M443  
Professional Practicum in Health Information Management I  
Department of BioHealth Informatics  
Indiana University School of Informatics and Computing, Indianapolis  
Fall 2015  

Section No.: 28417  
Credit Hours: 2  
(Minimum 90 hours onsite to qualify for credit.)  

First Class: The week of August 24, 2015, unless otherwise specified by practicum site supervisor. There will be no in-class meetings. Each student will meet face-to-face at their assigned practicum site throughout the semester. Students will coordinate with the site supervisor to set the student’s work schedule in whatever manner that best fits the work environment and that the student can accommodate.  

Instructor: Brian Benedict, MS  
Office Hours: By Appointment  
Office: IT 489, IT Building  
535 W. Michigan St., Indianapolis, IN 46202  
Phone: (317) 278-7611  
Email: Please correspond via Canvas email only. During the course I will respond to emails within 48 hours during the week however this response may be delayed over weekend/holidays.  

Prerequisites: Senior Status
COURSE DESCRIPTION

This course is designed to provide professional practice experience. Students will complete the project-based practicum under the direction of the assigned site supervisor. The student will either provide a deliverable project to the site in a presentation format or evidence in their report of skillset(s) gained during practicum. The student will conduct all necessary research and apply project management tools and skills in completing the project work.

Required Text(s): No
textbook required

Additional Readings:
No additional textbook required

Course Outcomes:

At the conclusion of this course the HIM student will be able to do some/all of the following skills based on their practicum experience:

I. Data Content Structure and Standards

1.B Health Record Content and Documentation
   1. Verify that documentation in the health record supports the diagnosis and reflects the patient’s progress, clinical findings, and discharge status. (4)
   2. Compile organization-wide health record documentation guidelines (6)
   3. Interpret health information standards (5)

1.C. Data Governance
   1. Format data to satisfy integration needs (4)
   4. Advocate information operability and information exchange (5)

1.D. Data Management
   1. Analyze information needs of customers across the healthcare continuum (4)
   3. Manage clinical indices/databases/registries (5)

1.E. Secondary Data Sources
   1. Validate data from secondary sources to include in the patient’s record, Including personal health records (3)

II. Information Protection: Access Disclosure Archival Privacy and Security

II.A Health Law
   1. Identify laws and regulations applicable to health care (3)
   2. Analyze HIM principles in regard to court related matters (4)
II.B. Data Privacy Confidentiality and Security
1. Analyze privacy, security and confidentiality policies and procedures for internal and external use and exchange of health information (4)
2. Recommend elements included in the design of audit trails and data quality monitoring programs (5)
4. Identify the security and privacy implications of mobile health technologies (3)
5. Develop and provide educational programs for employees in privacy, security and confidentiality (6)

III. Informatics Analytics and Data Use
III.A. Health Information Technologies
1. Utilize technology for data collection, storage, analysis and reporting information (3)
2. Assess system capabilities to meet regulatory requirements (5)
6. Create the electronic structure of health data to meet a variety of end user needs (6)

III.B. Information Management Strategic Planning
1. Take part in the development of information management plans that support the organization’s current and future strategy and goals (4)
2. Take part in the planning, design, selection, implementation, integration, testing, evaluation, and support of health information technologies (4)

III.C. Analytics and Decision Support
1. Apply analytical results to facilitate decision-making (3)
2. Apply data extraction methodology (3)
3. Recommend organizational action based on knowledge obtained from Data mining (5)
5. Apply knowledge of database querying and data mining techniques to facilitate information retrieval (3)
6. Evaluate administrative reports using appropriate software (5)

III.D. Health Care Statistics
1. Interpret inferential statistics (5)
2. Analyze statistical data for decision making (4)

III.E. Research Methods
1. Apply principles of research and clinical literature evaluation to improve outcomes (3)
2. Plan adherence to Institutional Review Board (IRB) processes and policies (3)
III.F. Consumer Informatics
1. Educate consumers on patient-centered health information technologies (3)

III.G. Health Information Exchange
1. Take part in development of operations policies and procedures for Health Data Exchange (4)

III.H. Information Integrity and Data Quality
1. Discover threats to data integrity and validity (3)
2. Implement policies and procedures to ensure data integrity internal and External to the enterprise (3)
3. Apply quality management tools (3)
4. Perform quality assessment including quality management, data quality, and identification of best practices for health information systems (4)

IV. Revenue Management
   IV.A. Revenue Cycle and Reimbursement
1. Manage the use of clinical data required by various payment and reimbursement systems (5)
3. Apply principles of healthcare finance for revenue management (3)
4. Implement processes for revenue cycle management and reporting (3)

