

**Midland College**  
**ONLINE**  
**Syllabus**  
**HITT 2343**  
**Quality Assessment and Performance Improvement (3-2-0)**

For **Online** classes, students **MUST** actively participate by completing an academic assignment by the official census date. Students who not do so, will be dropped from the course.

**Course Description**

This course is a study of quality standards and methodologies in the health information management environment. Topics include licensing, accreditation, compilation and presentation of data in statistical formats, quality management and performance improvement functions, utilization management, risk management, and medical staff data quality issues, and approaches to assessing patient safety issues and implementation of quality management and reporting through electronic systems. Statical calculations and data reporting are also included. Prerequisite: Approval of program chair.

**Text, References, and Supplies**

**Textbooks:**

1. *Statistics and Data Analytics*. Davis, N. and Shiland, B., Elsevier, 2017. ISBN: 9781455753154. (Referenced in Course Schedule as "Davis")
2. *Case Studies in Health Information Management*, 2<sup>nd</sup> Ed., McCuen, Sayles, and Schnering. Cengage Learning, 2014. ISBN: 9781133602682. This text is used in multiple HITT courses. (Referenced in Course Schedule as "CSHIM") (This text is used in several HITT courses.)
3. *Quality and Performance Improvement in Healthcare; Theory, Practice, and Management*, 6<sup>th</sup> Ed. Shaw, P. L. and Carter, D., AHIMA, 2015. ISBN: 9781584264750. (Referenced in Course Schedule as "Shaw")

**Supplies for Virtual Office: Headset with microphone and/or Webcam.** To use SKYPE, students need to purchase either a headset with microphone, or a separate microphone to add to your PC (the PC must also have speakers). Headsets can be purchased at most outlets stores that sell electronics (Wal-Mart, Radio Shack, etc). The headsets cost approximately \$15.00 to \$20.00, and the stand-alone microphones cost approximately \$26.00. The LogiTech brand is recommended. Using this, students will be able to speak to the instructor or other students (or anyone in the world) using SKYPE free of charge through the Internet. Go to [www.SKYPE.com](http://www.SKYPE.com) and download the program. (Most HITT courses are using SKYPE as an additional communication tool for students).

**Student Learning Outcomes**

Upon completion of this course the student should be able to:

1. Apply diagnostic/procedural groupings
2. Analyze the documentation in the health record to ensure it supports the diagnosis and reflects the patient's progress, clinical findings, and discharge
3. Verify the documentation in the health record is timely, complete, and accurate
4. Identify a complete health record according to organizational policies, external regulations, and standards
5. Apply policies and procedures to ensure the accuracy and integrity of health data

6. Collect and maintain health data
7. Apply graphical tools for data presentations
8. Identify and use secondary data sources
9. Validate the reliability and accuracy of secondary data sources
10. Identify the use of legal documents
11. Utilize software in the completion of HIM processes
12. Explain policies and procedures of networks, including intranet and Internet to facilitate clinical and administrative applications.
13. Explain analytics and decision support
14. Apply report generation technologies to facilitate decision-making
15. Utilize basic descriptive, institutional and healthcare statistics
16. Analyze data to identify trends
17. Explain usability and accessibility of health information by patients, includes current trends and future challenges
18. Explain current trends and future challenges in health information exchange
19. Apply policies and procedures to ensure the accuracy and integrity of health data both internal and external to the health system
20. Apply policies and procedures for the use of data required in healthcare reimbursement
21. Evaluate the revenue cycle management processes
22. Analyze policies and procedures to ensure organizational compliance with regulations and standards
23. Collaborate with staff in preparing the organization for accreditation, licensure, and/or certification
24. Adhere to legal and regulatory requirements related to health information management
25. Identify potential abuse or fraudulent trends through data analysis
26. Identify discrepancies between supporting documentation and coded data
27. Apply fundamentals of team leadership
28. Organize and facilitate meetings
29. Recognize the impact of change management on processes, people and systems
30. Utilize tools and techniques to monitor, report, and improve processes
31. Identify cost-saving and efficient means of achieving work processes and goals
32. Utilize data for facility-wide outcomes reporting for quality management and performance improvement
33. Adhere to work plans, policies, procedures, and resource requisitions in relation to job functions
34. Explain the methodology of training and development
35. Summarize a collection methodology for data to guide strategic and organizational management
36. Understand the importance of healthcare policy-making as it relates to the healthcare delivery system
37. Plan Budgets
38. Explain accounting methodologies
39. Explain budget variances
40. Comply with ethical standards of practice

