

HIT Workflow & Redesign Specialist

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Course Description:

The Health Information Technology (HIT) Certification program teaches participants how to assist in reorganizing the work of healthcare providers and/or practices to maximize the features of Health IT, therefore improving the quality, productivity, and efficiency of the healthcare setting. The specialists will learn to document, analyze, re-design, develop, and implement workflow and information management models of the practice to improve patient care information systems and to assist with Electronic Health Record Systems (EHRs). Participants advocate usability by becoming a liaison between IT staff, vendors, and users.

The program can be completed within a 28-week time frame via a three-phase plan. Phase one – online course and conferences (17 weeks), phase two – internship or HIT Project & Electronic Health Record (EHR) training (11 weeks), and phase three – the certification exam. Included are supplemental activities personalized to help you meet the needs of the rural healthcare setting. Participants will be required to take HIT certification exam (Phase 3) within 2 weeks after phase 2 and attend 1 - 2 Web Conferences. Course objectives are aligned with internship experiences, providing participants with placements and/or projects that meet the needs of their education or employment setting through a well-rounded hands-on internship experience.

The program provides participants with the option to choose between 7 different certification entry tracks (see exam information pg. 4). Course content will vary for each track and will be provided before beginning the course.

Suggested Background:

Individuals in this role preferably need a background in Health care and/or Information Technology (IT).

Course Requirements:

Participants will be required to:

- Have access to a computer and internet, due to the nature of the web based course
- Attend at least one scheduled conference, review lectures, and complete quizzes
- Complete an advisor assessment before entering program
- Complete all phases of the program
- Complete the HIT certification exam & submit score sheet to NeKY RHIO
- Participants must complete the requirements of the phase 2 before receiving their credentialing exam voucher.

Advisor Assessment:

Prior to beginning the course, your advisor will schedule a time to have a 10-15 minute phone conversation to introduce you to the program, provide you with necessary passwords and ID's for the program, briefly discuss each phase, and address any questions you may have. During this call, the advisor will also assess your educational and employment background to help tailor the program to your specific needs. Your advisor will also walk you through the program and introduce each phase before they begin.

Phase 1 (Knowledge): Online Course & Supplemental Activities:

The online course consists of weekly-guided flash lectures, quizzes, and activities (see next page). Activities may include an additional resource, article, practice, webinar, or some form of additional experience relating to the material. The lectures are a requirement, while the quizzes & activities are supplemental pieces to the program.

There will be 1 - 2 web conferences held throughout the program via an online live learning session in order to provide a rich and knowledgeable variety of subjects to emphasize key topics and areas of concern for HIT. You will find these conferences to be very beneficial towards your learning experience in broadening your understanding of HIT and how it affects today's culture. You are required to attend at least one of the two conferences in order to remain in the program.

There will also be additional resources posted on Moodle for you to utilize throughout the program such as: HIT webinars, Peer reviewed articles, HIT updates, study tactics, etc. These resources are a way to become well informed about today's Health Information Technology culture.

Phase 2 (Apprenticeship): EHR Training & Internship or Project

After completing the course material (Phase 1), participants will begin engaging in weekly Electronic Health Record (EHR) training modules. Individuals will be working with Meditab, an EHR system implemented in clinical settings around the state. EHR trainings will consist of weekly modules (lasting around 30 min. in length) of training and practice for various areas within an EHR system.

An Internship (or Health IT project) is also a part of Phase 2, providing necessary hands-on skills a person normally cannot achieve during course learning. These are necessary skills that will enhance participants' HIT education and boost their future employment opportunities or current employment standing. The internship will be tailored to each individual's needs according to their background employment and educational experience.

❖ Health IT Project:

Participants with at least 1 year or more of healthcare or IT employment along with individuals with a degree/certificate within healthcare or IT will work on a HIT project during Phase 2. See page 5 & 6 for project outline/ deliverables and a project rubric.

❖ Internship:

Participants with little to no healthcare experience (less than 1 year of employment) or little to no educational background in healthcare or IT will complete an internship of 120 hours experience. Those interning will be placed in a healthcare facility or facilities within a potentially close distance to your

location. Internships typically run on a rotation schedule to get the full experience. Weekly summaries and a weekly updated intern log (pg. 7) will be due at the end of each week during Phase 2.

