MONTGOMERY COLLEGE

HINM190 – Supervision of Health Information Services

SYLLABUS

Spring 2019

INSTRUCTOR CONTACT INFORMATION:
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CATALOG DESCRIPTION:

This course is an introduction to the principles of organization and supervision of human, financial and physical resources. Topics such as problem solving, conflict resolution, leadership, decision-making skills, budget creation and analysis, contract evaluation, team-building techniques, staffing and productivity management, information governance, regulatory/accreditation compliance, and quality management techniques are presented in this course. **PREREQUISITE(S):** CMAP 120*, HINM 134, HINM 144, and* HINM 154. Two hours lecture, one-hour laboratory every other week.

COURSE FORMAT:
This course will be conducted entirely online. Active participation in the online activities and completion of all homework and online assignments is required to pass this course.

STUDENT LEARNING OUTCOMES:
After this course, students will be able to:

- Apply information and data strategies in support of information governance initiatives.
- Utilize enterprise-wide information assets in support of organizational strategies and objectives.
- Plan budgets and explain budget variances.
- Explain accounting methodologies.
- Summarize health information related leadership roles.
- Evaluate the revenue cycle management processes.
- Apply the fundamentals of team leadership.
- Organize and facilitate meetings.
- Recognize the impact of change management of processes, people and systems.
- Utilize tools and techniques to monitor, report and improve processes.
- Identify cost saving and efficient means of achieving work processes and goals.
- Utilize data for facility-wide outcomes reporting for quality management and performance management.
- Report staffing levels and productivity standards for health information functions.
- Interpret compliance with local, state and federal labor regulations.
- Adhere to work plans, policies, procedures and resource requisitions in relation to job functions.
- Explain the methodology of training and development.
- Explain return on investment for employee training/development.

AHIMA DOMAINS, TASKS, AND SUBTASKS ADDRESSED IN THIS CLASS:
The following AHIMA entry-level competencies for health information management at the Associate degree level are assessed in this course:

Domain VI. Leadership
      Subdomain VI.A Leadership Roles
          2. Apply the fundamentals of team leadership.
          3. Organize and facilitate meetings
      Subdomain VI.B. Change Management
          1. Recognize the impact of change management on processes, people and systems
      Subdomain VI.C. Work Design and Process Improvement
          2. Identify cost-saving and efficient means of achieving work processes and goals
          3. Utilize data for facility-wide outcomes reporting for quality management and performance improvement
      Subdomain VI.D. Human Resources Management
          1. Report staffing levels and productivity standards for health information functions
          2. Interpret compliance with local, state and federal labor regulations
          3. Adhere to work plans, policies, procedures, and resource requisitions in relation to job functions
      Subdomain VI.E. Training and Development
          1. Explain the methodology of training and development
          2. Explain return on investment for employee training/development
      Subdomain VI.G. Financial Management
          1. Plan budgets
          2. Explain accounting methodologies
          3. Explain budget variances
      Subdomain VI.H. Ethics
          3. Assess how cultural issues affect health, healthcare quality, cost and HIM
          4. Create programs and policies that support a culture of diversity

REQUIRED MATERIALS:
Kelly, Janette R. & Greenstone, Pamela S., Management of the Health Information Professional, AHIMA
ISBN: 978-1-58426-507-8
AHIMA Product No: AB124014

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HINM190 COURSE STRUCTURE AND INSTRUCTIONAL DELIVERY:

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This online course is divided into 10 learning modules (chapters). Each module (chapter) will consist of the following:
- Chapter Reading(s) and/or Current Management Article(s)
- Concept/Critical Thinking Question(s)
- Case Study **OR** Writing Assignment

Additional assignments for HINM190 include the following:
- Lab Activities/Lab Quizzes

- Research Paper
- Midterm Exam
- *Competency Exam* – *no points assigned. Competency Exam must be completed with a score of 78% or better to receive a passing grade for HINM190.*

Students must complete all module/chapter assignments, midterm exam, a research project, and the competency exam to receive a grade in the course. *This is a rigorous course*. Students are expected to manage their coursework accordingly and complete all assignments in a timely manner.

