

COURSE INFORMATION: Health Information Technology — Trainer

Business & Community Institute, Lansing Community College: phone: (517) 483-1857

Note: All classes delivered in a *hybrid* format (blended online and face-to-face). Classroom training held at the Lansing Community College West Campus or on site

COURSE DESCRIPTION: The participants in this role design and deliver training programs, using adult learning principles, to employees in clinical and public health settings.

Successful participants will be prepared to take the National HIT Pro Competency Exam.

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: The previous background of workers in this role includes experience as a health professional, health information management specialist, or medical librarian. Experience as a trainer in the classroom is also desired.

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

- Use a range of Health IT applications, preferably at an expert level.
- Communicate clearly both health and IT concepts, as appropriate, in language the learner/user can understand.
- Apply a user-oriented approach to training, reflecting the need to empathize with the learner/user.
- Assess training needs and competencies of learners.
- Accurately assess participants' understanding of training, particularly through observation of use both in and out of classroom.
- Design lesson plans, structuring active learning experiences for users and creating use cases that effectively train employees through an approach that closely mirrors actual use of Health IT in the patient care setting.
- Maintain accurate records of training events.
- Maintain accurate training records of the users and develop learning plans for further instruction.

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GENERAL COURSE DELIVERY: 100 hours delivered in a *hybrid* (classroom + online) format. This material can be customized for specific audiences based on participants' existing competencies.

CLASS ATTENDANCE POLICY:

- Participants must attend at least 75% of the required training hours in the classroom and demonstrate the competencies of the course via a 75% average or above on assessments for the course. (see Learning Contract for more specifics). An attendance sheet will be used to track attendance

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.

METHODS OF EVALUATING STUDENT ACHIEVEMENT/ PROGRESS:

Class Attendance	1 point per classroom session
Online Discussion Boards	10 points per week (four points for posting a discussion questions, two points per comment on others' posts.)
Weekly Assessments	10 points per quiz
Exams	100 points per exam
Pre-/ post- self-assessments	10 points each
In-Class Participation	10 points per week
Case studies, other "hands-on" participation	Per instructor

INSTRUCTORS:

Penny Englerth, Physician Outreach Specialist, Great Lakes Health Information Exchange

Expertise: Health Information Management Systems, Health Information Exchange, vendors, IT applications

Hank Mayers, MCP, PMP, CPHIMS

Expertise: Health Information Management Systems, Health Information Exchange, vendors, IT applications

Nancy Ohle, MBA

Expertise: Leadership, Customer Service

Jennifer Pruitt, MS Occupational Therapy

Expertise: Working in Teams, Health care, Workflow Process, Quality Improvement, Project Management

Paul Rowe, BS Engineering Technology

Expertise: IT Labs and Angel online support

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*

TECHNOLOGY REQUIREMENTS:

Participants must have Internet connectivity with LCC's Health Information Technology — Angel Course Management system access.

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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

TRAINER TOPICS:

- Intro to Healthcare and Public Health in the US (comp_1) [UNITS 1-9, 8 hours](#)
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. Must also address health reform initiatives in the U.S.
- Culture of Healthcare (comp_2) [UNITS 1-4, 8 hours](#)
Addresses job expectations in health care settings. It will discuss how care is organized inside a practice setting, privacy laws, and professional and ethical issues encountered in the workplace.
- Professionalism and Customer Service in Healthcare (comp_16) [UNITS 1-9, 16 hours](#)
Development of skills necessary to communicate effectively across the full range of roles that will be encountered in health care and public health settings.
- Intro to Information and Computer Science (comp_4) [UNITS 1-9 as needed, 8 hours](#)
Provides a basic overview of computer architecture; data organization, representation and structure; structure of programming languages; networking and data communication. Includes basic terminology of computing.
- Working with HIT Systems (comp_7 — hands-on lab) [UNITS 1-11, 24 hours](#)
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.”
- Health Information Management Systems (comp_6) [UNITS 1-10, 12 hours](#)
Introduction to health IT standards, health-related data structures, software applications; enterprise architecture in health care and public health organizations.
- Usability and Human Factors (comp_15) [UNITS 1-8, 8 hours](#)
Discussion of rapid prototyping, user-centered design and evaluation, usability; understanding effects of new technology and workflow on downstream processes; facilitation of a unit-wide focus group or simulation.
- Training and Instructional Design (comp_20) [UNITS 1-8, 16 hours](#)
Overview of learning management systems, instructional design software tools, teaching techniques and strategies, evaluation of learner competencies, maintenance of training records, and measurement of training program effectiveness.