## Domains, Subdomains, and Tasks

The Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM) has established competency standards for entry-level health information management professionals. The goals/objectives of this course are specifically designed to meet the established standards listed below:

### **Domain I: Data Content, Structure & Standards (Information Governance)**

#### **Subdomain I.A: Classification Systems**

3. Apply diagnostic/procedural groupings

#### **Subdomain I.B: Health Record Content and Documentation**

1. Analyze the documentation in the health record to ensure it supports the diagnosis and reflects the patient's progress, clinical findings, and discharge
2. Verify the documentation in the health record is timely, complete, and accurate
3. Identify a complete health record according to organizational policies, external regulations, and standards

#### **Subdomain I.C: Data Governance**

1. Apply policies and procedures to ensure the accuracy and integrity of health data

#### **Subdomain I.D: Data Management**

1. Collect and maintain health data
2. Apply graphical tools for data presentations

#### **Subdomain I.E: Secondary Data Sources**

1. Identify and use secondary data sources
2. Validate the reliability and accuracy of secondary data sources

### **Domain II: Information Protection: Access, Disclosures, Archival, Privacy & Security**

#### **Subdomain II.A: Health Law**

2. Identify the use of legal documents

### **Domain III: Informatics, Analytics and Data Use**

#### **Subdomain III.A: Health Information Technologies**

1. Utilize software in the completion of HIM processes
2. Explain policies and procedures of networks, including intranet and Internet to facilitate clinical and administrative applications.

#### **Subdomain III.C: Analytics and Decision Support**

1. Explain analytics and decision support
2. Apply report generation technologies to facilitate decision-making

#### **Subdomain III.D: Health Care Statistics**

1. Utilize basic descriptive, institutional and healthcare statistics
2. Analyze data to identify trends

#### **Subdomain III.F: Consumer Informatics**

1. Explain usability and accessibility of health information by patients, including current trends and future challenges

#### **Subdomain III.G: Health Information Exchange**

1. Explain current trends and future challenges in health information exchange

#### **Subdomain III.H: Information Integrity and Data Quality**

1. Apply policies and procedures to ensure the accuracy and integrity of health data both internal and external to the health system

#### **Domain IV: Revenue Management**

##### **Subdomain IV.A. Revenue Cycle and Reimbursement**

1. Apply policies and procedures for the use of data required in healthcare reimbursement
2. Evaluate the revenue cycle management processes

#### **Domain V. Compliance**

##### **Subdomain V.A. Regulatory**

1. Analyze policies and procedures to ensure organizational compliance with regulations and standards
2. Collaborate with staff in preparing the organization for accreditation, licensure, and/or certification
3. Adhere to legal and regulatory requirements related to health information management

##### **Subdomain V.C. Fraud Surveillance**

1. Identify potential abuse or fraudulent trends through data analysis

##### **Subdomain V.D. Clinical Documentation Improvement**

1. Identify discrepancies between supporting documentation and coded data

#### **Domain VI. Leadership**

##### **Subdomain VI.A. Leadership Roles**

2. Apply fundamentals of team leadership
3. Organize and facilitate meetings

##### **Subdomain VI.B. Change Management**

1. Recognize the impact of change management on processes, people and systems

##### **Subdomain VI.C. Work Design and Process Improvement**

1. Utilize tools and techniques to monitor, report, and improve processes
2. Identify cost-saving and efficient means of achieving work processes and goals
3. Utilize data for facility-wide outcomes reporting for quality management and performance improvement