V. Compliance
   V.A. Regulatory
1. Appraise current laws and standards related to health information initiatives (5)
2. Determine processes for compliance with current laws and standards related to health information initiatives and revenue cycle (4)

V.B. Coding
1. Construct and maintain processes, policies, and procedures to ensure the accuracy of coded date based on established guidelines (6)

VI. Leadership
   VI.A. Leadership Roles
1. Take part in effective negotiating and use influencing skills (4)
2. Discover personal leadership style using contemporary leadership Theory and principles (3)
3. Take part in effective communication through project reports, business reports and professional communications (4)
4. Apply personnel management skills (3)
5. Take part in enterprise-wide committees (4)
6. Demonstrate effective team, consensus building (6)

VI.B. Change Management
1. Interpret concepts of change management theories, techniques, and leadership (5)

VI.C. Work Design and Process Improvement
1. Analyze and redesign workflow processes and responsibilities to meet organizational needs (4)
2. Construct performance management measures (6)
3. Graphically depict workflow concepts (2)

VI.D. Human Resources Management
3. Create and implement staff orientation and training programs (6)

VI.F. Strategic and Organizational Management
3. Apply general principles of management in the administration of health information services (3)

VI.H. Ethics
1. Promote ethical standards of practice (3)

VI.I. Project Management
3. Apply project management techniques to ensure efficient workflow and appropriate outcomes (3)
4. Facilitate project management by integrating work efforts (4)

VI.K. Enterprise Information Management
1. Manage information as a key strategic resource and mission tool (5)

(Per RHIA Exam Competencies)

Principles of Undergraduate Learning (PUL):

Learning outcomes are assessed in the following areas:
1A. Core communication: written, oral and visual skills
1B. Core communication: quantitative skills
1C. Core communication: information resources skills
2. Critical thinking
3. Integration and application of knowledge
4. Intellectual depth, breadth, and adaptiveness
5. Understanding society and culture
6. Values and ethics
Learning Outcomes:

<table>
<thead>
<tr>
<th>Upon completion of this course, the student will</th>
<th>PUL</th>
<th>Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Learning Outcome 1</td>
<td>2. Critical Thinking</td>
<td>Summary of PPE Site Supervisor Evaluation</td>
</tr>
<tr>
<td>2. Learning Outcome 2</td>
<td>3. Integration and Application of Knowledge</td>
<td>Site Supervisor Evaluation</td>
</tr>
<tr>
<td>3. Learning Outcome 3</td>
<td>4. Intellectual depth, breadth, and adaptiveness</td>
<td>Site Supervisor Evaluation</td>
</tr>
<tr>
<td>4. Learning Outcome 4</td>
<td>6. Values and ethics</td>
<td>Site Supervisor Evaluation</td>
</tr>
</tbody>
</table>

Software used:
This course is delivered entirely in the Canvas LMS. Software programs used in the teaching of this course include Microsoft Office.

EXPECTATIONS, GUIDELINES, AND POLICIES

LATE WORK POLICY: late work will not be accepted unless there are clear and compelling extenuating circumstances.

Extenuating Circumstances: If you have extenuating circumstances that prevent you from completing coursework or participating in the class, please contact your instructor to make alternative arrangements.

The possibility of alternative arrangements is at the discretion of your instructor and/or administration. Active communication is the key to overcoming any hurdles you may encounter during the semester. It is your responsibility to inform your instructor (ahead of time, unless emergency circumstances prevent doing so) of extenuating circumstances that might prevent you from completing work by the assigned deadline. In those situations, your instructor will work with you to establish alternative deadlines without late penalty. Prior notification does not automatically result in granting alternative arrangements and/or a waiver of the late penalties.

Please note that evaluation of extenuating circumstances is at the discretion of your instructor and/or administration and documentation may be required for verification of the extenuating circumstance. Examples of extenuating circumstances may include but are not limited to: personal/family member hospitalization, childbirth or other medical emergencies, death in the family, weather/environmental evacuation due to fire/hurricane/tornado/earthquake/tsunami, or active military assignment where Internet connectivity is unavailable for an extended time period.
Computer-related issues and Internet connectivity issues are not considered extenuating circumstances.

**Incomplete:**
The instructor may assign an Incomplete (I) grade only if at least 75% of the required coursework has been completed at passing quality and holding you to previously established time limits would result in unjust hardship to you. All unfinished work must be completed by the date set by the instructor. Left unchanged, an Incomplete automatically becomes an F after one year. [http://registrar.iupui.edu/incomp.html](http://registrar.iupui.edu/incomp.html)

**Deliverables:**
You are responsible for completing each deliverable (e.g., assignment, quiz) by its deadline and submitting it by the specified method. Deadlines are outlined in the syllabus or in supplementary documents accessible through Canvas. Please see late policy above.

