

# REGIS UNIVERSITY HEALTH INFORMATION MANAGEMENT PROGRAM

## HIM 485 MANAGEMENT PRACTICUM SYLLABUS

### COURSE INFORMATION

The mission of the Health Information Management Program is to promote excellence and leadership in health information management. The HIM Directed Practice and Management Practicums are an important aspect of the students program insofar as they provide a means for classroom knowledge and practical experience to come together in a unique learning experience.

### GENERAL OVERVIEW

#### PURPOSE OF THE MANUAL

The purpose of this manual is to serve as a guide for the faculty and students of the Regis University H.I.M. program and to its Practicum Site Supervisors. This manual provides guidelines for both the Management Practicum courses.

#### COURSE DESCRIPTIONS and OBJECTIVES

The overall objective of these courses is to provide HIM students with hands on, reality-based experiences in a health information/medical record department, or related site, that will reinforce and enhance classroom learning. Experience in both traditional and non-traditional sites is encouraged as the health information management field expands into other areas of the health care industry.

While student preference is taken into account, the primary concern of the faculty is to provide the student with a well-rounded professional practice experience and exposure to a variety of management styles and organizational practices.

#### START THE PROCESS

**It is the student's responsibility to contact the Practicum Site Coordinator prior to the semester in which you plan to begin your practicum or during the completion of HIM385.**

Complete the forms for site selection with your available times and submit to the site coordinator.

You must inform both the Practicum Site Coordinator and the HSA office 303-458-4157 a minimum of one month prior to your anticipated start date.

Colorado based: Kelly Rinker, [krinker@regis.edu](mailto:krinker@regis.edu), 303-964-5454

Outside of Colorado: Sheila Carlon, [scarlon@regis.edu](mailto:scarlon@regis.edu), 303-458-4108

## **DATES**

In order to ensure that you have appropriate liability and worker's compensation coverage throughout your placement, you must schedule your start date in accordance with the established University academic periods. You may start your practicum the Monday following the beginning of a term. Other than this restriction, practicum placements may end at any time and may continue across terms.

## **REGISTRATION**

You must register before the last day of Add/Drop for the session in which you will begin, even if you are not starting until late in the session. Late registration will result in a late registration fee which we will not waive.

## **HEALTH FORMS**

Please review the health policies in your HSA Student Handbook carefully and have your forms completed and returned to the HSA office several weeks prior to your start date. These requirements, including a TB test within the past six months, are established by the School in accordance with State regulations and the policies of our clinical sites as well as in the interest of your safety. You will not be allowed to start your practicum without full documentation of your health status, immunizations and health insurance.

## **BACKGROUND CHECKS**

Please follow the department/school policy for background checks using Certified Background and following the appropriate procedures. You should have completed this step as part of the Admission process and your status will be checked prior to the start of your practicum or directed practice. You may NOT begin your practicum or directed practice without completing the background check. See appropriate forms in the appendix.

## **NAME TAGS**

**For purposes of liability, a Regis name tag must be worn at all times when on site during your practicum.** Please use the form below to order the Name Tag. Mail the completed form with your check or credit card to: Regis University, 3333 Regis Blvd., Mail Code G-10, Denver, CO 80221.

**NAME TAG ORDER FORM**

**All students are required to wear a name tag at a Clinical Location**

To order the name tag, complete this form and send it to the department at the address below, along with a check for \$8.50 + (\$2.50 postage if mailed).

Make your check payable to: Regis University.

Send this complete form to:

Regis University  
3333 Regis Blvd.  
Mail Code G-10  
Denver, CO 80221

Name of Student

\_\_\_\_\_

Check one:

HCA Student

HIM Student

(Your name tag should be ready in 7 to 14 days.)

When the name tag is ready (please check one):

Call me and I will pick the name tag up

Phone number: \_\_\_\_\_

- or -

Mail the name tag to me at the address below:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## **HIM POLICIES ON STUDENT CLINICAL PLACEMENTS**

According to the American Health Information Management Association H.I.M. program guidelines essentials, "students are not to be substituted for paid staff. Students **may not** take the responsibility or the place of "qualified" staff. However, after demonstrating proficiency, students may be permitted to perform procedures with careful supervision."

1. Students may receive no remuneration for their practicum activities.
2. Exposure of the student to a variety of settings is a prime concern of the H.I.M. program; therefore, it is strongly recommended that a student not be placed at a practicum site if the student is employed by that facility.

However, due to travel constraints, including work and personal responsibilities, exceptions may be granted by the HIM Practicum Coordinator. Such a request must be made in writing with clear explanation of extenuating circumstances. A clear understanding must be established with the student and Practicum Site Supervisor to avoid conflict of interest issues and to delineate content of clinical experiences.

## **CANCELLATIONS AND RESCHEDULING**

Once the clinical placement dates have been approved and confirmed, no cancellations or rescheduling will be done except under extenuating circumstances such as illnesses, death in the family, unexpected staffing problems at students' job site, or request of the clinical site. A student should not cancel a scheduled placement without such extenuating circumstances since rescheduling is time consuming and an appropriate substitute clinical site may not be readily available.

## **INSURANCE COVERAGE**

A list of all potential practicum students, dates of placements, and sites will be sent to the Business Office so that the students will be covered by Regis University Worker's Compensation during the assigned periods.

All students are expected to carry personal health and liability insurance coverage. Evidence of personal health coverage must be on file in the HSA department prior to starting a practicum placement. Student professional liability insurance is provided through the group University policy. The insurance premium is assessed as a student fee attached to the course registration. This policy covers students during all approved student practice experiences while in the program. The policy also requires appropriate student supervision while in the clinical setting. Students must not take on responsibility that is above their capability in any student experience. Certain placement situations require proof of such insurance. The student can request verification of insurance from the HSA department.

## **RESOLUTION OF PROBLEMS/DISMISSALS**

Should any problem arise during the clinical placement, the Practicum Coordinator will make every effort to solve the difficulty with the student and Practicum Site Supervisor. If it is not possible to amend the situation, the student will be removed from the practicum site and reassigned.

