

**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.
- y. Define negotiation process and National Labor Relations Act.
- 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.
- dd. 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.