

COURSE INFORMATION: Health Information Technology — Clinician / Practitioner Consultant Training

Business & Community Institute, Lansing Community College: phone: (517) 483-1857

Note: All classes delivered in a *hybrid* format (blended online and face-to-face). Classroom training held at the Lansing Community College West Campus or on site

COURSE DESCRIPTION: The Clinician / Practitioner Consultant has the background and experience of a licensed clinical professional or public health professional and assists 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 care.

Successful participants will be prepared to take the National Competency Exam offered by the Office of the National Coordinator.

Using a comprehensive curriculum provided by the Office of the National Coordinator (ONC) of the U.S. Department of Health and Human Services, the mission of Lansing Community College is to train a skilled workforce to support the adoption of Electronic Health Records (EHRs), exchange health information among healthcare providers and public health authorities within healthcare settings in order to gain the quality and efficiency benefits of EHRs, while maintaining individual privacy and security.

This project is supported in whole or in part by ARRA HIT Grant # 90CC007901 awarded to Lansing Community College as part of the Midwest Community College Consortium led by Cuyahoga Community College. Grant awarded by the Federal Health and Human Services Office of the National Coordinator. Lansing Community College is an equal opportunity employer and does not discriminate based upon race, gender, nor ethnicity.

TARGET AUDIENCE: Physicians, Nurses and Associate Physicians

LEARNING OUTCOMES: After completing this training program, participants should be able to:

- Address workflow and data collection issues from a clinical perspective, including quality measurement and improvement
- Suggest solutions for health IT implementation problems in clinical and public health settings
- Assist in selection of vendors and software based on clinical needs
- Advocate for users' needs, acting as a liaison between users, IT staff, and vendors
- Show clinical users how to optimize use of HIT to meet clinical needs
- Translate needs between vendor, IT staff and user
- Describe the general workflow and clinical needs of the health context in which the Health IT application is installed
- Identify mismatches between user needs, workflow, and HIT application; suggest strategies for resolving (both pre- and post-implementation)
- Demonstrate and explain how the system can be used to satisfy "meaningful use"
- Identify conflicts and recommend strategies for resolving them
- Collaborate and work effectively in a team environment
- Effectively communicate orally and in writing
- Explain value of exchanging health information to users
- Manage vendor relations
- Describe the regulatory and reimbursement environment in health
- Demonstrate and explain how installed applications can be used for Continuous Quality Improvement (CQI)
- Effectively manage time to meet project deadlines

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GENERAL COURSE DELIVERY: 100 hours delivered in a *hybrid (classroom + online)* format. This material can be customized for specific audiences based on participants' existing competencies.

CLASS ATTENDANCE POLICY:

- Participants must attend at least 75% of the required training hours in the classroom and demonstrate the competencies of the course via a 75% average or above on assessments for the course. (see Learning Contract for more specifics). An attendance sheet will be used to track attendance

ASSESSMENT:

A variety of assessments will be given throughout the training to verify each student's success. Course participants will practice what they are learning through classroom and online collaboration with their peers, discussion (both in the classroom and online), exams and quizzes, case studies, and practical, hands-on application.

METHODS OF EVALUATING STUDENT ACHIEVEMENT/ PROGRESS:

Class Attendance	1 point per classroom session
Online Discussion Boards	10 points per week (four points for posting a discussion questions, two points per comment on others' posts.)
Weekly Assessments	10 points per quiz
Exams	100 points per exam
Pre-/ post- self-assessments	10 points each
In-Class Participation	10 points per week
Case studies, other "hands-on" participation	Per instructor

INSTRUCTORS:

Mike Gilreath, ASQ Certified Quality Engineer, QS9000, TS16949, ISO9000:2000 Lead Auditor (QMS), ISO14000 Lead Auditor (EMS), Six Sigma Black Belt
Expertise: Workflow Process, Quality Improvement.

Hank Mayers, MCP, PMP, CPHIMS
Expertise: Health Information Management Systems, Health Information Exchange, vendors, IT applications

Nancy Ohle, MBA
Expertise: Leadership, Customer Service

Paul Rowe, BS Engineering Technology
Expertise: IT Labs and Angel online support

IMPORTANT LANSING COMMUNITY COLLEGE PHONE NUMBERS:

- Business & Community Institute Office phone: (517) 483-1857. *This is the number to call if you need to leave a voice message for the instructors.*
- LCC Help Desk: (517) 483-5221. *Call this number if you need help with Angel access.*
- Emergency: *call 911 from the classroom phone*

TEXTBOOKS/SUPPLEMENTAL MATERIAL:

Implementing the Electronic Health Record: Case Studies and Strategies for Success
By Joseph Miller, FHIMSS

Additional suggested readings may be recommended throughout the course.
(*online-see Angel Resources area*)

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TECHNOLOGY REQUIREMENTS:

Participants much have Internet connectivity with LCC's Health Information Technology — Angel Course Management system access.

Browser Requirements

We recommend the use of Firefox for this course due to extensive PowerPoint and audio files usage.

Browser	Browser Configuration	Operating System	RAM	Java Runtime Environment
IE 7 or higher Firefox 3.0 or higher	Pop-Up Blocking disabled JavaScript Enabled	Windows XP Windows Vista Windows 7 Macintosh OS/X	At or above OS recommendations	1.4 or higher

CLINICIAN/PRACTITIONER CONSULTANT TOPICS:

- Health Information Management Systems (comp_6) [UNITS 1-10, 12 hours](#)
Introduction to health IT standards, health-related data structures, software applications; enterprise architecture in health care and public health organizations.
- Health Workflow Process (comp_10) [UNITS 1-7, 16 hours](#)
Fundamentals of health workflow process analysis and redesign as a necessary component of complete practice automation.
- Quality Improvement (comp_12) [UNITS 1-11, 16 hours](#)
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.
- Planning, Management, and Leadership for Health IT (comp_18) [UNITS 1-4, 16 hours](#)
Principles of Leadership and effective management of teams with an emphasis on the leadership styles best suited to IT deployment.
- Working with HIT Systems (comp_7 — hands-on lab) [UNITS 1-11, 24 hours](#)
Participants will work with simulated systems. As they play the role of practitioners using these systems, they will learn what is happening “under the hood.”
- Networking and Health Information Exchange (comp_9) [UNITS 1-9, 16 hours](#)
Development of the skills necessary to communicate effectively across the full range of roles that will be encountered in health care settings.