identified for the proposed Program: Workflow Redesign Specialist and Clinician/Practitioner Support.

The first track, “Workflow Redesign Specialist” will target those employees with interest in information technology, health information management, allied health or health care and are seeking to gain new skills and knowledge in order to play a pivotal role assisting rural healthcare providers make the transition to Meaningful Use. The “HIT Clinician/ Practitioner Consultant” is the second option in the “It’s a HIT!” Program. Staff interested in the HIT Clinician/Practitioner Consultant role will assist in reorganizing the work of a rural provider to take full advantage of the features of HIT in pursuit of meaningful use to improve health and care.

Just shortly after our first cohort of students completed the curriculum portion of the training, PHIT Network staff met with members of Dakota State University to revisit the current “It’s a Hit” Curriculum. A primary barrier to completion was time. Students found it difficult to fit the coursework into the allotted work day period. Employers of the incumbent workers had difficulties covering the positions in lower staffed facilities to a lot the students time to complete their coursework. As a Network, the project was centered around training our own rural, incumbent workforce. It was important that the curriculum was tailored to accommodate existing knowledge the current healthcare workforce had to ensure that it could be completed in a timely manner by those already working full time in a clinic setting. The original ONC coursework was modified in the following ways:

- The number of content hours were reduced from 180 hours to around 40 hours.
- Significant enhancement of presentation materials such as adding color and graphics to engage the students.
- Incorporated videos, check your understanding questions and scenarios to the curriculum.

During our discussion sessions with Dakota State University shortly before our second cohort, it was decided that each course would contain the following elements:

Pre-test: Each pre-test contains 15-20 questions designed to cover each competency statement and provide a measure of baseline knowledge. These are then covered again in the post-test.

Key Terms: The terms will be consolidated into a master glossary for the student to reference. Key terms may also be made available in the coursework.

Check Your Understanding: Each course section will include several check your understanding questions. We utilized a variety of question interactions to keep the courses varied and interesting.

Scenarios: In addition to the standard multiple choice questions included in the check your understanding; students will now be presented two or three scenarios in each course. The scenarios are

designed to provide a real world scenario with an opportunity for students to select a correct response/answer.

You Tube Videos: Short video clips were incorporated into the curriculum to provide timely updates or additional information about various topics. These videos were demonstrated on a specific slide in the presentations.

Discussion Questions: Discussion questions were utilized in the online discussion boards or live in the phone discussion groups that were led by the faculty.

Activities/Assignments: One or two activities were given at each course. They will drive towards application of knowledge gained in the respective course.

Post-test: A robust post-test for each course was developed to ensure that each objective was matched with an appropriate question. It was decided that students must receive a 70% to pass the course; each student will get up to 3 attempts.

Health Information Technology Clinician/Practitioner Consultant

Overview

- Individuals in this role assist in reorganizing the work of a provider to take full advantage of the features of health IT in pursuit of meaningful use of health IT to improve health and care. The knowledge and skills learned will prepare individuals to:
 - Conduct user requirements analysis to facilitate workflow design;
 - Integrate information technology functions into workflow;
 - Design processes and information flows that accommodate quality improvement and reporting;
 - Work with provider personnel to implement revised workflows;
 - Evaluate process workflows to validate or improve practice's systems;
 - Suggest solutions for health IT implementation problems in clinical and public health settings;
 - Address workflow and data collection issues from a clinical perspective, including quality measurement and improvement;
 - Assist in selection of vendors and software and advocate for users' needs, acting as a liaison between users, IT staff, and vendors.
- Class delivery is via distance education, using the Internet and Web-based learning tools.
- **Supports ONC Role: Clinician/Practitioner Consultant**

Audience/Required Background

- This certification is targeted to individuals who are seeking to update or gain new skills and knowledge in order to play a leadership role in reorganizing the work of a provider to take full advantage of the features of health IT in pursuit of meaningful use of health IT to improve health and care.
- The Clinician/Practitioner Professional track is for individuals (licensed clinician or public health professionals) who possess a demonstrated background in health care and are seeking knowledge and skills in information technology.

Classes/Hours

- The certificate program consists of six classes equaling around 40 hours of training plus additional time to complete homework.
- ONC Components included are:
 - Introduction to Information and Computer Science
 - Health Management Information Systems
 - Working with Health IT Systems
 - Fundamentals of Health Workflow Process Analysis and Redesign
 - Quality Improvement
 - Planning, Management and Leadership for Health IT

Estimated Completion

- The certificate program course work must be completed within a six month period.