(Please Note) If a participant has the experience needed to complete a Health IT Project, but would rather participate in an internship to gain experience in other areas, they may choose the intern track with 80 hours as opposed to the original 120.

Phase 3: Certification (objectives are listed for each exam on the following page)

Upon Completion of the online course and satisfactory internship results, participants will be required to sign up and take the certification of choice for the program track chosen before entering. Individuals can choose from the following 7 certifications when entering the program:

❖ CAHIMS Certified Assistant in Health Information & Management Systems

For more information, follow this link: <http://www.himss.org/health-it-certification/cahims>

❖ CPHIMS Certified Professional of Health Information & Management Systems

For more information, follow this link: <http://www.himss.org/health-it-certification/cphims>

❖ AHIMA Certified Healthcare Technology Specialist (CHTS) Exams: 6 total

For more information, follow this link: www.pearsonvue.com/chts/

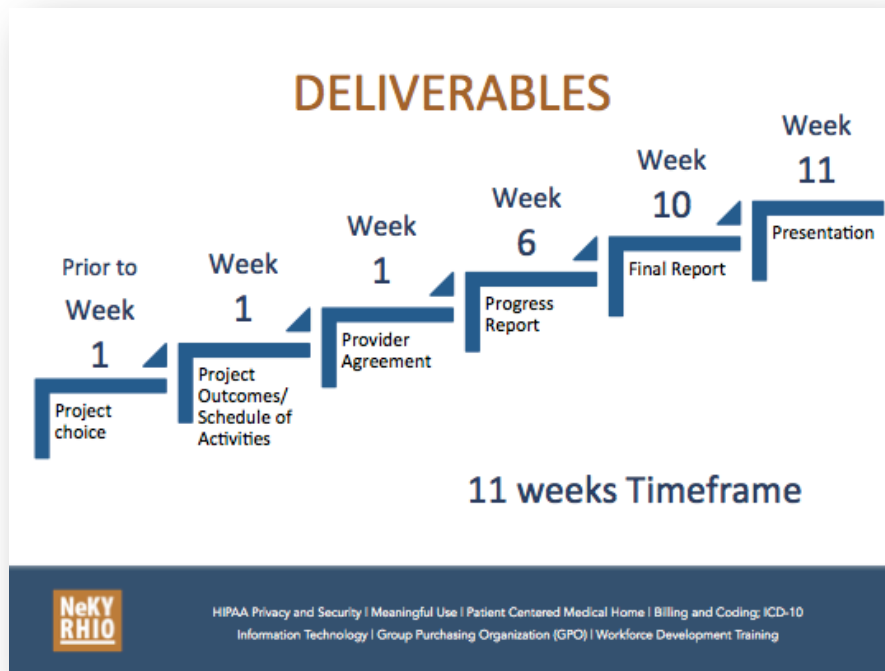
- Clinician/Practitioner Consultant (CHTS-CP)
- Implementation Manager (CHTS-IM)
- Implementation Support Specialist (CHTS-IS)
- Practice Workflow & Information Management Redesign Specialist (CHTS-PW)
- Technical/ Software Support Staff (CHTS-TS)
- Trainer (CHTS-TR)

Certification Exams and Learning Objectives:

CAHIMS	<ul style="list-style-type: none"> • Present basic characteristics, interrelationships, and services of different types of healthcare organizations. • Discuss the impact of commonly accepted laws, regulations, accreditation, and other state/local rules that govern the healthcare industry, with an emphasis on privacy and security. • Identify significant business trends affecting the healthcare field and discuss their potential impact on providers and customers. • Present best practices to support ethical behaviors, communication, leadership and professionalism in healthcare organizations. • Describe the role and characteristics of various IT applications and systems commonly used in healthcare. • Discuss significant technology trends affecting the Health IT field. • Present organizational policies and procedures to ensure confidentiality, integrity, and availability of data. • Present the key steps, strategies and roles that support health information management systems: analysis design, selection and acquisition, implementation and management, and testing and evaluation. • Present the role of Health IT specialists in each phase of the health information management systems life cycle.
CHTS-CP	<ul style="list-style-type: none"> • 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. • Advocate for users' needs, acting as a liaison between users, IT staff, and vendors.
CHTS-IM	<ul style="list-style-type: none"> • Apply project management and change management principles to create implementation project plans to achieve the project goals. • Interact with office/hospital personnel to ensure open communication with the support team. • Lead implementation teams consisting of workers in the roles described above. • Manage vendor relations, providing feedback to health IT vendors for product improvement
CHTS-IS	<ul style="list-style-type: none"> • Execute implementation project plans, by installing hardware (as needed) and configuring software to meet practice needs. • Incorporate usability principles into design and implementation. • Test and software against performance specifications. • Interact with vendors as needed to rectify problems that occur during the deployment process.
CHTS-PW	<ul style="list-style-type: none"> • Conduct user requirements analysis to facilitate workflow design. • Integrate information technology functions into workflow. • Document health information exchange needs. • 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.
CHTS-TS	<ul style="list-style-type: none"> • Interact with end users to diagnose IT problems and implement solutions. • Document IT problems and evaluate the effectiveness of problem resolution. • Support systems security and standards.
CHTS-TR	<ul style="list-style-type: none"> • Be able to use a range of Health IT applications, preferable at an expert level. • Communicate both health and IT concepts as appropriate. • Assess training needs and competencies of learners. • Design lesson plans, structuring active learning experience for users.

Health IT Certification Program - Phase 2 Documents: Health IT Project Timeline

Timeline of Deliverables



(All Deliverables are to be submitted in Moodle under your Moodle section: Phase 2, Apprenticeship)

1. **Prior to Week 1** – Project Choice
2. **Week 1** – Project Outcomes & Provider Agreement
3. **Week 6** – Progress Report
4. **Week 10** – Final Report
5. **Week 11** - Presentation

Health IT Certification Program – Phase 2 Documents:
Health IT Project Rubric

Name: _____

	5	4	3	2	1	0	Score
Deliverables Complete	Participant fully develops deliverables	Participant mostly develops deliverables	Participant satisfactorily develops deliverables	Participant lacks development of deliverables	Participant develops vague/ incomplete deliverables	Participant does not complete deliverables	
Deliverables Submitted	All 6 deliverables are submitted within their deadlines	5 deliverables are submitted within their deadlines	4 deliverables are submitted within their deadlines	3 deliverables are submitted within their deadlines	1-2 deliverables are submitted within their deadlines	Deliverables have not been submitted within their deadlines	
Outcomes are SMART	Participant develops SMART outcomes that match their project topic	Participant mostly develops SMART outcomes that match project topic	Participant marginally develops SMART outcomes that mostly match topic	Participant minimally develops SMART outcomes that are slightly relevant to project topic	Participant does not demonstrate SMART Outcomes and is not relevant to project topic	Participant does not develop SMART outcomes relevant to project choice	
Data, evidence, & support	Ample Data collected validates project impact	Data collected mostly validates project impact	Enough Data collected to passably validate project impact	Data collected is somewhat unclear & vaguely proves project impact	Data collected is unclear or limited & does not prove project impact	Insufficient or no Data collected & does not prove project impact	
Presentation Complete	Participant fully completes all 6 (or more) slides	Participant mostly completes 6 (or more) slides	Participant somewhat completes 6 or more slides	Participant vaguely completes a few slides	Participants show minimal effort in presentation	Participant doesn't show effort in presentation	
Total							

Phase 2 Documents:
Internship Timesheet



Name: _____

Intern Advisor: Abigail Thornsberry

Term:

Internship Site:

Credit Hours:

DATE	IN	OUT	DEPT.	# HOURS	ACTIVITY LOG	PRECEPTER INITIALS

Health IT Certification Program - Phase 2 Documents:
Internship Summary Form

Name: _____ Week: _____

THIS WEEK I:

- Worked in what department(s)?

(Example: Nursing Station, IT department, etc.)

- Worked or collaborated with employees in the following positions:

(Example: 2 Biller/coders, 1 Manager, etc.)

- Utilized the following systems and/or technologies:

(Example: Epic EHR system: patient portal, patient registry, Insurance Checker)

- Was trained on:

- Learned something new:

FEEDBACK:

- How would you rate the internship so far? Excellent Good Fair Poor
- Are your preceptors or overseers providing feedback? Yes or No
- What improvements could be made to your internship process?