All assignments will be posted in Canvas with a COMPLETION DUE DATE. Assignments will not be opened for review nor will grades be posted until after each assignment due date.

**Distance Education and On-Line Etiquette**
When taking a course online, it is important to remember that an online classroom is still a classroom. Though the courses may be online, appropriate classroom behavior is still mandatory. Inappropriate discussion responses will not be tolerated and disciplinary action will be taken according to the guidelines outlined in the Code of Student Rights, Responsibilities and Conduct. Remember to maintain current anti-virus protection programs and avoid forwarding email attachments from outside sources that you are uncertain of. Instructor sections in ONCOURSE include syllabus, announcements, messages, resources, roster, grade book, tests and surveys.

**Changes Corrections and Omissions**
The instructor reserves the right to make changes as necessary to the syllabus and the class schedule. If changes are necessitated during the term of the course, the instructor will immediately notify students of such changes and nature of change(s) on Canvas Announcements.
Grading Information

Students enrolled in the HIM Plan of Study must maintain a minimum grade of C in all courses. If a student fails to maintain a minimum grade of C the student must retake the course(s) in which a grade of C was not achieved. Students in the HIA program must maintain a minimum grade of C in all courses. If a student fails to maintain a minimum grade of C in a course(s), during the first semester in which a student fails to meet the minimum grade requirement h/she will be placed on Academic Probation retroactive to the semester in which the grade(s) was received. If a student fails to meet the minimum grade required of a C during any subsequent semester, the student will be placed on Academic Probation for a second time, retroactive to the semester in which the grade(s) was received and will be dismissed from the HIM program (see Academic Probation Policy – Professional Program). You are responsible for keeping track of your own grades. There are no extra credit assignments. Please note + (plus) and – (minus) grades are not awarded in the HIM courses. There is also no rounding up of grades on individual assignments and final grades. The academic expectation is that grades recorded in the grade book should reflect the overall quality and depth of the student's knowledge and understanding of the assigned material.

Grading Scale:

A 93–100%  Extraordinarily high achievement, quality of work; shows command of the subject matter
B 85–92%  Mastery and fulfillment of all course requirements; good, acceptable work
C 77–84%  Minimally acceptable performance and quality of work
D 70–76%  Unacceptable work
F Below 69%  Unacceptable work

INSTRUCTOR’S GRADING CRITERIA/TIMETABLE

All course material submitted on time will be graded within 7 days of their due date (the Sunday of the following unit). Approved late work will be graded within 5 days of the submission date.
GRADING CRITERIA/COURSE EVALUATION

<table>
<thead>
<tr>
<th>Assessments</th>
<th>Number</th>
<th>Total Points</th>
<th>PUL Assessed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update Resume</td>
<td>1</td>
<td>10 points</td>
<td>1A</td>
</tr>
<tr>
<td>Summary of PPE</td>
<td>1</td>
<td>30 points</td>
<td>2</td>
</tr>
<tr>
<td>Thank You Letter</td>
<td>1</td>
<td>10 points</td>
<td>1A</td>
</tr>
<tr>
<td>Student Evaluate PPE</td>
<td>1</td>
<td>15 points</td>
<td>2</td>
</tr>
<tr>
<td>Employer Evaluate Student</td>
<td>1</td>
<td>15 points</td>
<td>2,3,4,6</td>
</tr>
<tr>
<td>Practicum Site Visit</td>
<td>1</td>
<td>20 points</td>
<td>N/A</td>
</tr>
<tr>
<td><strong>Total Points</strong></td>
<td></td>
<td><strong>100 Points</strong></td>
<td></td>
</tr>
</tbody>
</table>

CODE OF CONDUCT

All students should aspire to the highest standards of academic integrity. Using another student’s work on an assignment, cheating on a test, not quoting or citing references correctly, or any other form of dishonesty or plagiarism shall result in a grade of zero on the item and possibly an F in the course. Incidences of academic misconduct shall be referred to the Department Chair and repeated violations shall result in dismissal from the program.