ONC HIT Exam Blueprint

The HIT Pro Exam consists of 125 multiple choice questions, with an exam duration time of 3 hours. Students who receive Clinical/Practitioner Consult HIT Training will be prepared to take the HIT Pro Clinician/Practitioner Consultant Examination. The examination contains questions on the following Domains:

- **Domain I:** Fundamentals of Health Workflow Process Analysis and Redesign (20%)
- **Domain II:** Quality Improvement (20%)
- **Domain III:** Working with HIT Systems (20%)
- **Domain IV:** Health Information Management Systems (20%)
- **Domain V:** Planning, Management and Leadership for Health IT (20%)

Contact Us!

Lacey Finkbeiner
Network Director
Prairie Health Information Technology Network
lfinkbeiner@horizonhealthcare.org
605-466-2120

Catherine Ingham
HIT Program Assistant II
Dakota State University
Catherine.Ingham@dsu.edu
605-256-5324

Certificate of Completion

- A certificate of completion is awarded to students who successfully complete the training and associated class work.

Workflow Redesign Specialist

Overview

- The Health Information (HIT) Workflow Redesign Specialist program addresses the critical components of supporting HIT and electronic health records (EHRs) in health care provider settings. The knowledge and skills learned prepared individuals to provide technical support expertise.
- Individuals are prepared to provide support services beyond vendor training and ensure the EHR functions properly and are configured to meet the needs of the new electronic processes. The program goal is to develop highly skilled health IT employees to support clinic staff in the adoption, implementation, and meaningful use of the EHR.
- Class delivery is via distance education, using the Internet and Web-based learning tools.
- **Supports ONC Role: Technical/Software Support Staff**

Audience/Required Background

- Individuals with experience in information technology, health information management, allied health or health care and are seeking to update or gain new skills and knowledge in order to play a **pivotal role** assisting health care providers make the transition to meaningful use and participation in health information exchanges.
- General background in information technology, health information management, allied health, or health care

Classes/Hours

- The certificate program consists of seven classes equaling in 225 hours of training plus additional time to complete homework.
- ONC Components included are:
 - Introduction to Information & Computer Science
 - Introduction to Healthcare and Public Health in the US
 - Terminology in Health Care and Public Health Settings
 - Health Management Information Systems
 - Fundamentals of Health Workflow Process Analysis and Redesign
 - Usability and Human Factors
 - Quality Improvement

ONC HIT Exam Blueprint

The HIT Pro Exam consists of 125 multiple choice questions, with an exam duration time of 3 hours. Students who receive Technical/Software Support HIT Training will be prepared to take the HIT Pro Technical/Software Support Program Examination. The examination contains questions on the following Domains:

- **Domain I:** Networking and Health Information Exchange (15%)
- **Domain II:** Special Topics Course on Vendor-Specific Systems (15%)
- **Domain III:** Introduction to Information and Computer Science (14%)
- **Domain IV:** Working with Health IT Systems (14%)
- **Domain V:** Installation and Maintenance of Health IT Systems (14%)
- **Domain VI:** Configuring EHR's (14%)

- **Domain VII:** Professionalism/Customer Service in the Health IT Environment (14%)

Estimated Completion

- All courses will be offered as open entry/open exit. The certificate program course work must be completed within a six month period.

Certificate of Completion

- A certificate of completion is awarded to students who successfully complete the training and associated class work.

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Health Information Technology

Clinician/Practitioner Consultant

Overview

- Individuals in this role assist in reorganizing the work of a provider to take full advantage of the features of health IT in pursuit of meaningful use of health IT to improve health and care. The knowledge and skills learned will prepare individuals to:
 - Conduct user requirements analysis to facilitate workflow design;
 - Integrate information technology functions into workflow;
 - Design processes and information flows that accommodate quality improvement and reporting;
 - Work with provider personnel to implement revised workflows;
 - Evaluate process workflows to validate or improve practice's systems;
 - Suggest solutions for health IT implementation problems in clinical and public health settings;
 - Address workflow and data collection issues from a clinical perspective, including quality measurement and improvement;
 - Assist in selection of vendors and software and advocate for users' needs, acting as a liaison between users, IT staff, and vendors.
- Class delivery is via distance education, using the Internet and Web-based learning tools.
- **Supports ONC Role: Clinician/Practitioner Consultant**

Audience/Required Background

- This certification is targeted to individuals who are seeking to update or gain new skills and knowledge in order to play a leadership role in reorganizing the work of a provider to take full advantage of the features of health IT in pursuit of meaningful use of health IT to improve health and care.
- The Clinician/Practitioner Professional track is for individuals (licensed clinician or public health professionals) who possess a demonstrated background in health care and are seeking knowledge and skills in information technology.

