NOVA COLLEGE-WIDE COURSE CONTENT SUMMARY
HIM 249 – SUPERVISION AND MANAGEMENT PRACTICES FOR HIM (3 CR.)

Course Description

Introduces supervision and management principles with emphasis on the application of these principles in the health information setting. Lecture 3 hours per week.

General Course Purpose

This course is designed to permit the student to apply management theory to a variety of problems that commonly occur in a health care setting and also to develop an understanding of financial management concepts.

Course Prerequisites/Co-requisites

HIT 141, HIT 142, HIT 220, HIT 226, HIT 231, HIT 232, HIT 225, HIT 226

Course Objectives

Upon completing the course, the student will be able to:

- Collect data for quality management, utilization management, risk management, and other patient care related studies.
- Participate in facility-wide quality management program.
- Present data in verbal and written forms.
- Interpret and apply laws and accreditation, licensure and certification standards, monitor changes, and communicate information-related changes to other people in the facility.
- Understand the role of various providers and disciplines throughout the continuum of healthcare services.
- Release patient-specific data to authorized users.
- Request patient-specific information from other sources.
- Summarize patient encounter data for release to authorized users.
- Maintain and enforce patient health record confidentiality requirements.
- Assist in developing health record documentation guidelines.
- Perform quantitative analysis of health records to evaluate compliance with regulations and standards.
- Perform qualitative analysis of health records to evaluate compliance.
- Assist in preparing the facility for an accreditation, licensing and/or certification survey.
- Ensure facility-wide adherence to health information services’ compliance with regulatory requirements (e.g., ICD-9-CM Cooperative Parties coding guidelines, HCFA Compliance Plan, Correct Coding Initiative).
- Use common software packages (e.g., spreadsheets, databases, word processing, graphics, presentation, statistical, e-mail).
- Monitor staffing levels, turnaround time, productivity and workflow for supervisory purposes.
- Determine resources (equipment and supplies) to meet workload needs.
- Develop departmental procedures.
- Develop strategic plans, goals, and objectives for area of responsibility.
- Participate on intra-departmental teams/committees.
- Participate on facility-wide teams/committees responsible for health information services issues.
- Provide consultation, education, and training to users of health information services.
- Use quality improvement tools and techniques to improve departmental processes.
- Plan and conduct meetings.
• Resolve customer complaints.
• Prioritize department functions and services.
• Implement staff orientation and training programs.
• Manage special projects

Major Topics to be Included

a. Identify stages in development of management process (scientific management, bureaucracy, administrative organization, human relations, and contingency theory).
b. Define functions of management (planning, organizing, controlling, decision making, leading).
c. Recognize various structures in organizing healthcare systems and demonstrate competence in designing an organizational structure for health information services.
d. Describe leadership styles and effectiveness applications in HIM.
e. Recognize types of management control.
f. Demonstrate competence in designing a job description, performance standards and a performance appraisal tool.
g. Define proactive human resource management.
h. Identify major legislation and regulations affecting the workplace.
i. Describe methods of downsizing, job sharing and flextime.
j. Understand principal focus of employee assistance programs.
k. Demonstrate knowledge and skills in employee recruitment, selection, training and retention.
l. Understand concepts of termination, wrongful discharge, layoffs and retirement.
m. Demonstrate skills in employee communication, counseling and discipline.
n. Identify key points in a grievance procedure.
o. Identify how performance appraisal systems assess performance, provide guidance, and set goals.
p. Describe methods used to evaluate jobs and determine compensation.
q. Demonstrate ability to design and implement a training program.
r. Determine how to design and manage the workplace environment.
s. Understand types and models of organizational communication.
t. Describe methods of and barriers to conflict resolution.
u. Demonstrate methods of progressive discipline.
v. Design a corrective action plan for use in the disciplinary process.
w. Recognize characteristics of group process and problem solving.
x. Describe methods of introducing change into the workplace.
z. Demonstrate skill in managing human diversity.
aa. Identify key financial management terms and ratios.
bb. Describe linkage of financial and clinical data in operations and revenue management.
cc. Define how insurers pay for services.
bd. Understand types of budgets found in healthcare organizations.
ee. Describe basics of environmental assessment and strategic planning.
ff. Demonstrate competence in preparing an operational budget and capital expenditure request of HIM services.
gg. Understand variance reporting.