

HIM-2410: MANAGEMENT PRACTICES IN HEALTH INFORMATION

Cuyahoga Community College

Viewing: HIM-2410 : Management Practices in Health Information

Board of Trustees:

May 2024

Academic Term:

Fall 2024

Subject Code

HIM - Health Information Management

Course Number:

2410

Title:

Management Practices in Health Information

Catalog Description:

Management principles used in managing health information functions and personnel, with emphasis on duties and responsibilities of supervisor in coordinating goals of a health information management department, training of personnel, concepts of continuous quality improvement.

Credit Hour(s):

2

Lecture Hour(s):

1

Lab Hour(s):

2

Other Hour(s):

0

Requisites

Prerequisite and Corequisite

Departmental approval.

Outcomes

Course Outcome(s):

Demonstrate fundamental leadership skills

Essential Learning Outcome Mapping:

Critical/Creative Thinking: Analyze, evaluate, and synthesize information in order to consider problems/ideas and transform them in innovative or imaginative ways.

Objective(s):

1. Describe the theories of management and leadership
 2. Explain the management functions of planning, organizing, leading and controlling in relation to a HIM manager's job responsibilities
 3. Examine the difference between leadership and management
 4. Summarize health information-related leadership roles
 5. Demonstrate effective written and oral communication
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Course Outcome(s):

Identify the impact of organizational change

Objective(s):

1. Explain the techniques used to promote change
2. Identify the impact of change management on processes, people, and systems
3. Contrast the impact of differing conflict management styles required for managing resistance and conflict associated within change

Course Outcome(s):

Identify human resource strategies for organizational best practices

Essential Learning Outcome Mapping:

Written Communication: Demonstrate effective written communication for an intended audience that follows genre/disciplinary conventions that reflect clarity, organization, and editing skills.

Objective(s):

1. Identify human resources management roles and responsibilities
2. Identify typical job description formats
3. Discuss employee selection in relation to job hiring
4. Evaluate HIM's organizational model based on influence and structure
5. Identify management actions that promote positive communication and fair handling of workplace disputes
6. Construct a resume for a HIM related job position
7. Calculate full time equivalents (FTE) for health information functions (e.g. chart completion, coding) based on productivity standards

Course Outcome(s):

Utilize financial management processes

Objective(s):

1. Differentiate between a fixed, flexible, capital and operating budget
2. Compute a budget variance
3. Create a health information management department budget using a spreadsheet software application

Course Outcome(s):

Examine behaviors that embrace cultural diversity

Objective(s):

1. Examine how cultural diversity impacts the HIM workforce
2. Explain traditional motivation theories
3. Identify methods that HIM managers can use to motivate employees
4. Examine anti-discrimination policies, assumptions biases, stereotypes and cultural competence

Course Outcome(s):

Assess ethical standards of practice

Essential Learning Outcome Mapping:

Critical/Creative Thinking: Analyze, evaluate, and synthesize information in order to consider problems/ideas and transform them in innovative or imaginative ways.

Objective(s):

1. Examine the ethical foundations of health information management
2. Examine the American Health Information Management Association's Code of Ethics

3. Discuss ethical concerns in regard to HIM management
4. Decide if AHIMA's Code of Ethics are being followed in various case studies

Course Outcome(s):

Identify processes of workforce training for healthcare organizations

Essential Learning Outcome Mapping:

Critical/Creative Thinking: Analyze, evaluate, and synthesize information in order to consider problems/ideas and transform them in innovative or imaginative ways.

Written Communication: Demonstrate effective written communication for an intended audience that follows genre/disciplinary conventions that reflect clarity, organization, and editing skills.

Objective(s):

1. Explain the benefits and components of a new employee orientation program
2. Develop training opportunities for consumer engagement activities
3. Recommend training methods for workplace scenarios

Methods of Evaluation:

1. Class participation
2. Attendance
3. Homework assignments
4. Quizzes
5. Final examination

Course Content Outline:

1. Theories of management and leadership
 - a. Scientific management
 - b. Administrative management
 - c. Humanistic management
 - d. Operations management
 - e. Leadership
2. The management functions of health information management
 - a. Functions of management
 - i. Planning
 - ii. Organizing
 - iii. Leading
 - iv. Controlling
 - b. Ethics in health information management
3. Leadership concepts in health information management
 - a. Diversity
 - b. Inclusion
 - c. Teams
 - d. Motivation
 - e. Morale
4. Budgeting
 - a. Types of budgets
 - b. Budget variance
 - c. Creating a budget
5. Change management in health information management
 - a. Strategic planning
 - b. Change management

- c. Communication and change management
 - i. Effective written and oral communication
- 6. Legal aspects of healthcare management
 - a. Employment laws impacting healthcare
 - i. American with Disabilities Act
 - ii. Civil Rights Act of 1964 and 1991
 - iii. Age Discrimination in Employment Act of 1967
 - iv. Family and Medical Leave Act of 1993
 - v. Fair Labor Standards Act
 - vi. HIPAA of 1996
 - vii. Consolidated Omnibus Budget Reconciliation Act
 - b. Applying equal employment opportunity principles to health information management
- 7. Job descriptions and roles in health information management
 - a. Job analysis and job design
 - b. Job Descriptions
 - c. Job Redesign
- 8. Recruitment, selection, and retention in health information management
 - a. Job recruitment
 - b. Job selection
 - i. Resumes
 - ii. Interviews
 - c. Job retention
- 9. Performance management in health information management
 - a. Performance standards
 - i. Calculating full time equivalent
 - b. Performance appraisal process
- 10. Training and development in health information management
 - a. Orientation and training
 - i. Learning styles
 - ii. Remote HIM department
 - b. Staff development
 - i. Continuing education methods
 - ii. Professional career development
- 11. The organizational structure of health information management
 - a. Healthcare organizational models and health information management
 - b. Committees
 - c. External and internal influences on Health information management

Resources

Sayles Gordon. *Health Information Management Technology, An Applied Approach*. 6th. American Health Information Management Association, IL, 2019.

Kelly & Greenstone. *Management for the Health Information Professional*. Second. AHIMA, 2020. 2020.

Janette R. Kelly, MBA, RHIA and Pamela S. Greenstone-Childers, MEd, RHIA. *Management for the Health Information Professional*. Third. AHIMA, 2024. 2024.

Resources Other

1. Journal of the American Health Information Management Association (JAHIMA). Monthly publication by the AHIMA, Chicago, IL.
2. ADVANCE for Health Information Professionals. A bi-monthly magazine published by Merion Publishing, Inc., PA.
3. For The Record. A bi-monthly magazine published by 2004 Great Valley Publishing Company, Inc., PA.
4. Other professional journals, newsletters, and readings as assigned which are relevant to current practices.

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