If, in the opinion of the Practicum Coordinator, the student is not being properly utilized by the clinical site (i.e., the student is being substituted for a paid employee or is assigned only clerical tasks (filing, telephone answering, typing), the Practicum Coordinator will discuss this concern with the Practicum Site Supervisor in an attempt to resolve such situation. Again, if this situation cannot be resolved to the satisfaction of the Practicum Coordinator, the student will be reassigned.

Student behavior detrimental to the morale and conduct of business within the practicum site will be grounds for removing the student from the affiliation and from the program. Such conduct as ignoring or overriding the requests of the Practicum Site Supervisor or designated representative, failure to meet requirements of the facility regarding dress and conduct will be grounds for removal also.

If the student's conduct is unethical or should any breach of confidentiality occur (improper release of confidential information or unprofessional (disparaging remarks)) the student will be dismissed from the program. Carelessness in dress and lateness will place the student on probation. Failure to redress these problems will lead to immediate dismissal from the H.I.M. program.

## **HSA STUDENT ATTIRE FOR INTERNSHIPS & PRACTICUMS**

As health care professionals, students in degree programs in Health Services Administration are expected to dress in a manner that demonstrates professionalism during class, during on campus activities and in internship situations. While classroom attire can be of a more casual nature, internship and practicum dress should reflect professional taste and remain in line with the facility where the internship is scheduled.

**Hair:** Hair should be clean and neatly groomed.

**Nails:** Nails must be neatly manicured (not chipped) and kept at a length that will not interfere with any job duties you may be asked to perform. Some hospitals or agencies may have policies about acrylic nails, etc. which we will try to identify prior to placement.

**General Hygiene:** Offensive body odor and poor personal hygiene is not acceptable.

**Jewelry:** Take a conservative approach to wearing jewelry of any kind. Some facilities prohibit the wearing of jewelry for religious reasons. (Adventist hospitals, for instance). We will try to identify these prior to placement.

**Shirts:** Revealing clothing (*e.g.*, tank tops, spaghetti straps, halter tops, midriffs, tube tops, swim tops) is not permitted, and proper undergarments shall be worn. Torso exposure will not be permitted. Men's shirts must have sleeves and a collar. Shirts with graphics or print that may be considered distracting, provocative, or offensive are not to be worn on campus or at internship sites.

**Skirts/Dresses:** Skirt lengths must be of a conservative nature; no mini-skirts or tight fitting skirts are allowed. Skirts or dresses made of denim material are sometimes not permitted in facilities.

**Pants/Slacks:** Pants should fit properly around the waist, have no holes and should not be made of denim.

**Shoes:** Shoes must be clean and in good condition. Open toe shoes are permitted, but no flip-flops. The facility may dictate other rules for shoes. Again, we will try to identify this ahead of placements.

**Head Gear:** Only headgear worn for bona fide religious or medical purposes is permissible at internship sites.

A faculty member or internship placement coordinator who sees a student in violation of the student dress code policy will either address the student or notify the appropriate clinical contact. Continued infractions of the dress code policy will result in a discussion with the HSA Program Director and may place the student in Academic Jeopardy regarding professional behavior.

**REGIS UNIVERSITY**  
**DEPARTMENT OF HEALTH SERVICES ADMINISTRATION AND MANAGEMENT**  
**CONFIDENTIALITY AGREEMENT**

Students in the Regis University Department of Health Services Administration and Management may be working with health records of actual patients in various types of health care facilities and in the classroom and may be exposed in other ways to confidential information about patients, clients or facilities.

Three factors are relevant to student use of health records in the educational process:

1. Legally, the information in the health record belongs to the patient. Any violation of confidential information about a patient found in the health record is punishable in a court of law.
2. The site to which you are assigned will have policies in place that address confidentiality of their patients/clients and their health or business records. You may be required to sign additional confidentiality statements.
3. Most professional codes of ethics in the health care professions (and recent privacy legislation) stipulate that confidentiality of patient information is a professional responsibility.

Because of these legal and ethical considerations, any student enrolled in the Department of Health Services Administration and Management who reveals contents of any health or business record inappropriately, except as it relates to the educational process in the classroom or at the clinical site, is subject to **immediate** expulsion from the internship/practicum site, and, as a result, may be expelled from the program.

Having understood the above I, \_\_\_\_\_, do hereby agree to maintain the confidentiality of all patient information to which I am exposed as a student in the Department of Health Services Administration and Management.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Student Signature

Copies to:     Student file  
                  Internship/Practicum Site Director

***Note:*** This must be completed and sent along with the Request for Practicum for both the Directed Practice and the Management Practicum.

## PRACTICUM SITE REQUEST FORM

Date: \_\_\_\_\_ Term Requested: \_\_\_\_\_

Student Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Cell \_\_\_\_\_  Home/  Work

I would like request placement at the following sties listed by order of preference.

Name Facility #1: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Contact/Phone: \_\_\_\_\_

Name Facility #2: \_\_\_\_\_

Street Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Contact/Phone: \_\_\_\_\_

**TIME FRAMES FOR COMPLETION OF CLINICAL EXPERIENCE:** Please provide specific dates and times that would work best with your schedule.

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**SELECT THE CATEGORY THAT BEST FITS YOUR NEEDS:**

3 consecutive weeks at 40 hours a week

3 weeks at two different time frames

6 weeks at 20 hours per week (half days)     8:00am – 12:00pm     1:00apm – 5:00pm

Other: \_\_\_\_\_

**Student Acknowledgement:** The student acknowledges completion of the following forms or requirements for the HIM485 Management Practicum.

Review and compliance with the Health Form, Insurance, and Immunization Requirements

Completion and submission of name tag order form with payment. Date Mailed:

Completion and Submission of Confidentiality Agreement

Completion and Submission of Resume

Review and Acknowledgment of understanding the HSA Student Attire requirements

**SPECIAL NOTE:** A student will not automatically obtain placement at their requested site. Placement is based on 1) availability of the site 2) student/site compatibility 3) student's ability to relocate or commute to the site.