##### **Subdomain VI.D. Human Resources Management**

3. Adhere to work plans, policies, procedures, and resource requisitions in relation to job functions

##### **Subdomain VI.E. Training and Development**

1. Explain the methodology of training and development

##### **Subdomain VI.F. Strategic and Organizational Management**

1. Summarize a collection methodology for data to guide strategic and organizational management
2. Understand the importance of healthcare policy-making as it relates to the healthcare delivery system

##### **Subdomain VI.G. Financial Management**

1. Plan Budgets
2. Explain accounting methodologies
3. Explain budget variances

##### **Subdomain VI.H. Ethics**

1. Comply with ethical standards of practice

**Student  
Contributions,  
Responsibilities, and Class  
Policies**

*ACCESSING AN ONLINE CLASS:*

1. Using Mozilla (Firefox) or Google (Chrome) as the Web browser access the Midland College Home page at <http://www.midland.edu/>. A free download is available at <http://www.Mozilla.com> or <https://www.google.com>.
2. Scroll toward the bottom of the Midland College home page and click on "Canvas."
3. When the Canvas page appears, you will need to login to the program.
4. To login your username is your MC Student email address and your password is your MC Student ID, with no dashes.
5. After you have logged in, your home page will appear on the screen. Scroll over Courses to view a list of courses you are enrolled.
6. Complete the Canvas Student Orientation before going any further in Canvas.
7. Areas you will want to check daily are: Announcements and Discussion Board. Do not open exams until you are ready to take the test. You can access each exam only one time.
8. To access your grades once they are submitted or entered by the instructor, click on Grades located on the left hand side of each course. Click on the score of each test or assignment to reopen and to view comments and feedback.

*DISCUSSION BOARD (DB):* Questions about content and assignments should be posted on the discussion board under the **Questions for the Instructor**. The posts will be answered daily. Please allow up to 24 hours for a response. Posts made after 4:00 p.m. on Fridays or on the weekend may not be answered until after 8:00 a.m. Mondays.

*DISCUSSION BOARD GRADED FORUMS:* This is the online classroom. Students will respond to discussion questions, post weekly summaries, and communicate with your instructor in the discussion board. This form of communication is important in online courses. This tool will help you stay "connected" to other classmates and it will help students to ask those questions just as if you were in an actual classroom setting. Discussion board will also be used as a participation tool and part of the semester grade is based on participation.

1. First posts should show display a working knowledge and evidence that the material was read and understood and be 100-150 words in length.
2. All posts made on the discussion board should have proper grammar, punctuation, and be professional in nature.
3. **Do not copy and paste material from Websites.** Posts must be made using your own words about the materials through reading, research, or past experiences and focus on the related topic.
4. Student's 2<sup>nd</sup> and 3<sup>rd</sup> posts to classmates should convey an understanding of material and should encourage participation, clarification, or bring up new ideas about the topic. They should also be 100-150 words in length.
5. Maximum points per Discussion Board: 100 points.
6. No credit will be given for posts after the due date. See Grading Rubric below.
7. Inappropriate posts may be removed and any student abusing Discussion Board may be removed from that portion of the course (without the opportunity for credit).

*DISCUSSION BOARD PARTICIPATION RUBRIC:*

Your instructor uses this rubric to assign points for your discussion board participation. Each discussion board post is worth a maximum of 100 points, but 15% of your overall grade.

Clarification: There are 2 actual due dates for discussion board assignments. The first due date is the date that the first post must be made by and the second due date is the date the discussion ends.

This means students must make their first post for each discussion board assignment by the **Monday** before the end date of the discussion, which is **Thursday** of each week for this course unless otherwise specified. Then post a response to one classmate on **Tuesday or Wednesday**, and then post a response to one classmate on **Wednesday or Thursday** (as denoted in the example posted in the Course Resources Module of the course in Canvas) for a minimum of 3 total posts. Deductions will be applied if students do not make posts on 3 separate days as set out in the grading rubric (each post must be made on a different date; no two posts are to be made on the same date).

