

**Cosumnes River College**  
HCIT 140  
**Professionalism and Customer Service in the Health Care Environment**  
An Online Course  
Spring 2017

**Instructor:** Buddy Spisak

**Office Hours:** Wed. 6:30-7:30 p.m. (Jan. 18 to May 10)

**Office:** SOC-109

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**Email:** [spisakj@crc.losrios.edu](mailto:spisakj@crc.losrios.edu) The turn-around time for responding to most emails is about one to two days. Be sure to include your name and the course number in each email so I can identify who you are and what the email is about.

**Course Web page:** <https://d2l.losrios.edu/>

**Instructor Web page:** <http://crc.losrios.edu/spisakj>

**Prerequisites:** None

**Lecture:** Online

**Lab:** Online (optional open lab time to be determined)

**Accepted for Credit:** No

**Class Credits:** 2 units

**Required Textbooks:**

*Essentials of Health Information Systems and Technology*

Author: Jean A. Balgrosky

Jones & Bartlett Learning, 2015

ISBN13: 978-1-284-03611-4

**Course Description:**

This course is an introduction to health care IT standards, health-related data structures, software applications, and enterprise architecture in health care and public health organizations.

**Student Learning Outcomes and Course Objectives:**

As a result of completing this course, you will be able to:

- RECOMMEND SOME 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 (SLO #01)
  - Detect how health informaticians process data into information and knowledge for health care tasks with the support of information technology to improve patient care
  - Critique the professional roles and skills of health informaticians
  - Recommend some good information management, information technology and informatics systems
- INVESTIGATE THE SIGNIFICANT DEVELOPMENTS AND FEDERAL INITIATIVES THAT HAVE INFLUENCED THE EVOLUTION AND ADOPTION OF HEALTH INFORMATION SYSTEMS (SLO #02)
- COMPARE AND CONTRAST THE DIFFERENT TYPES OF HEALTH INFORMATION SYSTEMS IN TERMS OF THEIR ABILITY TO SUPPORT THE REQUIREMENTS OF A HEALTH CARE ENTERPRISE (SLO #03)
  - Define the concept of an information system in general and characteristics of an information system and a health information system in particular
  - Examine the challenges presented by emerging trends in information technology (e.g., mobility, web services, the Internet, Intranet, and wireless computing), social media, and global communications

- Discuss the advantages and disadvantages of using the Internet as a platform for health care applications
- MEASURE HOW ELECTRONIC HEALTH RECORDS AFFECT PATIENT SAFETY, QUALITY, EFFICIENCY AND PATIENT CARE, PRODUCTIVITY, AND REPORTING OUTCOMES (SLO #04)
  - Compare and contrast the similarities and differences between an electronic medical record (EMR) and electronic health record (EHR)
  - Explain how the use of an EHR can affect patient care safety, efficiency of care practices, and patient outcomes
  - Outline issues regarding governmental regulation of EHR systems such as meaningful use of interoperable health information technology and a qualified EHR
  - Identify how ongoing developments in biomedical informatics can affect future uses and challenges related to health information systems
  - Research how the Institute of Medicine's 'Vision for 21st Century Health Care' and 'Wellness' may impact health management information systems
- PROPOSE STRATEGIES TO MINIMIZE MAJOR BARRIERS TO THE ADOPTION OF ELECTRONIC HEALTH RECORDS (SLO #05)
  - Examine the purposes, processes, storage concerns, and management issues related to the use of imaging systems in healthcare
  - Analyze the purpose, attributes and functions of patient monitoring systems
  - Analyze how the integration of data from many sources assists health care professionals in making clinical decisions
  - Examine the role of smart technology and links to health information systems for use in the home
- EMPLOY THE PRINCIPLES OF HEALTHCARE DATA EXCHANGE AND STANDARDS, WORKFLOW DESIGN AND ASSESSMENT, AND THEIR RELATIONSHIP TO PATIENT CARE (SLO #06)
  - Discuss how current and emerging technologies may influence consumer health informatics
  - Explore the strategies used by healthcare organizations to ensure integration of front-end clinical data collection, back-end billing functions
  - Explain how automation tools (such as scheduling system support tools) need to be and are being integrated in health information systems
  - Describe the significance of information systems in promoting the health of the public and communities
  - Examine how a national health information infrastructure is related to homeland security
  - Explore how public health related large-scale strategies and other federal initiatives are likely to shape the development of an HAI Information Architecture