## GRADING SCALE

Grade	Points	Percentage	Description
A	4.00	93-100%	Outstanding Scholarship
A-	3.67	90-92%	
B+	3.33	88-89%	Superior Work
B	3.00	83-87%	
B-	2.67	80-82%	
C+	2.33	78-79%	Satisfactory Work
C	2.00	73-77%	
C-	1.67	70-72%	
D+	1.33	68-69%	Unsatisfactory work of lowest passing quality
D	1.00	63-67%	
D-	0.67	60-62%	
F	0.00	Below 60%	Failure (No Credit
I/F	Incomplete. The F will become permanent if work is not completed by the end of the following semester. A written request and consultation with the instructor is required.		

Final determination of a student's grade will be the responsibility of the Practicum Coordinator. However, the Practicum Site Supervisor will be asked to recommend a letter grade for the student based on his/her performance at the clinical site. Grades are based on the following criteria:

## GRADING CRITERIA/COURSE EVALUATION

Activity	Percentage	Points
<b>Weekly Logs &amp; Summaries</b> <ul style="list-style-type: none"> <li>Clarity, Conciseness, Completeness &amp; Timeliness</li> <li>Documentation of AHIMA credentialed mentors</li> </ul>	25%	25
<b>Final Report</b> <ul style="list-style-type: none"> <li>Organization, Clarity, Conciseness, Completeness &amp; Timeliness of all components</li> <li>Preparation and completion of Site Profile</li> <li>Preparation and organization of final report outlined schedules, projects, flow charts, sample forms, etc. pertinent to the clinical experience</li> <li>Students' demonstration of competence through the contribution to and completion of projects and reports for the Clinical Site Supervisor</li> </ul>	50%	50
<b>Evaluations</b> <ul style="list-style-type: none"> <li>Clinical Site Supervisor's Assessment and Written Evaluation</li> <li>Observations and assessment of student professionalism by the Clinical Coordinator</li> </ul>	10%	10
<b>Service Activity Report</b> <ul style="list-style-type: none"> <li>Demonstration of completed activity</li> <li>Clarity, Conciseness, Completeness &amp; Timeliness</li> </ul>	15%	15
		<b>100 Points</b>

## **DEFINITION OF TERMS**

1. **Practicum Site Supervisor/Manager** - Individual employed by a health care organization, who accepts responsibility for overseeing and directing student activities during the practicum experience. This person is usually the Director or their designated representative such as the Assistant Director or department Manager/Supervisor.
2. **Practicum Coordinator** - Individual employed as faculty or affiliate faculty by Regis University under the direction of the Director of Health Services Administration and Management. The Practicum Coordinator contacts practicum sites, makes arrangements for placement of H.I.M. students in approved facilities, and serves as affiliate faculty in the evaluation of student performance.

## **PRACTICUM COORDINATOR RESPONSIBILITIES**

1. Contacts approved clinical sites to determine availability, based on documentation provided by the H.I.M. student on the Practicum Site Request Form, NOTE: Students may not receive their site preference(s) due to lack of availability or incompatibility issues. The student must be flexible to assure appropriate site assignment.
2. Conducts an assessment of any new site and initiates the contract process as needed. A professional resume is requested of the Practicum Site Supervisor as needed.
3. Notifies, upon mutual agreement of times, dates and student assignment, the HSA Program Assistant to send confirmation letters to the Clinical Site Supervisor and the HIM student.
4. Provides all parties with phone numbers to facilitate communication between the site and the H.I.M. student.
5. Monitors each student's performance by making weekly contact by phone and/or an onsite visit to the facility.
6. Reviews weekly logs and summaries submitted by the students and provides timely feedback and advisement as necessary.
7. Intervenes immediately in the event of reports of poor performance or incompatibility, in collaboration with the HSA Director, to assess the situation and make changes as necessary to accommodate the needs of the student and practicum site.
8. Submit, upon conclusion of the practicum, individual student grades based on summaries, projects, final papers, notebooks, and grade recommendation provided by the Practicum Site Supervisor.
9. Refers any matters of an unusual nature to the attention of the HSA department director immediately.

## **PRACTICUM SITE SUPERVISOR RESPONSIBILITIES**

1. Provides the Department of HSA with an updated Curriculum Vitae/Resume as needed.
2. Meets, whenever possible, with the student prior to the practicum start date to discuss the practicum in general and the scheduling of activities.
3. Provides for a thorough tour and orientation to the practicum site.
4. Provides the H.I.M. student with a weekly schedule so that all parties can be assured that the student will receive a thorough overview of departmental activities. It is

recommended that the Supervisor or Designee meet periodically with the student to discuss progress and assignments.

5. Notifies the Practicum Coordinator of any questions or concerns that arise during the practicum as soon as possible.
6. Completes and sends the student evaluation to the Practicum Coordinator within two weeks after completion of the placement. Reviews the evaluation with the student since input from each Practicum Site Supervisor is an essential part of the evaluation process.
7. Applies standards comparable to those of the academic environment in assignment of a grade. Refers questions regarding assignment of a grade to the Practicum Coordinator.

## **HIM STUDENT RESPONSIBILITIES**

1. Complete the appropriate course registration.
2. Submit a practicum site request form and a signed confidentiality statement to the Practicum Coordinator. Sample forms follow.
3. Provide proof of personal health insurance coverage, health status and current immunizations.
4. Obtain professional liability insurance coverage. This is automatically billed to each student upon registration in each practicum course and is provided under a blanket policy.
5. Contact the Practicum Site Supervisor, by phone or letter, prior to the beginning of the practicum to determine work hours.
6. Submit a resume. If requesting waiver of hours, complete the more detailed Education/Experience Summary. The format and instructions for the Education/Experience Summary are included in this section.
7. Maintain and submit a weekly log and weekly summary report. A sample summary format is included in this manual.
8. Complete a Practicum Site Profile. A sample form is included in this manual.
9. Complete and submit the Student Evaluation of the Practicum Site and all required reports within two weeks following completion of the practicum. Instructions are included in this manual.
10. Notify the Practicum Site Coordinator, Practicum Coordinator or HSA department director of any problems, concerns or extenuating circumstances as soon as possible during the practicum.

**Remember:** To a great extent, the student's own attitude and conduct determines the success of the practicum. As with every job, there are certain inconveniences or repetitious tasks involved in practicums. A mature outlook, sense of humor, and willingness to "pitch in" will get you over the rough spots.

The clinical practicums are an opportunity to showcase your skills and abilities to members of the profession. Make the most of it!