<b>Category/points</b>	<b>Excellent (20)</b>	<b>Satisfactory (10)</b>	<b>Requires further effort (5)</b>
<b>Quality of Information</b>	Information clearly relates to the main topic.  Contributions are thoughtful and relevant to the discussion (personal experience, insight, analysis, or opposition clearly stated).	Information clearly relates to the main topic.  Clear connections to course materials are noted.	Information has little or nothing to do with the main topic or simply restates the main concepts.  Summary or analysis is not provided.  Vague or no connections to the course material.
<b>Participation</b>	Responds to the instructors and other members of the online community.  Encourages and facilitates interaction among members of the online community.  Initial post and at least minimum number of responses posted.	Responds to other members of the online community.  Initial posting and minimum number of responses are posted that contribute to discussion.	Postings are late or missing.  Lacks required responses to other members of the community.  Postings and responses are made within a short time frame.
<b>Professional Language</b>	Professional vocabulary and writing style are used consistently throughout the discussion.  No grammatical/stylistic errors that interfere with the reading.	Professional vocabulary and writing style are used frequently throughout the discussion.  Few grammatical/stylistic errors that interfere with reading.	Professional vocabulary and writing style are occasionally used.  Grammatical/stylistic errors that interfere with content.
<b>Total points possible per category</b>	60	30	15
<b>Original post by due date</b>	20		
<b>Responses on</b>	20		

<b>separate days from original post</b>			
<b>Total points possible</b>	100 points		

**ATTENDANCE:** Because this is strictly an internet course, attendance will be substituted by participating on the discussion board. Participation is part of your semester grade.

**ACADEMIC HONESTY:** Students are expected to follow the Academic Honesty policy of Midland College. Using textbooks, assignments and other students, or assistance from others while taking an exam is cheating. Any student cheating will be removed from the class, given an “F”, and reported to the Registrar’s office. Plagiarism will not be tolerated. For more information, review Student Conduct/Misconduct found in the Midland College Catalog.

**TESTING PHILOSOPHY:** Students may politely challenge the instructor on questions they feel were poorly worded. If the instructor concedes the argument, scores will be adjusted for the entire class. Assignments consist of multiple formats including multiple choice, open-ended questions and some true/false. The final examination will be comprehensive over all the material presented during the course.

**COURSE WITHDRAWAL:** Students electing to withdraw from course are required to complete a Course Withdraw Form to receive a grade of “W” at <http://www.midland.edu/students/academics/forms.php> before the last day to withdraw. The last day to withdraw for this semester:

**ONLINE COURSE INFORMATION:**

**PERSONAL INFORMATION:** Every semester it is important to update your personal information listed in Canvas. Review instructions listed in the Canvas Student Connection Course to make these changes so they are kept current. This information is used to contact students. Be sure your e-mail address (the one you choose to use for this class) is correct.

**COMPUTER REQUIREMENTS:** Students will need access to Microsoft Word and/or Excel for assignment submission. Students taking online courses are responsible to have access to a computer for submission of assignments and postings. For specific computer requirements, see Canvas System Requirements for Midland College courses at <http://guides.instructure.com/s/2204/m/4214/l/82542-what-are-the-basic-computer-specifications-for-canvas>.

**COMPUTER DOWNTIME:** This is an online course. Each student is required to have a functioning computer for the entirety of the semester. Having computer problems does not exempt students from completing work by the due date. **If the Canvas system goes down or is unavailable**, an announcement will be posted as the due date will be extended. **If your system goes down**, find another computer to submit your homework/posts before the due date. It is strongly suggested that assignments are to be submitted early to avoid any technical difficulties.

**SUBMITTING ASSIGNMENTS IN CANVAS:**

1. Save assignment in a Microsoft Word or Google document file.
2. Each assignment should be submitted through Canvas as an attachment. If there is more than one task due with the assignment such as CH1A (Workbook 1-1, 1-3, and 1-4), all these tasks should be submitted in one word document. DO NOT send three different

files unless otherwise instructed.