All content will be delivered via Blackboard and in online class meetings.**

**The Competency Exam will be proctored, and <u>MUST</u> be taken on campus in the Medical Learning Center. Appointments must be made with the Medical Learning Center to sit for the Competency Exam. <u>NOTE: The Midterm Exam will be taken off campus.</u>

<u>HINM190 METHOD OF EVALUATION:</u>

Module/Chapter	TOTAL POINTS POSSIBLE (Assignments)
1	20
2	20
3	20
4	20
5	20
6	20
7	20
8	20
9	20
10	20
Lab Activities/ Lab Quizzes	5 points each for Lab Activities (50 points) 10 points each for Lab Quizzes (100 points)
Midterm Exam	100
Research Project	100
Competency Exam	-0-
TOTAL POINTS	550

<u>GRADING SCALE:</u>
92-100% = A
84-91% = B
78-83% = C
65-77% = D
0-64% = F

<u>FACULTY EXPECTATIONS AND COURSE POLICIES:</u>

<u>Please read the entire syllabus carefully.</u> These policies and expectations are intended to create a productive learning atmosphere for all students. Notify your Instructor of any questions or concerns regarding the Syllabus.

<u>Communication</u>

The accepted modes of communication with your Instructor are the Blackboard course email and your Montgomery College email accounts. It is important that you use these official email accounts to communicate with your Instructor. If you need to communicate with your instructor by phone, use the phone number indicated on the course syllabus. Instructors may also specify time limits for receiving phone calls. Emails will be answered within 24 hours on weekdays and 48 hours on weekends. General questions or personal concerns should be sent through Montgomery College email. Messages that relate to course content, assignment, exams, etc. should be sent through Course Mail for that Blackboard course.

<u>Syllabus and Course Changes</u>

The health information management profession is constantly changing and evolving in its practice. Professional associations, accreditation agencies and clinical affiliates may require changes to the HIM Program curriculum, learning outcomes and professional practice requirements. **<u>The Health Information Management Program Faculty reserve the right to modify course syllabus, course content and evaluation procedures as deemed necessary.</u>** Notice of changes will be made by announcement via Blackboard. The revised Syllabus will be posted to Blackboard with the appropriate revision date.

<u>Attendance</u>

The attendance policy published in the current Montgomery College catalog/Student Handbook is the policy for this class. Each student is expected to attend all classes. If a student does not attend a scheduled class, it is his or her responsibility to obtain the material missed and make up the work.

<u>Participation and Contribution Policy</u>

Montgomery College emphasizes the importance of active participation in courses. Students must establish contact with the course Instructor on the course start date. If the student does not submit assignments as directed, the Instructor has the right to require the student to drop the course or be awarded a failing grade at the end of the course unless an approved withdrawal is granted by the Instructor.

Students are expected to regularly participate as directed by the Instructor. Lack of participation from class for any reason does not exempt a student from completion of all work required for a course. Instructors determine the participation and contribution policy for their classes. It is permissible to use participation and contribution as a factor in determining a student's grade or to lower the amount of credit awarded for a course.

<u>Discussion Board Participation</u>

This class will be conducted in an atmosphere of mutual respect. Your active participation is encouraged in class discussions. Differing opinions are encouraged and welcomed. The orderly questioning of the ideas of

others, including those of the Instructor, is similarly welcome. However, the Instructor will take the responsibility of managing the discussions so that ideas and arguments can proceed in an orderly fashion. You should expect that if your conduct during class discussions disrupts the atmosphere of mutual respect, you will not be allowed to continue participation in that discussion.

Discussion Board Expectations (if applicable to course):
- o Research on the discussion questions should be conducted beyond the textbook; with references cited properly (APA style is acceptable).
- o The response should be a **minimum** of 2 paragraphs.
- o The response should be thoughtful, in-depth, and written without grammatical or typographical errors.
- o The response should contain original ideas and be written in your own words.
- o While not mandatory, responses to classmates' posts are encouraged.

Submission of Course Work
It is the student's responsibility to manage course load and submit assignments in a timely fashion. A course schedule has been developed for this class, which should be used to assist you in managing your time and to help you stay aware of due dates and deadlines. Assignments must be typewritten and submitted via the Assignment Submission box in Blackboard. Tests may NOT be repeated at the student's request to raise a grade.

IMPORTANT: LATE SUBMISSION POLICY
Out of fairness to learners who work hard to get high-quality work in on time, despite all of their personal and professional life challenges, all late work will receive a 15% mandatory deduction daily for no more than 2 days. After 2 days, the work will receive a zero. While it is understood that there may be unforeseen circumstances, do your best to keep your Instructor notified of any issues that prevent you from submitting work on time. Contact your Instructor immediately if you are unable to adhere to a scheduled unit deadline. Your instructor reserves the right to deduct points for late and missing assignments.