## **ACTIVITIES FOR THE MANAGEMENT PRACTICUM**

The major focus of the Management Practicum is for the student to experience the management of a health records department or non-traditional setting, including the necessary interactions with other levels of administration. The student will be assigned to work primarily with RHIA-credentialed supervisors/managers within the department, becoming an extension of them.

While the student will rotate through the department, the emphasis will shift from technical to managerial competencies such as problem-solving, employee relations, and administrative projects. It is strongly recommended that the student complete one or more projects that would allow practice in administrative decision making. Ideally the project would involve:

1. Stating the problem
2. Finding alternative solutions
3. Selecting a solution and justifying the selection
4. Setting a time frame for implementation
5. Indicating what the re-evaluation process should be

Listed below are some possible projects: This list is not exhaustive and projects unique to the facility or mandated by changes in professional practice can be substituted or added.

### **Administrative**

Participate in activities with facility administration and/or medical staff.  
Rotate through ancillary and non-patient care departments  
Justify additional staff and/or equipment purchases  
Design a quality improvement project for some aspect of department operations  
Update of policies and procedures  
Lead a task force or brainstorming session regarding a work flow issue  
Investigate best practices for EHR's, CPOEs, Legal Medical Records, Work flows

### **Legal**

Develop or update a record retention program.  
Assist/develop a legal medical record policy (or do the research for development)  
Update policies on release of information.  
Plan an in-service on some aspect of confidentiality or advance directives

### **Statistical/Research**

Prepare statistical reports and special research projects.

### **Transcription/Word Processing**

Through research of transcription alternatives, propose/recommend how the facility should proceed with providing cost effective, quality transcription services.

### **Employee Relations/Staff Development**

Write or revise position descriptions  
Update policies and procedures

Develop quality work standards  
Develop/revise an orientation and training manual for employees  
Set up and conduct an employee training session  
Conduct work measurement or an evaluation of work flow  
Revise HIPAA training materials

### **Financial**

Develop a proposal for capital expenditures and/or departmental programs.  
Gather statistics to justify capital expenditures  
Survey departmental and ancillary personnel  
Review departmental budgets  
Perform a cost benefit analysis for a change in procedure or new service

### **Facility-Wide**

Work on quality assurance activities  
Participate in facility PRO activities  
Work with facility information systems  
Attend medical staff or other multidisciplinary meetings  
JCAHO Survey preparation

### **Previous projects completed by HIM Practicum students**

1. Chart the work flow within the department (an introductory project that helps students identify tasks/employees)
2. Develop an orientation manual for new department employees
3. Develop and present an inservice program for new employees
4. Work measurement; update policies and procedures
5. Explore alternate staffing positions
6. Justify a position; write a job description
7. Develop an instruction manual for physicians on chart completion/dictation
8. Plan and conduct the conversion of a file area from modified to terminal digit
9. Consolidate routing of outpatient records to improve retrieval rates
10. Develop chart order and analysis guidelines
11. Compile and display data for a clinical pertinence study
12. Perform an inventory of secondary records (indexes, logs, registers)
13. Develop and administer an employee training program
14. Redesign workflows due to changes in process with EHRs

**Each student must complete 120 clock hours of experience as a requirement of the Management Practicum.** Portfolios or substitutions are not allowed. Contact hours at the site are to be documented on the Weekly Log and signed by the Practicum Site Supervisor or designee.

The student should shadow the HIM Manager or HIM Director as much as possible to allow them exposure to the activities completed by these roles. Attending regular meetings, such as

Quality, Medical Record Review or JCAHO Readiness and debriefing the student on the activities and outcomes of the meetings is a good way to involve the student in the day-to-day management activities.

The student may have one larger project to work on throughout the Directed Practice or multiple smaller scale projects. See the list of projects for ideas.

## Sample Schedule for the Directed Practice

Day & Time	Activity
Day 1 (8:00 – 11:00)	<ul style="list-style-type: none"> <li>▪ Meet with Director or Site Supervisor</li> <li>▪ Introduction to HIM Staff</li> <li>▪ Review of Student Orientation Manual, Reference Manual and Attendance Policy and Management Practicum Schedule</li> <li>▪ Review of Department Policies and Procedures</li> <li>▪ Review and Sign Confidentiality statement and any information needed for department personnel file</li> </ul>
Day 1 (11:00 – 4:30)	<ul style="list-style-type: none"> <li>▪ Tour of Facility</li> <li>▪ Review of HIM Department Functions &amp; Applications (flow of chart)</li> </ul>
Day 2	<ul style="list-style-type: none"> <li>▪ Continue Review of HIM Department Functions &amp; Applications (flow of chart)</li> <li>▪ Outline Project Details</li> <li>▪ Review of Department P&amp;Ps and materials pertinent to Project Begin Project, Meet with other manager/staff as needed</li> </ul>
Day 3	Meet with ITS, Admissions and other appropriate managers, work on project
Day 4	Review facility strategic plan, ITS and HIM strategic goals and plan. Work on project
Day 5	Work on Project, attend meetings or meet with other managers as necessary
Day 6	Medical Staff Activities, Review of by-laws, Rules & Regs, Credentialing Process/Work on Project
Day 7	Meet with Patient Accounts Manager or Finance Staff. Review claims processing, tracking, resolutions of disputes & charge master process
Day 8	Human Resources, process for hiring, evaluating, completing corrective action and preparing job descriptions for HIM staff
Day 9	Attend Meetings, Work on Project
Day 10	Meet with Quality Manager, review facility and HIM quality initiatives, review JCAHO & other accreditation processes
Day 11	Meet with VP or Senior Management if appropriate. Work on Project
Day 12	Projects, meetings or other tasks designated by the manager/director
Day 13 & 14	Complete Project
Day 15	Time to ask questions, Wrap Up & Complete Evaluations

## **GUIDELINES FOR STUDENT ORIENTATION TO THE CLINICAL SITE**

The following guidelines are intended to assist you in preparation for your student. We believe these guidelines will help to prevent confusion, improve communication, and set the tone for a smooth clinical experience.