**Methods of Measuring Student Learning Outcomes:**

- You will demonstrate knowledge of the Health Care Professional through class discussions and achievement on quizzes and final examination.
- You will demonstrate competence in the coursework by completing assignments and participating in Desire 2 Learn (d2l) discussions during the semester.

**Student Obligations:**

- **Attendance:** HCIT 140 is an online course. It's up to you to go to the course materials in Desire2Learn (d2l) and do all of the required work. Please note that failure to complete 10% of the total course work by the third week of the class may result in your being dropped from the course. Be sure to attend the on-ground orientation on January 14 in BS-129 from 9:30 to 11:00am. The final exam must be submitted by midnight of March 13.
- **Late Work:** Unless noted, all assignments are due on Sunday by midnight each week. Late work will be accepted ONLY if you have contacted me prior to the due date either by email or voice mail. In general, late work is due the next week, and no late assignments may be turned

in after one week from the original due date regardless of the reason. For every day an assignment is late, you will lose 10% of its grade.

- **Due Dates:** Unless noted, all assignments will be submitted in Desire 2 Learn (d2l) under the "Dropbox" link. If, for any reason, you cannot access d2l or are unable to submit the assignment on time, please email it to me instead so that you are not penalized for being late. Quizzes and the discussion items cannot be taken past their due dates.
- **Activities:** There will be three activities assigned for homework in the class. The due dates are located in the **SCHEDULE** portion of this handout.
- **Quizzes:** Each week there will be a set of review questions you need to answer in Desire 2 Learn to facilitate your understanding of the weekly topics and help you prepare for quizzes. You will also take the quizzes in d2l.
- **Discussions:** I want everyone to take a pro-active approach to learning this material. This includes using the Discussions link to ask questions and also answer other students' questions. I will also post questions each week that you can answer to further your understanding of the material. I expect two postings each week unless otherwise noted.
- **Language Matters:** Part of communicating effectively with one another involves communicating correctly with one another. This is not an English class; however, I will be looking at and commenting on the basic accuracy of your written English, such as sentence boundaries, spelling, and other basic grammar issues. While you will not fail the class because of your English, you may lose some points for frequent and repeated errors. Keep in mind that your use of English can influence your readers positively—or negatively.
- **Final Exam:** You will have access to the final exam one week before the due date. You will take the final exam in d2l.
- **Plagiarism Policy:** It is inappropriate, and a violation of academic policy, to copy information from any source (including, but not limited to, textbooks, magazine articles, newspaper articles and Internet articles) without giving proper credit to the author by using standard quotation procedures such as in-line quotes, footnotes, endnotes, etc. Quotes may not exceed 25% of the assignment's total length. You will receive no credit (0 points) for any assignment that copies any material from any other source without giving proper credit to the author(s). Repeat offenders of this policy are subject to academic discipline as outlined in the policies published by the college.
- **Cheating:** Students who cheat will receive a failing grade for the course. [See the Student Behavior and Academic Integrity page of the college website (<https://www.crc.losrios.edu/catalog/geninfo/integrity>).]
- **CRC Honor Code:** Academic integrity requires honesty, fairness, respect and responsibility. [See the Cosumnes River College Honor Code posted on the college website (<http://www.crc.losrios.edu/files/resourceguide/CRC-HonorCodeForm.pdf>).]
- **Email:** Every student will be required to have an email account. If you do not have an email account, the college provides free email accounts for all current students. To activate your account, go to [www.losrios.edu/lrc/lrc\\_email.php](http://www.losrios.edu/lrc/lrc_email.php) and follow the directions provided.
- **Email etiquette:** I will not tolerate rude and demeaning comments or emails to anyone in this class. Please keep your comments and emails topic-related. If I determine that a comment or email to anyone else in the class is rude or demeaning, I will warn you once. If your behavior continues to be unacceptable, I will refer you to the administration of the college for disciplinary action.