Classes/Hours

- The certificate program consists of five classes equaling 40 hours of training plus additional time to complete homework.
- ONC Components included are:
 - Introduction to Information and Computer Science
 - Health Management Information Systems
 - Planning Management and Leadership for Health IT
 - Fundamentals of Health Workflow Process Analysis and Redesign
 - Quality Improvement

Estimated Completion

- All courses will be offered as open entry/open exit. The certificate program course work must be completed within a six month period.

ONC HIT Exam Blueprint

The HIT Pro Exam consists of 125 multiple choice questions, with an exam duration time of 3 hours. Students who receive Clinical/Practitioner Consult HIT Training will be prepared to take the HIT Pro Clinician/Practitioner Consultant Examination. The examination contains questions on the following Domains:

- **Domain I:** Fundamentals of Health Workflow Process Analysis and Redesign (20%)
- **Domain II:** Quality Improvement (20%)
- **Domain III:** Working with HIT Systems (20%)
- **Domain IV:** Health Information Management Systems (20%)
- **Domain V:** Planning, Management and Leadership for Health IT (20%)

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HIT Clinician/Practitioner Consultant: Course Descriptions

- ***Introduction to Information & Computer Science:***
This class provides a basic overview of computer architecture; data organization, representation and structure; structure of programming languages; networking and data communication. It also includes basic terminology of computing.
- ***Health Management Information Systems:***
This class covers the general functions, purposes and benefits of health information systems. Federal initiatives and other significant developments that have influenced the evolution and adoption of health information systems are also covered.
- ***Planning Management and Leadership for Health IT:***
This class targets those preparing for leadership roles, principles of leadership and effective management teams. Emphasis on the leadership modes and styles best suited to IT deployment.
- ***Fundamentals of Health Workflow Process Analysis and Redesign:***
This class covers fundamentals of health workflow process analysis and redesign as a necessary component of complete practice automation. Process validation and change management are also covered.
- ***Quality Improvement:***
This class introduces quality improvement (QI) concepts of health IT and practice workflow redesign as instruments of QI. It addresses establishing a culture that supports increased quality and safety. It also discusses approaches to assessing patient safety issues and implementing quality management and reporting through electronic systems.

Workflow Redesign Specialist

Overview

- The Health Information (HIT) Workflow Redesign Specialist program addresses the critical components of supporting HIT and electronic health records (EHRs) in health care provider settings. The knowledge and skills learned prepared individuals to provide technical support expertise.
- Individuals are prepared to provide support services beyond vendor training and ensure the EHR functions properly and are configured to meet the needs of the new electronic processes. The program goal is to develop highly skilled health IT employees to support clinic staff in the adoption, implementation, and meaningful use of the EHR.
- Class delivery is via distance education, using the Internet and Web-based learning tools.
- **Supports ONC Role: Technical/Software Support Staff**

Audience/Required Background

- Individuals with experience in information technology, health information management, allied health or health care and are seeking to update or gain new skills and knowledge in order to play a **pivotal role** assisting health care providers make the transition to meaningful use and participation in health information exchanges.
- General background in information technology, health information management, allied health, or health care

Classes/Hours

- The certificate program consists of seven classes equaling in 40 hours of training plus additional time to complete homework.
- ONC Components included are:
 - Introduction to Information & Computer Science
 - Introduction to Healthcare and Public Health in the US
 - Terminology in Health Care and Public Health Settings
 - Health Management Information Systems
 - Fundamentals of Health Workflow Process Analysis and Redesign
 - Usability and Human Factors
 - Quality Improvement

ONC HIT Exam Blueprint

The HIT Pro Exam consists of 125 multiple choice questions, with an exam duration time of 3 hours. Students who receive Technical/Software Support HIT Training will be prepared to take the HIT Pro Technical/Software Support Program Examination. The examination contains questions on the following Domains:

- **Domain I:** Networking and Health Information Exchange (15%)
- **Domain II:** Special Topics Course on Vendor-Specific Systems (15%)
- **Domain III:** Introduction to Information and Computer Science (14%)
- **Domain IV:** Working with Health IT Systems (14%)
- **Domain V:** Installation and Maintenance of Health IT Systems (14%)
- **Domain VI:** Configuring EHR's (14%)
- **Domain VII:** Professionalism/Customer Service in the Health IT Environment (14%)

Estimated Completion

- All courses will be offered as open entry/open exit. The certificate program course work must be completed within a six month period.

Certificate of Completion

- A certificate of completion is awarded to students who successfully complete the training and associated class work.

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HIT Workflow Redesign Specialist: Course Description

- ***Introduction to Information & Computer Science:***
This class provides a basic overview of computer architecture; data organization, representation and structure; structure of programming languages; networking and data communication. It also includes basic terminology of computing.
- ***Introduction to Healthcare and Public Health in the US:***
This class is a survey of how healthcare and public health are organized and services delivered in the US. It covers public policy, relevant organizations and their interrelationships, professional roles, legal and regulatory issues, and payment systems. It also addresses health reform initiatives in the US.
- ***Terminology in Health Care and Public Health Settings:***
This component explains specific terminology used by workers in health care and public health. This is NOT a course in data representation or standards.
- ***Health Management Information Systems:***
This class covers the general functions, purposes and benefits of health information systems. Federal initiatives and other significant developments that have influenced the evolution and adoption of health information systems are also covered.
- ***Fundamentals of Health Workflow Process Analysis and Redesign:***
This class covers fundamentals of health workflow process analysis and redesign as a necessary component of complete practice automation. Process validation and change management are also covered.
- ***Usability and Human Factors:***
This class cover rapid prototyping, user-centered design understanding effects of new technology workflow on downstream processes; facilitation of unit-wide focus groups or simulation.
- ***Quality Improvement:***
This class introduces quality improvement (QI) concepts of health IT and practice workflow redesign as instruments of QI. It addresses establishing a culture that supports increased quality and safety. It also discusses approaches to assessing patient safety issues and implementing quality management and reporting through electronic systems.

Additional Course Materials



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“It’s a HIT!” Training Program Training Schedule

HIT Workflow Redesign Specialist	
Introduction to Information and Computer Science	September 9 – September 25
Introduction to Healthcare and Public Health in the US	September 28 – October 9
Terminology in Healthcare and Public Health Settings	October 12 – October 23
Health Management Information Systems	October 26 – November 6
Fundamentals of Health Workflow Process Analysis and Redesign	November 9 – November 20
Quality Improvement	November 23 – December 4
Usability and Human Factors	December 7 – December 18



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“It’s a HIT!” CEHRT Training Overview

Success EHS Training:

Success EHS Training was delivered by Allen Cochran and Jennifer St. Romain, a SuccessEHS trainer through a contract with Greenway’s SuccessEHS. Students participated in 8 weekly sessions each with two hour durations.

Weekly training topics included the following:

- Week One: Practice Overview/Clinical Overview
- Week Two: Practice Workflow/Clinical Workflow
- Week Three: Chart Overview
- Week Four: Patient Portal
- Week Five: Meaningful Use
- Week Six: Medcin and Forms Management
- Week Seven: Orders Management
- Week Eight: User Preferences and Tips and Tricks

Meditab – Intelligent Medical Software (IMS) Training:

Meditab – Intelligent Medical Software (IMS) Training was delivered by Barbara Leigh-Meyers, a Client Implementation Specialist, through contract with Meditab Software. Students participated in 13 weekly/biweekly sessions over the course of ten weeks.