### **PROVIDE COPIES OF**

1. Student's schedule of activities\*\*
2. Written description of any projects you want the student to complete\*\*
3. Information regarding presentations you want the student to plan\*\*
4. Organizational charts of the department and facility
5. Departmental policies and procedures
6. Other items you feel will assist the student in adjusting to and understanding your facility.

**\*\*A detailed schedule of activities is recommended. A schedule which includes daily activities and contacts will assist the student in planning their time and in being more self-directive in completing their tasks. Likewise, if you are able to provide written instructions for any project or presentation you would like the student to complete, he or she will be able to spend unassigned time more effectively and less time asking questions of you and your staff.**

### **FACILITY AND DEPARTMENTAL TOURS**

1. Brief tour of the facility
2. Tour and introduction to related departments and areas where student will have contact. Suggested departments include:
  - a. Admissions
  - b. Employee Relations
  - c. Prospective Payment
  - d. Business Office
  - e. Tumor Registry
  - f. Quality Assessment
  - g. Risk Management
  - h. Management Information Systems
  - i. Utilization Review
  - j. Medical Staff Office
3. Detailed tour of the Medical Record/Health Information Department and introductions to employees and supervisors.

### **PROVIDE AND/OR EXCHANGE INFORMATION ON**

1. Beginning and ending time of work day
2. Person to whom student will report
3. Contact person when the Clinical Site Supervisor is unavailable
4. Your expectations of the student
5. Student's expectations of you and the practicum experience
6. Meals and breaks
7. Location of rest rooms, cafeteria, lockers, etc.

8. Nearest emergency exit; fire and disaster procedures; security
9. Infection control and hazardous materials policies
10. Dress code of your facility

#### **ARRANGE FOR**

1. Necessary identification
2. Parking
3. Attending employee orientation
4. Meal passes
5. Other specific facility requirement

#### **STUDENT PERFORMANCE EVALUATION**

The practicum site supervisor is responsible for completing a student performance evaluation and reviewing with the student at the end of their practicum. The student must submit the evaluation form as part of the requirements of the practicum.

#### **CONTINUING EDUCATION CREDITS**

AHIMA allows for AHIMA credentialed individuals to receive up to 5 CEs for supervising or mentoring an HIM student. Regis encourages the students to identify the AHIMA credentialed employees they work with, the capacity in which they worked with them and the number of hours. Upon the completion of the internship and receipt of the student performance evaluation, CE certificates will be sent to the organization for the credentialed employees.

**AHIMA CE Guidelines for Internships:** AHIMA credentialed site supervisors and employees are eligible receive CEUs by providing substantive oversight and involvement with the student through the completion of the internship. AHIMA-credentialed professionals can supervise more than one student and are eligible for one CEU for every 60 minutes of direct contact with a maximum of five CEUs (five hours of contact) per student, and a maximum of 10 CEUs allowed in each recertification cycle.

**REGIS UNIVERSITY**  
**HEALTH INFORMATION MANAGEMENT PROGRAM**  
**HIM 485 Student Performance Evaluation**  
**Completed by the Practicum Site Supervisor**

**Student Name:** \_\_\_\_\_  
**Dates:** \_\_\_\_\_  
**Facility:** \_\_\_\_\_

1. What are the student's strengths?
  
2. What are the student's weaknesses?

**Please rate the student on these questions using the following scale and provide comments as necessary.**

3. Did the student exhibit professionalism in appearance, attendance and time management?

<input type="checkbox"/> <b>5</b> (Excellent)	<input type="checkbox"/> <b>4</b> (Good)	<input type="checkbox"/> <b>3</b> (Satisfactory)	<input type="checkbox"/> <b>2</b> (Needs Improvement)	<input type="checkbox"/> <b>1</b> (Unacceptable)
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**Comments:**

4. Did the student show evidence of independent judgment and critical thinking?

<input type="checkbox"/> <b>5</b> (Excellent)	<input type="checkbox"/> <b>4</b> (Good)	<input type="checkbox"/> <b>3</b> (Satisfactory)	<input type="checkbox"/> <b>2</b> (Needs Improvement)	<input type="checkbox"/> <b>1</b> (Unacceptable)
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**Comments:**

5. Did the student demonstrate good quality in verbal and written communication skills?

<input type="checkbox"/> <b>5</b> (Excellent)	<input type="checkbox"/> <b>4</b> (Good)	<input type="checkbox"/> <b>3</b> (Satisfactory)	<input type="checkbox"/> <b>2</b> (Needs Improvement)	<input type="checkbox"/> <b>1</b> (Unacceptable)
-----------------------------------------------	------------------------------------------	--------------------------------------------------	-------------------------------------------------------	--------------------------------------------------

**Comments:**

6. Did the student have an adequate understanding of health information concepts to complete the assigned experiences?

<input type="checkbox"/> <b>5</b> (Excellent)	<input type="checkbox"/> <b>4</b> (Good)	<input type="checkbox"/> <b>3</b> (Satisfactory)	<input type="checkbox"/> <b>2</b> (Needs Improvement)	<input type="checkbox"/> <b>1</b> (Unacceptable)
-----------------------------------------------	------------------------------------------	--------------------------------------------------	-------------------------------------------------------	--------------------------------------------------

**Comments:**

7. Did the student exhibited management potential?

<input type="checkbox"/> <b>5</b> (Excellent)	<input type="checkbox"/> <b>4</b> (Good)	<input type="checkbox"/> <b>3</b> (Satisfactory)	<input type="checkbox"/> <b>2</b> (Needs Improvement)	<input type="checkbox"/> <b>1</b> (Unacceptable)
-----------------------------------------------	------------------------------------------	--------------------------------------------------	-------------------------------------------------------	--------------------------------------------------

**Comments:**

8. Did the student exhibit knowledge of information systems?

<input type="checkbox"/> <b>5</b> (Excellent)	<input type="checkbox"/> <b>4</b> (Good)	<input type="checkbox"/> <b>3</b> (Satisfactory)	<input type="checkbox"/> <b>2</b> (Needs Improvement)	<input type="checkbox"/> <b>1</b> (Unacceptable)
-----------------------------------------------	------------------------------------------	--------------------------------------------------	-------------------------------------------------------	--------------------------------------------------

**Comments:**

9. Assign a letter grade for this student. (Final responsibility for grades rests with the Program Director).

<input type="checkbox"/> A	<input type="checkbox"/> A-	<input type="checkbox"/> B+	<input type="checkbox"/> B	<input type="checkbox"/> B-	<input type="checkbox"/> C+	<input type="checkbox"/> C	<input type="checkbox"/> C-	<input type="checkbox"/> Below C-
----------------------------	-----------------------------	-----------------------------	----------------------------	-----------------------------	-----------------------------	----------------------------	-----------------------------	-----------------------------------

**I have reviewed this evaluation with the Practicum Site Supervisor.**

\_\_\_\_\_  
Date

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name/Title

## WEEKLY LOG & SUMMARY REPORT

1. The log weekly summary is due no later than the Thursday following the previous week completed. This will give the Practicum Coordinator time to review your report and list any comments or questions to be discussed.

