

**COURSE INFORMATION: Health Information Technology/Electronic Medical Records  
Implementation Manager  
Business & Community Institute, Lansing Community College: phone: (517) 483-1857**

**Note: All classes held at Lansing Community College West Campus, S151**

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**COURSE DESCRIPTION:** This program prepares participants to provide on-site management of mobile-adoption support teams for the period of time before, during, and after implementation of health IT systems in clinical and public health settings.

Successful participants will be prepared to take the National Competency Exam offered by the Office of the National Coordinator.

Using a comprehensive curriculum provided by the Office of the National Coordinator (ONC) of the U.S. Department of Health and Human Services, the mission of Lansing Community College is to train a skilled workforce to support the adoption of Electronic Health Records (EHRs), exchange health information among healthcare providers and public health authorities within healthcare settings in order to gain the quality and efficiency benefits of EHRs, while maintaining individual privacy and security.

This project is supported in whole or in part by ARRA HIT Grant # 90CC007901 awarded to Lansing Community College as part of the Midwest Community College Consortium led by Cuyahoga Community College. Grant awarded by the Federal Health and Human Services Office of the National Coordinator. Lansing Community College is an equal opportunity employer and does not discriminate based upon race, gender, nor ethnicity.

**TARGET AUDIENCE:** Individuals with experience in either health and/or Information Technology (IT) environments as well as some administrative or managerial experience.

### **LEARNING OUTCOMES**

After completing this training program, participants should be able to:

- Lead implementation teams.
- Demonstrate project management and change management principles to create implementation project plans that achieve the project goals.
- Apply an understanding of health IT, meaningful use, and the challenge practice settings will encounter in achieving meaningful use to all activities.
- Interact with diverse personnel to ensure open communication between end-users and support team.
- Manage vendor relations, providing schedule, deliverables and business information to health IT vendors for product improvement.
- Coordinate implementation-related efforts across the implementation site and with their Health Information Exchange partners.
- Troubleshoot problems as they arise.

**GENERAL COURSE SCHEDULE:** 200 total hours delivered in a *hybrid* format (90 hours face-to-face at West campus classroom + 110 hours online)

A detailed schedule will be distributed to students in class and published on the course site the first day of class.

### **IMPORTANT LANSING COMMUNITY COLLEGE PHONE NUMBERS:**

- Business & Community Institute Office phone: (517) 483-1857. *This is the number to call if you need to leave a voice message for the instructors.*
- LCC Help Desk: (517) 483-5221. *Call this number if you need help with Angel access.*
- Emergency: *call 911 from the classroom phone*

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**CLASS ATTENDANCE POLICY:**

- Participants must attend at least 75% of the required training hours in the classroom for each component and demonstrate proficiency with the competencies of the course. (see Learning Contract for more specifics).  
Time spent with lessons online is a recommended eight hours per week minimum while meeting course expectations/competencies.
- A sign-in attendance sheet will be used.

**ASSESSMENT:**

A variety of assessments will be given throughout the training to verify each student's success. Course participants will practice what they are learning through classroom and online collaboration with their peers, discussion (both in the classroom and online), exams and quizzes, case studies, and practical, hands-on application. Since there are multiple instructors who are teaching this course, methods of assessment will vary. Students are expected to stay in contact with the instructors regarding determination of credit/non-credit for each component.

**METHODS OF EVALUATING STUDENT ACHIEVEMENT/ PROGRESS:**

See individual instructors and the Angel course site for more details.

Class Attendance	10 point per class session
In-Class Participation	10 points per week
Online Discussion Boards	10 points per module (four points for posting a discussion questions, two points per comment on others' posts.)
Exams	100 points per exam
Case studies, other "hands-on" participation	See instructor

**INSTRUCTORS:**

Penny Englerth, Physician Outreach Specialist, Great Lakes Health Information Exchange  
*Expertise:* Health Information Management Systems, Health Information Exchange, vendors, IT applications

Mike Gilreath, ASQ Certified Quality Engineer, QS9000, TS16949, ISO9000:2000 Lead Auditor (QMS), ISO14000 Lead Auditor (EMS), Six Sigma Black Belt  
*Expertise:* Workflow Process, Quality Improvement.