Weekly training topics included the following:

- Week One: Practice Management Configuration – Office, Employee and Security Setup
Practice Management Configuration – Schedule Setup
- Week Two: Practice Management Configuration – Letter Templates and Forms

- Week Three: Practice Management Configuration – Health Maintenance Setup
- Week Four: Practice Management Workflow Training – Patient Master/Scheduler
- Week Five: Practice Management Workflow Training – Check In/Check Out; Faxing and Scanning
- Week Six: Clinical Configuration – Visit Note Overview, and Left Panel Detail
- Week Seven: Clinical Configuration – Customizing Rx, Dx and Lab Templates; Office and Lab Test Results
- Week Eight: Clinical Configuration – ePrescribing; Visit Note Template Customization
- Week Nine: Clinical Configuration – Link with and Global Template Customization
- Week Ten: Meaningful Use



“It’s a HIT!” EHR Training Overview

Course Overview:

The EHR Training is the second phase of the “It’s a HIT!” training program. During this time, you will become a Meditab super user, learning both the Practice Management and Clinical portions of the software. Over ten weeks, we’ll cover each of the topics listed below.

Week One 2/10/2016 11:00 – 1:00 pm MT (12:00 pm – 2:00pm CT)	Practice Management Configuration - Super User Training Students will work to complete schedule setups for the practice. In this session, students will setup and create letter templates and forms, including document categories, scheduler and visit note letters, forms to be filled and care plans.
Week Two 2/17/2016 11:00 – 1:00 pm MT (12:00 pm – 2:00pm CT))	Practice Management Configuration Check-In/Check-Out /Visit Note Overview In our second practice management session, students will learn how to complete the full check in and check out process, including entering insurance information, scanning, filling out forms, obtaining patient signature, scanning, printing required items and making the next appointment.
Week Three 2/24/2016 11:00 – 1:00 pm MT (12:00 pm – 2:00pm CT)	Practice Management Configuration – Billing Overview and Charge Posting In this session, students will receive a comprehensive overview of the billing side of the EHR. They will also learn how to post the charges once the encounter note has been signed off by the clinical team.
Week Four 3/2/2016 11:00 – 1:00 pm MT (12:00 pm – 2:00pm CT)	Practice Management Configuration – CPT, ICD, Fee Schedule, & Other Billing Setups, UB Setup (if time allows) In this session, students will review the creation of CPT and ICD codes. They will learn how to build a Fee Schedule and other setups around the billing platform. If time allows we will move into the setup of the UB04 forms.

<p>Week Five 3/9/2016 11:00 – 1:00 pm MT (12:00 pm – 2:00pm CST)</p>	<p>Practice Management Configuration – Insurance/Hospital/Facility Referral & Authorization Setup In this session, students will review the creation of Insurance Plans and Carriers. We will also cover Hospital, Facility, and Referral setups.</p>
<p>Week Six 3/16/2016 11:00 – 1:00 pm MT (12:00 pm – 2:00pm CT)</p>	<p>Practice Management Workflow Training – Reminders/Notes/My Tasks Setup/Faxing & Scanning In this session, students will review creation of reminders, patient notes, patient alerts and My Tasks. This session will also review setup of referral tracking responses, a review of the types of authorizations and appropriate responses for status. During the second hour, students will review the workflow for faxing and scanning documents, including how to access, forward, split and assign faxed and scanned items. Students will also learn how to approve refills, and utilize the authorizations/referral tracking icons.</p>
<p>Week Seven 3/23/2016 11:00 – 1:00 pm MT (12:00 pm – 2:00pm CT)</p>	<p>Practice Management Workflow Training – Claims Processing & Insurance Payment Posting/Patient Payment Posting In session seven, students will learn to process insurance claims, post incoming insurance and patient payments.</p>
<p>Week Eight 3/30/2016 11:00 – 1:00 pm MT (12:00 pm – 2:00pm CT)</p>	<p>Clinical Configuration – EMR Customization/Lab/Diagnostics, eRx, & Dx Templates In this session, students will learn how to create Rx, Dx, CPT and Lab Templates. Students will also review how to enter lab/diagnostic facilities, create lab/diagnostic templates, lab orders and enter results.</p>
<p>Week Nine 4/6/2016 11:00 – 1:00 pm MT (12:00 pm – 2:00pm CT)</p>	<p>Clinical Configuration – Live Payment Posting & Claims, Patient Ledger and A/R Collections During week nine students will receive an overview of the patient’s general ledger. Students will also learn how to post payments to patient accounts. Students will also receive an overview of how the AR activities work in the EHR.</p>
<p>Week Ten 4/13/2016 11:00 – 1:00 pm MT (12:00 pm – 2:00pm CT))</p>	<p>Clinical Configuration – MU Stage 2, Patient Special Search, and Reports In our final EHR training session, we will review the Meaningful Use program and how to view the Meaningful Use Dashboard in IMS. We will also review new measures and corresponding workflows for Stage 2 core and menu measures. We will also cover reporting in the EHR by reviewing the Patient Special Search area and Customized Reporting.</p>