S	M	T	W	T	F	S
JANUARY						
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

### Example:

The Weekly Log and Summary for Internship hours for the Week of Jan 14<sup>th</sup> – Jan 18<sup>th</sup> are due by Thursday January 24<sup>th</sup>.

2. All summaries must be typed, but the weekly log may be handwritten. The Weekly log must be signed by the Practicum Site Manager, scanned and submitted to the dropbox.
3. The weekly summary expands on your weekly log. It should give a detailed summary of all activities completed, areas covered, employees worked with, meetings attended, projects worked on, and any comments about the overall work flow, morale, and supervision within the department.
4. The summary should be detailed and concise. Generally 1-2 typed pages should be sufficient unless the week was particularly full of activities. Conversely, you may have a week where you primarily worked on one activity and as a result your summary will be shorter.
5. In your summary; include the names, credentials, title, and hours of time spent with of all AHIMA credentialed (RHIA, RHIT, CCS etc) employees that you work with.
6. Please feel free to discuss your weekly activities with the Practicum Coordinator. You may be asked to clarify or expand upon some aspect of your summary.



## **SERVICE ACTIVITY REPORT**

1. Submit a 1-2 page summary of your volunteer experience that was coordinated during HIM385.
2. The summary should include a description of the activity, the student's role in the activity and what the student learned from the experience.
3. The volunteer experience should be comprised of at least 3-4 hours of activity volunteering for the student's state HIM Association or other volunteer activity that contributes to the HIM Profession.

## **EVALUATIONS**

1. Completion and Submission of the Student Evaluation of Practicum
2. Submission of the evaluation by the Clinical Site Supervisor

## **HIM 485 FINAL REPORT**

The final report completed by the student must include the following elements; a site profile, practicum summary, and project report(s). The final report is due two weeks from the last day the internship hours are completed. The report will be evaluated for Organization, Clarity, Conciseness, Completeness, & Timeliness of all components; as well as demonstration of the student's competence through the contribution to and completion of projects and reports.

### **SITE PROFILE:**

The student will complete a site profile providing the following information regarding the organization. Note: Some questions may not be applicable for all organizations.

1. Name of site, site address and phone.
2. Name of Site Supervisor
3. Type of Organization
4. Chief Executive Officer
5. What is the mission of the organization?
6. What are the goals of the organization?
7. Are there separate goals in the department you are in? If so, what are they? How do these goals relate to the mission of the organization?
8. Who are the customers (of the department and of the organization)?
9. What kinds of information does this department/organization provide? To whom?
10. What is the purpose of the information?
11. Describe the systems used to gather the information?
12. What is the total budget of the organization and of the department?
13. Describe the budgeting process of the department.
14. How many FTE's are in the department?
15. Describe the organizational structure and provide an organizational chart of the department.
16. What regulatory agencies does this organization deal with? Are there licensing and accreditation affiliations?
17. Other pertinent information.

### **PRACTICUM SUMMARY REPORT:**

An overall impression of the practicum and a few statements summing up your evaluation of the practicum in general should be provided in introductory statements. (3-4 pages)

Discuss the organizational culture and management style of the department and the department manager/supervisors. Contrast this style or styles with you own style.

- Who, in your opinion, displayed the most consistent and effective management styles? Why?
- Did the management styles displayed during your practicum alter your perceptions of your style or did your style become reinforced?
- What was the relationship between management style and the employees, department culture, morale, workload and work flow? Did one or more factor make one style more effective than another?
- Include a final statement summarizing how your style worked/did not work within the environment of that particular department.

*\*\*These reports are for program use only and are not released to the Clinical Site Supervisors.*

### **PRACTICUM PROJECT REPORT(S)**

The project assigned by your manager/site supervisor should be thoroughly explained, well written and should contain the following:

1. Overall summary of the project
2. Your role in the project
3. Goals of the project
4. Recommendations/findings
5. Summary/next steps
6. Relevant documents and forms used or dealt with during the management practicum experience including meeting minutes. (Explanations regarding the use of the forms is important.)

**REGIS UNIVERSITY**  
**HEALTH INFORMATION MANAGEMENT PROGRAM**  
**STUDENT EVALUATION OF PRACTICUM**

**Student Name:** \_\_\_\_\_

**Dates:** \_\_\_\_\_

**Facility:** \_\_\_\_\_

**Type of Practicum**

1. Describe the process in which you received a general orientation to the facility?
2. Did you receive a tour of the HIM department and were you introduced to departmental and other staff employees?
3. Was your schedule of activities available to you on your first day, and did you generally adhere to this schedule?
4. Was assistance generally available when you needed it? For example, when you had questions about procedures, etc. Did you feel you were adequately supervised, given your level of experience?
5. Were you given adequate exposure to other departments and professionals? How?
6. Did you have sufficient time to meet with your Practicum Site Supervisor or designee?
7. What aspects of this practicum did you enjoy most? Least?
8. In general, did you feel classroom learning prepared you for this experience, or were there areas that need additional class time?
9. Please list what you feel were the strengths and weaknesses of this site, and list some suggestions for improving future practicums.

PLEASE RATE YOUR OVERALL EXPERIENCE:

5	4	3	2	1
Excellent	Very Good	Satisfactory	Below Expectations	Poor

COMMENTS:

\_\_\_\_\_

Date

\_\_\_\_\_

Student Signature

(Site Supervisor does NOT receive a copy of this evaluation.)