- **Disabilities:** If you have a documented disability and wish to discuss academic accommodations, please contact me after class or the Office of Disabled Student Programs and Services at 691-7275 as soon as possible.
- **Desire 2 Learn (d2l):** This class utilizes a product called "Desire 2 Learn." It is highly recommended that you check the website frequently for scheduling updates and homework assignments. Most of the homework assignments and quizzes will be done on d2l.
- **Online Course Responsibilities:** This course requires significant self-motivation. You must not get behind. Course assignments can take 1-2 hours per week to finish. Please don't try to finish them in one day. Not all activities are created equal. Some may take a bit longer than others. You would normally spend 1-2 hours per week in class for this course: total of 18 hours. Allow yourself at least 1-2 hours per week to complete the activities online, including the time spent writing for the postings to the discussions page. You should plan additional time to read the material and study for the quizzes. Some people believe this is a much easier way to study this subject than an on-campus framework because they love to read and avoid the parking problems. Others feel very intimidated at first. Be patient as you work your way through the activities.

**Grading:**

<b>Course Topic</b>	<b>Points</b>	<b>Total</b>	<b>Approximate % the of Grade</b>
Activities (7)	30	210	40%
Orientation Quiz (1)	10	10	2%
Quizzes (3)	30	90	17%
Discussions (7)	10	70	13%
Final Exam (1)	150	150	28%

**Point System:**

There are 530 total assigned points.

**Grade Ranges:**

A=477-530, B=424-476, C=371-423, D=318-370, F=0-317

**Schedule:** It is tentative and can change during the course of the term. All changes will be located under the "News" section in d2l for the course.

	<b>Day:</b>		<b>Lecture/Activity Schedule:</b>	<b>Assignment Due:</b>	<b>Due Date (By Midnight):</b>
Week 1	Mon.	(1/16)	Orientation and Introductions	View the Online Orientation	Sun., 1/22
			Ch. 1-2: Health Information Systems Challenges + Scope, Definition, Model	Orientation Disc. Orientation Quiz	
			Activity #1		
Week 2	Mon.	(1/23)	Ch. 3-4: Strategic Planning + Application Systems and Technology	Disc. #1	Sun., 1/29
			Activity #2	Activity #1	
Week 3	Mon.	(1/30)	Ch. 5-6: Managing Technology Services + Implementation	Disc. #2 Quiz#1 (Ch. 1-4)	Sun., 2/5
			Activity #3	Activity #2	
Week 4	Mon.	(2/6)	Ch. 7-8: Leadership, Adoption of Technology + Health Informatics	Disc. #3	Sun., 2/12
			Activity #4	Activity #3	
Week 5	Mon.	(2/13)	Ch. 9-10: Data + Business and Clinical Intelligence	Disc. #4 Quiz #2 (Ch. 5-8)	Sun., 2/19
			Activity #5	Activity #4	
Week 6	Mon.	(2/20)	Ch. 11: Research, Policy, and Public Health	Disc. #5	Sun., 2/26
			Activity #6	Activity #5	
Week 7	Mon.	(2/27)	Ch. 12: New Directions for Health and Technology	Disc. #6 Quiz #3 (Ch. 9-11)	Sun., 3/5
			Activity #7	Activity #6	
Week 8	Mon.	(3/6)	Final Exam	Disc. #7	Mon., 3/13
				Activity #7	All work needs to be turned in.