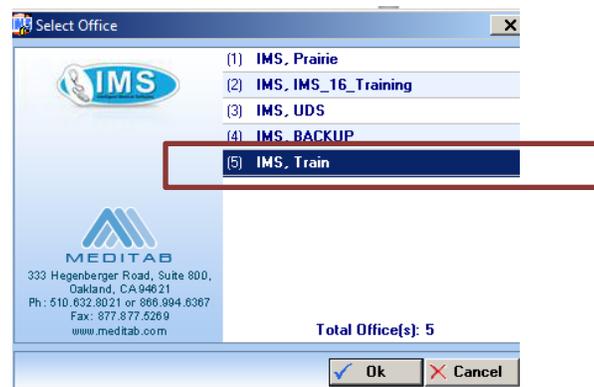
Training Information:

The EHR training phase of the training program will be a bit different than the first training phase. Training sessions will be delivered live, via Go to Meeting technology by a designated Meditab trainer.

Training Database:

Most training sessions will take place using the IMS Training Database platform, rather than the live database. This is to ensure that we have ample room to practice without concern about impacting patient data.

To access the training database, you will select option 5, “IMS, Train” when logging into IMS-Prairie. Your login credentials were sent out in the first calendar invitation.



A few additional reminders:

We hope that the EHR training phase of the “It’s a HIT!” training program will be an excellent way for you to grow your skills. The training sessions will include a lot of important content. In order for you to make the most of these sessions, we encourage you to:

- Bring your laptop
- Follow along with workflows when directed to
- Minimize distractions by closing Outlook email and silencing your cell phone
- Ask questions!
- Share your experiences and ideas with others



“It’s a HIT!” Training Program - Student Apprenticeship

“It’s a HIT!” Training Program Apprenticeship

The Apprenticeship Project is an opportunity for you to apply what you’ve learned during the “It’s a HIT!” Training Program for the benefit of your local clinic. The Apprenticeship Project will include the following elements:

- **IDENTIFY IT** - Identify a problem related to use of Health IT at your local clinic.
- **RESEARCH IT** - Identify potential solution(s) to the problem.
- **DESCRIBE IT** - Develop a *draft project summary* that outlines the problem and your proposed solution, including a description of the intended outcome of your project.
- **DO IT** - Implement your identified solution.
- **SHARE IT** – Develop a one page summary that describes your Apprenticeship Project to share with your preceptor, the “It’s a HIT!” program staff and your fellow students. The summary should include the problem, your solution and a description of the outcome of your work.

What kind of projects are you looking for?

Our goal is for you to identify a project related to Health IT that needs improvement in your local clinic. Projects may be related to developing or implementing a workflow, training staff on an element of the EHR, or facilitating a staff meeting among other things.

If you have difficulty identifying a project, please reach out to your preceptor or to the “It’s a HIT!” program staff.

How long should this take me?

We anticipate that students will spend 6-8 hours in development and implementation of their Apprenticeship Project.

When does the Apprenticeship Project need to be completed?

The Apprenticeship Project needs to be completed by Friday, May 6th. There are three separate elements that need to be submitted as a part of your Apprenticeship Project, including:

- **Draft Project Summary.** A draft project summary should be submitted to your preceptor and Lacey Finkbeiner (lfinkbeiner@horizonhealthcare.org) by **Friday, April 29th**. This summary should answer three specific questions:
 - What HIT problem you are trying to solve?
 - How do you intend to address the problem during your Apprenticeship Project (i.e. what are you going to do)?
 - What is the anticipated outcome of your project? What do you hope to achieve?

- **Final Project Summary.** A final project summary describing your Apprenticeship Project should be submitted to your preceptor and Lacey Finkbeiner (lfinkbeiner@horizonhealthcare.org) by **Friday, May 6th**. This should include the items identified in your draft project summary in addition to a description of what you did and the outcome of your work.

- **Presentation.** Each student will be asked to give an 8-10 minute presentation about their Apprenticeship Project during the “It’s a HIT!” Student Celebration on May 11th via Adobe Connect. Students may choose to utilize their Final Project Summary, or may develop other tools to share about their project.