## APPENDIX A

### COMPETENCIES FOR HEALTH INFORMATION MANAGEMENT STUDENTS

The Directed Practice and Management Practicum, in combination, include at least the following domains, subdomains, tasks, and knowledge/skill categories as recommended in the accreditation guidelines of the American Health Information Management Association. The extent to which specific items and/or additional items are addressed will vary by course and site.

#### DOMAINS, SUBDOMAINS, AND TASK COMPETENCIES FOR REGISTERED HEALTH INFORMATION ADMINISTRATORS - 2005

##### I. Domain: Health Data Management

Subdomain I.A:	Health Data Structure, Content and Standards	Curriculum Course(s) Addressing Element
I.A.1.	Manage health data (such as data elements, data sets, and databases).	HIM 313, HIM 415, HIM 350, HIM 351, HIM 460, HIM 480
I.A.2.	Ensure that documentation in the health record supports the diagnosis and reflects the patient's progress, clinical findings and discharge status.	HIM 313, HIM 350, HIM 351, HIM 385, HIM 415, HIM 480
I.A.3.	Maintain processes, policies, and procedures to ensure the accuracy of coded data.	HIM 313, HIM 350/1, HIM 480
I.A.4.	Monitor use of clinical vocabularies and terminologies used in the organization's health information systems.	HIM 351, HIM 450, HIM 455
<b>Subdomain I.B. Healthcare Information Requirements and Standards</b>		
I.B.1.	Develop organization-wide health record documentation guidelines.	HIM 313, HIM 415, HIM 480
I.B.2.	Maintain organizational compliance with regulations and standards.	HIM 423, HIM 480
I.B.3.	Ensure Organizational survey readiness for accreditation, licensing and/or certification processes.	HIM 313, HIM 480
<b>Subdomain I.C. Clinical Classification Systems</b>		
I.C.1.	Select electronic applications for clinical classification and coding.	HIM 350, HIM 415, HIM 480
I.C.2.	Implement and manage applications and processes for clinical classification and coding.	HIM 350, HIM 351, HIM 415, HIM 480
<b>Subdomain I.D: Reimbursement Methodologies</b>		
<b>Curriculum Course(s) Addressing Element</b>		
I.D.1	Manage the use of clinical data required in prospective payment systems (PPS) in healthcare delivery.	HIM 351, HIM 415, HIM 460, HIM 480
I.D.2	Manage the use of clinical data required in other	HIM 351, HIM 415, HIM 460, HIM 480

reimbursement systems in healthcare delivery.

- |        |                                                                                                               |                           |
|--------|---------------------------------------------------------------------------------------------------------------|---------------------------|
| 1.D.3  | Participate in selection and development of applications and processes for chargemaster and claims management | HIM 415, HIM 450, HIM 480 |
| I.D.4. | Implement and manage processes for compliance and reporting such as the National Correct Coding Initiative    | HIM 350/1, HIM 480        |

**Domain II. Health Statistics, Biomedical Research and Quality Management**

**Subdomain II. A: Healthcare Statistics and Research**

**Curriculum Course(s) Addressing Element**

- |          |                                                                                                                      |                                    |
|----------|----------------------------------------------------------------------------------------------------------------------|------------------------------------|
| II.A. 1. | Manage clinical indices/databases/registries                                                                         | HIM 313, HIM 416, HIM 460          |
| II.A.2.  | Analyze and present data for quality management, utilization management, risk management, and other related studies. | HIM 313, HIM 415, HIM 460, HIM 480 |
| II.A.3.  | Utilize statistical software                                                                                         | MT 274, HIM 425, HIM 460           |
| II.A.4   | Ensure adherence to the Institutional Review Board (IRB) process and policies                                        | HIM 460, HIM 480                   |

**Subdomain II.B: Quality Management and Performance Improvement**

**Curriculum Course(s) Addressing Element**

- |         |                                                                                                                                  |                                                                 |
|---------|----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| II.B.1. | Organize and coordinate facility wide quality management and performance improvement programs.                                   | HIM 425, HIM 480                                                |
| II.B.2  | Analyze clinical data to identify trends.                                                                                        | HIM 313, HIM 350/1, HIM 415, HIM 385, HIM 460                   |
| II.B.3. | Analyze and present data for healthcare decision-making (such as demonstrating quality, safety and effectiveness of healthcare). | HIM 313, HIM 350/1, HIM 415, HIM 385, HIM 460, HIM 480, HIM 485 |

**III Domain: Health Services Organization and Delivery**

**Subdomain III.A: Healthcare Delivery Systems**

**Curriculum Course(s) Addressing Element**

- |          |                                                                                                                                                                                                       |                                                       |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| III.A.1. | Monitor the impact of national health information initiatives on the healthcare delivery system for application to information system policies and procedures.                                        | HSC 250, HIM 313, HIM 450/5, HIM 480, HIM 485         |
| III.A.2. | Interpret, communicate, and apply current laws, accreditation, licensure and certification standards related to health information initiatives at the national, state, and local and facility levels. | HIM 313, HIM 385, HIM 415, HIM 423, HIM 480, HIM 485  |
| III.A.3. | Analyze and respond to the information needs of internal and external customers throughout the continuum of healthcare services.                                                                      | HIM 313, HIM 415, HIM 460, HIM 455, HIM 480 & HIM 485 |

III.A.4.	Revise policies and procedures to comply with changing health information regulations.	HIM 313, HIM 480, HIM 485
III.A.5.	Translate and interpret health information for consumers and advocates.	HIM 313,HIM 415, Him 423, HIM 480
<b>Subdomain III.B:</b>	<b>Healthcare Privacy, Confidentiality, Legal and Ethical Issues</b>	<b>Curriculum Course(s) Addressing Element</b>
III.B.1.	Coordinate the implementation of legal and regulatory requirements related to the health information infrastructure. Manage access and disclosure of personal health information.	HIM 423, HIM 480, HIM 485
III.B.2.		HIM 313, HIM 423, HIM 485
III.B.3.	Develop and implement organization-wide confidentiality policies and procedures.	HIM 313, HIM 415, HIM 423, HIM 480, HIM 485
III.B.4.	Develop and implement privacy training programs.	HIM 313, HIM 423, HIM 480, HIM 485
III.B.5.	Resolve privacy issues/problems.	HIM 423, HIM 480, HIM 485
III.B.6.	Apply and promote ethical standards of practice.	HIM 313, 415, 350, 351, HIM 455, HIM 480, HCE 430