All students are responsible for reading, understanding, and applying the Code of Student Rights, Responsibilities and Conduct and in particular the section on academic misconduct. Refer to The Code > Responsibilities > Academic Misconduct at http://www.indiana.edu/~code/. All students must also successfully complete the Indiana University Department of Education “How to Recognize Plagiarism” Tutorial and Test. https://indiana.edu/~istd You must document the difference between your writing and that of others. Use quotation marks in addition to a citation, page number, and reference whenever writing someone else’s words (e.g., following the

Academic Misconduct:

1. **Cheating:** Cheating is considered to be an attempt to use or provide unauthorized assistance, materials, information, or study aids in any form and in any academic exercise or environment.
   a. A student must not use external assistance on any “in-class” or “take-home” examination, unless the instructor specifically has authorized external assistance. This prohibition includes, but is not limited to, the use of tutors, books, notes, calculators, computers, and wireless communication devices.
   b. A student must not use another person as a substitute in the taking of an examination or quiz, nor allow other persons to conduct research or to prepare work, without advanced authorization from the instructor to whom the work is being submitted.
   c. A student must not use materials from a commercial term paper company, files of papers prepared by other persons, or submit documents found on the Internet.
   d. A student must not collaborate with other persons on a particular project and submit a copy of a written report that is represented explicitly or implicitly as the student’s individual work.
   e. A student must not use any unauthorized assistance in a laboratory, at a computer terminal, or on fieldwork.
   f. A student must not steal examinations or other course materials, including but not limited to, physical copies and photographic or electronic images.
   g. A student must not submit substantial portions of the same academic work for credit or honors more than once without permission of the instructor or program to whom the work is being submitted.
   h. A student must not, without authorization, alter a grade or score in any way, nor alter answers on a returned exam or assignment for credit.

2. **Fabrication:** A student must not falsify or invent any information or data in an academic exercise including, but not limited to, records or reports, laboratory results, and citation to the sources of information.

3. **Plagiarism:** Plagiarism is defined as presenting someone else’s work, including the work of other students, as one’s own. Any ideas or materials taken from another source for either written or oral use must be fully acknowledged, unless the information is
common knowledge. What is considered “common knowledge” may differ from course to course.

a. A student must not adopt or reproduce ideas, opinions, theories, formulas, graphics, or pictures of another person without acknowledgment.

b. A student must give credit to the originality of others and acknowledge indebtedness whenever:
   1. directly quoting another person’s actual words, whether oral or written;
   2. using another person’s ideas, opinions, or theories;
   3. paraphrasing the words, ideas, opinions, or theories of others, whether oral or written;
   4. borrowing facts, statistics, or illustrative material; or
   5. offering materials assembled or collected by others in the form of projects or collections without acknowledgment

4. Interference: A student must not steal, change, destroy, or impede another student’s work, nor should the student unjustly attempt, through a bribe, a promise of favors or threats, to affect any student’s grade or the evaluation of academic performance. Impeding another student’s work includes, but is not limited to, the theft, defacement, or mutilation of resources so as to deprive others of the information they contain.

5. Violation of Course Rules: A student must not violate course rules established by a department, the course syllabus, verbal or written instructions, or the course materials that are rationally related to the content of the course or to the enhancement of the learning process in the course.

6. Facilitating Academic Dishonesty: A student must not intentionally or knowingly help or attempt to help another student to commit an act of academic misconduct, nor allow another student to use his or her work or resources to commit an act of misconduct.

OTHER POLICIES

1. Right to revise: The instructor reserves the right to make changes to this syllabus as necessary and, in such an event, will notify students of the changes immediately.

2. IUPUI course policies: A number of campus policies governing IUPUI courses may be found at the following link: http://registrar.iupui.edu/course_policies.html

3. Classroom civility: To maintain an effective and inclusive learning environment, it is important to be an attentive and respectful participant in lectures, discussions, group work, and other classroom exercises. Thus, unnecessary disruptions should be avoided, such as ringing cell phones engagement in private conversations and other unrelated activities. Cell phones, media players, or any noisy devices should be turned off during a class. Texting, surfing the Internet, and posting to Facebook or Twitter during class are generally not permitted. Laptop use may be permitted if it is used for taking notes or conducting class activities. Students should check with the instructor about permissible devices in class. IUPUI nurtures and promotes “a campus climate that
seeks, values, and cultivates diversity in all of its forms and that provides conditions necessary for all campus community members to feel welcomed, supported, included, and valued” (IUPUI Strategic Initiative 9). IUPUI prohibits “discrimination against anyone for reasons of race, color, religion, national origin, sex, sexual orientation, marital status, age, disability, or [veteran] status” (Office of Equal Opportunity). Profanity or derogatory comments about the instructor, fellow students, invited speakers or other classroom visitors, or any members of the campus community shall not be tolerated. A violation of this rule shall result in a warning and, if the offense continues, possible disciplinary action.

4. **Bringing children to class:** To ensure an effective learning environment, children are not permitted to attend class with their parents, guardians, or childcare providers.