Hank Mayers, MCP, PMP, CPHIMS

*Expertise:* Health Information Management Systems, Project Management, Workflow Process, Quality Improvement, Vendors, Health IT applications

Nancy Ohle, MBA

*Expertise:* Working in Teams, Customer Service, Leadership

Jennifer Pruitt, MS Occupational Therapy

*Expertise:* Workflow Process, Working in Teams

Paul Rowe, BS Engineering Technology

*Expertise:* IT Labs and Angel online support

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**TEXTBOOKS/SUPPLEMENTAL MATERIAL:**

Project Management Memory Jogger, 2<sup>nd</sup> Edition  
Karen Tate, PMP

Implementing the Electronic Health Record: Case Studies and Strategies for Success  
By Joseph Miller, FHIMSS

Additional suggested readings as recommended throughout the course. (online links, etc-See RESOURCES and ANNOUNCEMENTS within the Desire 2 Learn site).

**TECHNOLOGY REQUIREMENTS:**

Participants *must* have Internet connectivity with LCC's Health Information Technology — Desire 2 Learn online learning management system access.

**Browser Requirements**

We recommend the use of Firefox for this course due to extensive PowerPoint and audio files usage.

Browser	Browser Configuration	Operating System	RAM	Java Runtime Environment
IE 7 or higher Firefox 3.0 or higher	Pop-Up Blocking disabled JavaScript Enabled	Windows XP Windows Vista Windows 7 Macintosh OS/X	At or above OS recommendations	1.4 or higher

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**IMPLEMENTATION MANAGER TOPICS:**

- Introduction to Health Care  
*A survey of how health care and public health are organized and services delivered in the U.S. Covers public policy, relevant organizations and their interrelationships, professional roles, legal and regulatory issues, and payment systems.*
- The Culture of Health Care  
*Addresses job expectations in health care settings, how care is organized inside a practice setting, privacy laws, and professional and ethical issues encountered in the workplace.*
- Terminology in Health Care and Public Health Settings  
*Explanation of specific terminology used by workers in health care and public health*
- Working in Teams  
*Experiential module that helps participants become “team players” by understanding their roles, the importance of communication, and group cohesion.*
- History of Health Information Technology in the United States  
*Traces the development of IT systems in health care and public health, beginning with the experiments of the 1950s and 1960s and culminating in the HITECH act. Introduces the concept of Meaningful Use.*
- Health Information Management Systems  
*Introduction to health IT standards, health-related data structures, software applications; enterprise architecture in health care and public health organizations.*
- Introduction to Project Management  
*Project management techniques that result in the ability to create and follow a project management plan.*
- Planning, Management, and Leadership for Health IT  
*Principles of Leadership and effective management of teams with an emphasis on the leadership styles best suited to IT deployment.*
- Health Workflow Process  
*Fundamentals of health workflow process analysis and redesign as a necessary component of complete practice automation.*
- Quality Improvement  
*Introduces the concepts of health IT and practice workflow redesign as instruments of quality improvement. Addresses establishing a culture that supports increased quality and safety.*
- Special Topics: Vendor Special Systems  
*Provides an overview of the most popular vendor systems highlighting the features of each as they would relate to practical deployments.*
- Working with HIT Systems  
*Participants will work with simulated systems. As they play the role of practitioners using these systems, they will learn what is happening “under the hood.”*
- Installation and Maintenance of Health IT Systems  
*Practical experience with installation and maintenance of Health IT systems, including testing prior to implementation. Introduction to principles underlying systems configuration.*
- Professionalism/Customer Service  
*Development of the skills necessary to communicate effectively across the full range of roles that will be encountered in health care settings.*