**IV Domain: Information Technology & Systems**

**Subdomain IV.A: Information and Communication Technologies** **Curriculum Course(s) Addressing Element**

IV.A.1.	Implement and manage use of technology, including hardware and software, to ensure data collection, storage, analysis and reporting information.	HIM 415, HIM 450/5, HIM 480, HIM 485
IV.A.2.	Contribute to the development of networks, including intranet and internet applications to facilitate the electronic health record (EHR), personal health record, public health and other administrative applications.	HIM 415, HIM 450 HIM 455, HIM 480
IV.A.3.	Interpret the derivation and use of standards to achieve interoperability of healthcare information systems.	HIM 415, HIM 450/5

**Subdomain IV.B: Data, Information, and File Structures** **Curriculum Course(s) Addressing Element**

IV.B.1.	Apply knowledge of data base architecture and design (such as data dictionary, data modeling, data warehousing etc.) to meet organizational needs.	HIM 415, HIM 450/5
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**Subdomain IV.C: Data Storage and Retrieval** **Curriculum Course(s) Addressing Element**

IV.C.1.	Apply appropriate electronic or imaging technology for data/record storage.	HIM 385, HIM 415, HIM 450/5, HIM 480, HIM 485
IV.C.2.	Apply knowledge of database querying and data mining techniques to facilitate information retrieval.	HIM 415, HIM 450 HIM 455, HIM 480

IV.C.3.	Implement and manage knowledge-based applications to meet end-user information requirements.	HIM 415, HIM 450/5
V.A.4.	Design and generate administrative reports using appropriate software.	HIM 313, HIM 415, HIM 425, HIM 460, HIM 480

**Subdomain IV.D: Data Security**

IV.D.1.	Enforce confidentiality and security measures to protect electronic health information.	HIM 415, HIM 450/5, HIM 480, HIM 485
IV.D.2.	Protect data integrity and validity using software or hardware technology.	HIM 415, HIM 450 HIM 455, HIM 480
IV.D.3.	Implement and monitor department and organizational data and information system security policies.	HIM 415, HIM 450/5
IV.D.4.	Recommend elements that must be included in the design of audit trail and data quality monitoring programs.	HIM 313, HIM 415, HIM 450/5HIM 480
IV.D.5	Recommend elements that should be included in the design and implementation of risk assessment, contingency planning, and data recovery procedures.	HIM 415, HIM 450/5

**Subdomain IV.E: Health Care Information Systems**

**Curriculum Course(s) Addressing Element**

IV.E.1.	Compare and contrast the various clinical, administrative, and specialty service applications used in healthcare organizations.	HIM 313, HIM 415, HIM 450/5, HIM 480, HIM 485
IV.E.2.	Apply appropriate systems life cycle concepts, including systems analysis, design, implementation, evaluation and maintenance to the selection of healthcare information systems.	HIM 450 HIM 455, HIM 480
IV.E.3.	Facilitate project management by integrating work efforts, as well as planning and executing project tasks and activities.	HIM 458, HIM 480, HIM 485
IV.E.4.	Formulate planning, design, selection, implementation, integration, testing, evaluation, and support for organization-wide information systems.	HIM 450/5, HIM 458, HIM 480
IV.E.5	Apply ergonomic and human factors in interface design.	HIM 450, HIM 455

**DOMAIN V: Organization and Management**

**Curriculum Course(s) Addressing Element**

**Subdomain A. Human Resource Management**

V.A.1.	Manage human resources to facilitate staff recruitment, retention and supervision.	HIM 452, HIM 480, HIM 485
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V.A.2.	Ensure compliance with employment laws.	HIM 452
V.A.3.	Develop and implement staff orientation and training programs.	HIM 425, HIM 480, HIM 485
V.A.4.	Develop and implement continuing education programs.	HIM 452, HIM 480, HIM 485
V.A.5.	Develop productivity standards for health information functions.	HIM 313, HIM 415, HIM 480
V.A.6.	Monitor staffing levels and productivity, and provide feedback to staff regarding performance.	HIM 432 (?), HIM 452, HIM 480
V.A.7.	Benchmark staff performance data.	HIM 425, HIM 452, HIM 480
V.A.8.	Develop, motivate and support work teams.	HIM 432, HIM 425
<b>Subdomain V.B:</b>	<b>Financial and Resource Management</b>	<b>Curriculum Course(s) Addressing Element</b>
V.B.1.	Demonstrate knowledge of financial management and accounting principles.	ACC 320, HCA 465
V.B.2	Prepare and monitor budgets and contracts.	HCA 465, HIM 480
V.B.3.	Demonstrate and apply knowledge of cost-benefit analysis techniques to justify resource needs.	HCA 465, HIM 480
V.B.4.	Manage organization-wide coding and revenue cycle processes.	HIM 351, HCA 465, HIM 480
<b>Subdomain V.C:</b>	<b>Strategic Planning and Organizational Development</b>	<b>Curriculum Course(s) Addressing Element</b>
V.C.1.	Develop strategic and operational plans for facility-wide information systems.	HIM 450, HCA 458, HIM 480
V.C.2	Assess organization-wide information needs.	HIM 415, HIM 450, HCA 458, HIM 480
V.C.3.	Facilitate retrieval, interpretation, and presentation of data/information appropriate to user needs	Him 415, HIM 460, HIM 480
V.C.4.	Demonstrate and apply principles of organization behavior to facilitate team building, negotiation and change management.	HIM 432, HIM 425, HCA 458, HIM 480
<b>Subdomain V.D:</b>	<b>Project and Operations Management</b>	<b>Curriculum Course(s) Addressing Element</b>
V.D.1.	Apply general principles of management in the administration of health information services.	HIM 432, HIM 480
V.D.2	Assign projects and tasks to appropriate staff.	HIM 432, HCA 458, HIM 480
V.D.3.	Implement process engineering and project management techniques to ensure efficient workflow and appropriate outcomes.	HCA 425, HCA 458, HIM 480