Grade of Incomplete
A student who completes most of the assignments in a course at a passing level, but is unable to complete the work on time due to extenuating circumstances, may speak with the Instructor to see if receiving an Incomplete (I) is warranted. If an Instructor grants an incomplete, a deadline for completion of the coursework will be imposed. If the work is not submitted by the deadline, the grade automatically becomes an F. Please note that there are strict criteria for assignment an Incomplete grade.

Withdrawal and Refund Policy
It is the student's responsibility to drop a course. Non-attendance of classes or failure to pay does not constitute official withdrawal. To view specific drop deadlines, log into your MyMC account:
1) Click on "My Class Schedule" under Student Quick Links.

2) Select the current term.
3) Click on "View Drop Deadline Dates" at the bottom of the page.

Course Competency Examination or Final Project

The final project or examination is a measurement of your ability to grasp the concepts presented in this course. A student must receive a "C" (78%) or better in the course **AND** on the Final Course Competency Exam to successfully complete this course.

Technical Support

If a student is having difficulty navigating the course requirements within Blackboard after a thorough review of the course instructions, tutorials and practice assignments, it is the student's responsibility to seek out assistance via the various resources available through Montgomery College:

- Technical Support for Blackboard issues is available at the following website: https://help.edusupportcenter.com/shplite/montgomerycollege/home
- Technical assistance with College-supported IT resources (Montgomery College IT Service Desk) is also available at http://cms.montgomerycollege.edu/itservicedesk/
- One-on-one assistance with Blackboard functions (submitting assignments, etc.) is available from the Medical Learning Center in the Health Sciences Building on the Takoma Park Campus.
- Additional assistance for other course related issues (using Microsoft Word/Office, internet access, test-taking skills, general tutoring, etc.) are available at campus WRLC (Writing, Reading and Language Centers) and Digital Learning Centers
- Students can install Microsoft Office 365 applications on up to five devices and/or access the web version through MyMC. http://mcblogs.montgomerycollege.edu/itprojects/studentemailfaq/

- Students are also responsible for meeting system requirements by using Blackboard compatible browsers and operating systems, as well as appropriate word processing software. Assignments in formats other than Microsoft Word (.doc/.docx) or PDFs will not be accepted. Your instructor reserves the right to deduct points or assign zero points for incorrectly submitted assignments.

Academic Integrity

Montgomery College espouses the belief that any type of academic dishonesty violates an important code of ethics. Therefore, Montgomery College has adopted an academic honesty policy that imposes penalties for students who are dishonest in examinations, assignments, or any other academic activity; who plagiarize; who falsify college forms or records; or who willfully aid other students in an act of academic dishonesty. The severity of a penalty will depend upon the nature, extent and frequency of the violation and may range from failing an assignment to revocation of a degree. Refer to the Health Information Management Program Student Handbook for a full policy statement.

Access, Disability and Communication

Any student who needs an accommodation due to a disability should contact the Instructor. In order to receive accommodations, a letter from Disability Support Services (G-SA172; R–CB122; or TP/SS–ST 122) will be needed. Any student who may need assistance in the event of an emergency evacuation must identify to the Disability Support Services Office; guidelines for emergency evacuations for individuals with disabilities are found at: www.montgomerycollege.edu/dss

IMPORTANT STUDENT INFORMATION LINK:

In addition to course requirements and objectives that are in this syllabus, Montgomery College has information on its web site (see link below) to assist you in having a successful experience both inside and outside of the classroom. It is important that you read and understand this information.

The link below provides information and other resources to areas that pertain to the following: student behavior (student code of conduct), student e-mail, the tobacco free policy, withdraw and refund dates, disability support services, veteran services, how to access information on delayed openings and closings, how to register for the Montgomery College Alert System, and finally, how closings and delays can impact your classes. If you have any questions, please bring them to your professor. As rules and regulations change they will be updated and you will be able to access them through the link. If any student would like a written copy of these policies and procedures, the professor would be happy to provide them. By registering for this class and staying in this class, you are indicating that you acknowledge and accept these policies. **http://cms.montgomerycollege.edu/mcsyllabus/**

Course Schedule – Spring 2019
HINM190 – Supervision of Health Information Services

Chapter 1 – Traditional Theories of Management and Leadership		
Complete and submit Chapter 1 Assignment by Sunday, February 3rd (by 11:59pm)		
Chapter 1 – "Traditional Theories of Management and Leadership"	**Reading(s)**: Chapter 1; any additional materials as supplied by Instructor	
	Assignment(s): Complete the Chapter 1 Assignment(s) in Blackboard	**2/3/19**
Chapter 2 – Management Functions of Health Information Management		
Complete and submit Chapter 2 Assignment by Sunday, February 17th (by 11:59pm)		
Chapter 2 – Management Functions of Health Information Management	**Reading(s)**: Chapter 2; any additional materials as supplied by Instructor	
	Assignment(s): Complete the Chapter 2 Assignment(s) in Blackboard	**2/17/19**
Chapter 3 – Leadership Concepts in Health Information Management		
Complete and submit Chapter 3 Assignment by Sunday, March 3rd (by 11:59pm)		