5. **Course Evaluation Policy:** Course evaluations provide vital information for improving the quality of courses and programs. Students are required to complete one course and instructor evaluation for each section in which they are enrolled at the School of Informatics and Computing. This requirement has three exceptions: (a) The student has withdrawn from the course; (b) only one student is enrolled in the section (in which case anonymity is impossible); and (c) the section is a laboratory that must be taken with a course having a different section number. Course evaluations are completed at [https://soic.iupui.edu/app/course-eval/](https://soic.iupui.edu/app/course-eval/). Course evaluations are open from the eleventh week. Course evaluations are anonymous, which means that no one can view the name of the student completing the evaluation. In addition, no one can view the evaluation itself until after the instructor has submitted the final grades for the course. In small sections, demographic information should be left blank, if it could be used to identify the student. A course evaluation must close before the grade for that course can be released. To ensure students have had ample opportunity to complete the evaluation, an uncompleted course evaluation could delay the release of the grade for up to a week.

6. **Communication:** The instructor should respond to emails within 48 hours, excluding weekends and holidays, and announce periods of extended absence in advance. The instructor should provide weekly office hours or accept appointments for face-to-face, telephone, or teleconferenced meetings.

7. **Email:** Indiana University uses your IU email account as an official means of communication, and students should check it daily for pertinent information. Although you may have your IU email forwarded to an outside email account, please email faculty and staff from your IU email account.

8. **Disabilities Policy:** In compliance with the Americans with Disabilities Act (ADA), all qualified students enrolled in this course are entitled to reasonable accommodations. Please notify the instructor during the first week of class of accommodations needed for the course. Students requiring accommodations because of a disability must register with Adaptive Educational Services (AES) and complete the appropriate AES-issued before receiving accommodations. The AES office is located at UC 100, Taylor Hall (Email: [aes@iupui.edu](mailto:aes@iupui.edu), Tel. 317 274-3241). Visit [http://aes.iupui.edu](http://aes.iupui.edu) for more
information.

9. **Administrative Withdrawal:** A basic requirement of this course is that students participate in all class discussions and conscientiously complete all required course activities and/or assignments. If a student is unable to attend, participate in, or complete an assignment on time, it is the student’s responsibility to inform the instructor. If a student misses more than half of the required activities within the first 25% of the course without contacting the instructor, the student may be administratively withdrawn from this course. Administrative withdrawal may have academic, financial, and financial aid implications. Administrative withdrawal will take place after the full refund period, and a student who has been administratively withdrawn from a course is ineligible for a tuition refund. Contact the instructor with questions concerning administrative withdrawal.

10. **Emergency Preparedness:** Safety on campus is everyone’s responsibility. Know what to do in an emergency so that you can protect yourself and others. For specific information, visit the emergency management website. http://protect.iu.edu/emergency

11. **Student Advocate:** The Student Advocate provides assistance to students with personal, financial, and academic issues. The Student Advocate Office is located in the Campus Center, Suite 350. The Student Advocate may also be contacted by phone at 317 274-4431 or by email at studvoc@iupui.edu. For more information visit http://studentaffairs.iupui.edu/advocate.

12. **Counseling and Psychological Services (CAPS):** Students seeking counseling or other psychological services should contact the CAPS office by phone at 274-2548 or email at capsindy@iupui.edu. For more information visit http://life.iupui.edu/caps/.

**MISSION STATEMENT**

The Mission of IUPUI is to provide for its constituents excellence in

- Teaching and Learning;
- Research, Scholarship, and Creative Activity; and
- Civic Engagement.

With each of these core activities characterized by

- Collaboration within and across disciplines and with the community;
- A commitment to ensuring diversity; and
- Pursuit of best practices.

IUPUI’s mission is derived from and aligned with the principal components—Communities of Learning, Responsibilities of Excellence, Accountability and Best Practices—of Indiana University’s Strategic Directions Charter.

**STATEMENT OF VALUES**
IUPUI values the commitment of students to learning; of faculty to the highest standards of teaching, scholarship, and service; and of staff to the highest standards of service. IUPUI recognizes students as partners in learning. IUPUI values the opportunities afforded by its location in Indiana’s capital city and is committed to serving the needs of its community. Thus, IUPUI students, faculty, and staff are involved in the community, both to provide educational programs and patient care and to apply learning to community needs through service. As a leader in fostering collaborative relationships, IUPUI values collegiality, cooperation, creativity, innovation, and entrepreneurship as well as honesty, integrity, and support for open inquiry and dissemination of findings. IUPUI is committed to the personal and professional development of its students, faculty, and staff and to continuous improvement of its programs and services.