3. Each assignment should have a header that includes your name, date, course number, and assignment name. Failure to include this content will result in points deducted from your grade.

To save:

Ch1mct.doc Chapter 1 by Melody Cheryl Thompson (doc file)  
Ch2jwj.doc Chapter 2 by James W. Johnson (doc file)

Header:

Your name	Example:	Mary Smith
Date		9-1-16
Course		HITT2343
Assignment Name		WB: 5-1

*EMAIL:* Individual email is discouraged when it involves course assignments and questions about the reading material. These should be posted on the discussion board under the thread **Questions for the Instructor** so that the class may also receive the information since many questions posed to the instructor are commonly asked by more than one individual. In sharing responses with the class, there is equal opportunity (or equitable responses) to receive information from the instructor.

If, however, there is a need to send an email to the instructor, (due to a personal nature) include in the subject line the course number and the content of the question such as "HITT2343 Question on Ch1 assignment". It is also important that you sign your name at the end of the email since many emails give no indication of the author.

## Evaluation of Students

All grades are based on a standard percentage and are not curved. Final Grades for this course are composed of:

Category	Weighted Percentages	Final Grade
Participation/Discussion Boards	15%	A=90-100%
Assignments	40%	B=80-89%
Group Project	10%	C=70-79%
Module Exams	25%	D=60-69%
Final Exam	10%	F=>59%
<b>Total</b>	<b>100%</b>	

**Students must pass all HITT courses with a grade of "C" or better to meet program requirements.**

*Limit to Repeat HIM Program Course:* The HIM program policy effective Fall 2014 states that students are allowed two attempts for any required HITT program course beginning Fall 2014. Students who fail the clinical course have only one additional opportunity to pass the course. If neither attempt has a passing grade, the student will be dismissed from the program. "Attempting a course" is defined as either 1) a failed grade or 2) a withdrawal (W).

Work submitted by midnight of the due date will be graded and returned within 48 hours from the due date. Submissions made at times when the instructor has posted an out-of-



office notice, will be graded and returned within five (5) business days. If work has not been graded and returned in a timely manner, please contact me at [smeshirer@midland.edu](mailto:smeshirer@midland.edu) to verify that the work submitted can be viewed by me in Canvas.

### **Course Schedule**

The course schedule has due dates and each student is expected to submit assignments on or before midnight Central Standard Time of the due date. There is no formal provision for make-up work or extra credit in this course. **Work submitted after the deadline will not be accepted. Once the assignment date closes, assignments cannot be submitted.** A zero will be placed in the grade book for late assignments.

Please do not wait until the last minute to attempt assignments. Computers and computer networks have a bad habit of crashing at the very time you need them the most.

Changes to the schedule may occur at the discretion of the instructor and will be posted in the announcements. Before beginning any assignments, review the Assignment in Canvas, not all instructions can be listed on the syllabus for all assignments.

### **Americans with Disabilities (ADA)**

Any student who, because of a disabling condition, may require some special arrangements in order to meet course requirements should contact Shep Grinnan as soon as possible. Mr. Grinnan's office is located in the Scharbauer Student Center Building. These conditions may include documented physical or educational disabilities. Please be aware that services or accommodations are not automatic. Each student must request them and secure the proper authorizations/ documentation.

### **Division Information**

Health Sciences Division

Division Dean: Carmen Edwards, DNP, MSN, RN, 209 DFHS Building,  
432-686-4822

Interim Program Chair: Dr. Elizabeth Neichter, RHIA, CHTS-TR, 28 DFHS,  
432-686-4800, extension 2023

Division Secretary: Kay Floyd, 206 DFHS Building, 432-685-4600

Student Support Specialist/Clinical Coordinator: Raquel Valenzuela, RHIT, 218  
DFHS Building, 432-685-6893