Chapter 3 – Leadership Concepts in Health Information Management	**Reading(s)**: Chapter 3; any additional materials as supplied by Instructor	
	Assignment(s): Complete the Chapter 3 Assignment(s) in Blackboard	**3/3/19**
Chapter 4 – Change Management in Health Information Complete and submit Chapter 4 Assignment by Sunday, March 17th (by 11:59pm)		
Chapter 4 – Change Management in Health Information	**Reading(s)**: Chapter 4; any additional materials as supplied by Instructor	
	Assignment(s): Complete the Chapter 4 Assignment(s) in Blackboard	**3/17/19**
Chapter 5 – Legal Aspects of Healthcare Management Complete and submit Chapter 5 Assignment by Sunday, March 24th (by 11:59pm)		
Chapter 5 – Legal Aspects of Healthcare Management	**Reading(s)**: Chapter 5; any additional materials as supplied by Instructor	
	Assignment(s): Complete the Chapter 5 Assignment(s) in Blackboard	**3/24/19**

Chapter 6 – Job Descriptions and Roles in Health Information Management		
Complete and submit Chapter 6 Assignment by Sunday, March 31st (by 11:59pm)		
Chapter 6 – Job Descriptions and Roles in Health Information Management	Reading(s): Chapter 6; any additional materials as supplied by Instructor	
	Assignment(s): Complete the Chapter 6 Assignment(s) in Blackboard	**3/31/19**
Chapter 7 – Recruitment, Selection, and Retention in Health Information Management		
Complete and submit Chapter 7 Assignment by Sunday, April 7th (by 11:59pm)		
Chapter 7 – Recruitment, Selection, and Retention in Health Information Management	Reading(s): Chapter 7; any additional materials as supplied by Instructor	
	Assignment(s): Complete the Chapter 7 Assignment(s) in Blackboard	**4/7/19**
Chapter 8 – Performance Management in Health Information Management		
Complete and submit Chapter 8 Assignment by Sunday, April 14th (by 11:59pm)		
Chapter 8 – Performance Management in Health Information Management	Reading(s): Chapter 8; any additional materials as supplied by Instructor	
	Assignment(s): Complete the Chapter 8 Assignment(s) in Blackboard	**4/14/19**
Chapter 9 – Training and Development in Health Information Management		
Complete and submit Chapter 9 Assignment by Sunday, April 21st (by 11:59pm)		
Chapter 9 – Training and Development in Health Information Management	Reading(s): Chapter 9; any additional materials as supplied by Instructor	
	Assignment(s): Complete the Chapter 9 Assignment(s) in Blackboard	**4/21/19**
Chapter 10 – Organizational Structure of Health Information Management		
Complete and submit Chapter 10 Assignment by Sunday, May 5th (by 11:59pm)		
Chapter 10 – Organizational Structure of Health Information Management	Reading(s): Chapter 10; any additional materials as supplied by Instructor	
	Assignment(s): Complete the Chapter 10 Assignment(s) in Blackboard	**5/5/19**
MIDTERM EXAM	*CONTENT FROM CHAPTERS 1-5*	*3/4-3/8/19* ****TAKE OFF CAMPUS****
RESEARCH PROJECT	*INSTRUCTIONS ARE LOCATED IN BLACKBOARD*	*DUE 5/3/19 (FRIDAY)*
COMPETENCY EXAM	*CONTENT FROM CHAPTERS 1-10*	*5/6-5/10/19* ****TAKE COMPETENCY EXAM IN MEDICAL LEARNING CENTER****

ASSIGNMENTS:

- **Assignments must be submitted on or before the due date/time.**
- **All assignments are due at 11:59pm by the date indicated.**
- **See late assignment policy in Syllabus regarding late submissions.**

EXAMS:

- **Exams are available only for the dates stated on this schedule.**
- **After the deadline, the exam will not be available, and you will receive no credit for the test.**

*CLASS MEETING DATES: (WEDNESDAYS - 6:00pm-8:00pm)

1/30/19
2/13/19
2/27/19
3/20/19
4/3/19
4/17/19
5/1/19

*Class meetings are subject to change. Please be mindful of announcements/emails regarding class meetings.