CRN175 Healthcare IT Support Syllabus

Course Information
Credits 3
Campus Washburn Institute of Technology
Address 5724 SW Huntoon
City/State/Zip Topeka, Kansas 66604
Office Fax 785-273-7080

Description
This course introduces the fundamentals of information technology in the healthcare environment, what technology is used for in healthcare, and the implementation of such technology. The basics of network design in the healthcare environment are explained.

Textbooks

Student Learning Outcomes:
A. Communicate effectively
B. Integrate technology
C. Learn effectively
D. Demonstrate cooperative teamwork skills
E. Apply safety in the workplace
F. Think critically and creatively
G. Demonstrate responsible work ethics

Competencies

1.0 Regulatory Requirements
1.1 Identify standard agencies, laws, and regulations.
1.2 Explain and classify HIPAA controls and compliance issues.
1.3 Summarize regulatory rules of record retention, disposal, and archiving.
1.4 Explain and interpret legal best practices, requirements, and documentation.

2.0 Organizational Behavior
2.1 Use best practices for handling PHI in the workplace.
2.2 Identify EHR/EMR access roles and responsibilities.
2.3 Apply proper communication methods in the workplace.
2.4 Identify organizational structures and different methods of operation.
2.5 Given a scenario, execute daily activities while following a code of conduct.
3.0 IT Operations
3.1 Identify commonly used IT terms and technologies.
3.2 Demonstrate the ability to setup a basic PC workstation within an EHR/EMR environment.
3.3 Given a scenario, troubleshoot and solve common PC problems.
3.4 Install and configure hardware drivers and devices.
3.5 Compare and contrast basic client networks and tools.
3.6 Set up basic network devices and apply basic configuration settings.
3.7 Given a scenario, troubleshoot and solve common network problems.
3.8 Explain the features of different backup configurations and the associated maintenance practices.
3.9 Classify different server types, environments, features, and limitations.
4.0 Medical Business Operations
4.1 Identify commonly used medical terms and devices.
4.2 Explain aspects of a typical clinical environment.
4.3 Identify and label different components of medical interfaces.
4.4 Determine common interface problems and escalate when necessary.
4.5 Explain the basics of document imaging.
4.6 Given a scenario, determine common clinical software problems.
4.7 Describe change control best practices and its system-wide effects.
5.0 Security
5.1 Explain physical security controls.
5.2 Summarize the different encryption types and when each is used.
5.3 Apply best practices when creating and communicating passwords.
5.4 Classify permission levels based on roles.
5.5 Identify different remote access methods and security controls.
5.6 Recognize wireless security protocols and best practices.
5.7 Implement best practices in secure disposal of electronic or physical PHI.
5.8 Implement backup procedures based on disaster recovery policies.

Guidelines for Success

Assessment Plan
Assessment is an integral part of the educational process at Washburn Tech and accurate feedback is an important tool in continuously improving the institution’s technical programs. Students can expect to participate in assessment activities prior to entry into programs, within specific courses and following program completion for specific fields of study.

Grading Rationale and Grading Scale
Grading Criteria
90% or above A
80% - 89% B
70% - 79% C
60% - 69% D
Below 60% F

Students must have a cumulative 2.0 (on a scale of 4.0) grade point average (GPA) after the first year’s courses in order to return for the second year. Students must have a cumulative 2.0 (on a scale of 4.0) grade point average after the second year in order to graduate.

Grading Rationale:
Course evaluation will be based on performance on quizzes, tests, projects, lab assignments, papers, presentations, and weekly performance. Tests and quizzes will be in short answer, true or false, matching or multiple choice form, and will cover material from lectures, reading assignments, textbooks, labs, and projects. Unexcused absences from tests will result in a score of zero for the test. Instructors must be notified in advance if a student will not be present.
when a test is given.

Pop Quizzes: There may be one or more pop quizzes per week. There is no make-up for missed pop quizzes.

Lab Assignments: Several labs will be given each week which need to be finished by the specified due date. Late lab procedures will be penalized at a rate of 20% per day. There is no make-up for missed projects. Any disk submitted for grading that contains a virus will receive a zero for the project. Any damaged disk submitted for grading will also receive a zero for that project. Lab projects will be graded on accuracy, professionalism, style, and completeness.

Course Projects: Course projects must be completed on or before the due date and time. Late course projects will be penalized at a rate of 20% per day. There is no make-up for missed course projects. Any disk submitted for grading that contains a virus will receive a zero for that project. Lab projects will be graded on accuracy, professionalism, style, and completeness.

Final Projects: Each course will contain a final project. Details for the final project will be provided well in advance of the due date. Any disk submitted for grading that contains a virus will receive a zero for the project. Any damaged disk submitted for grading will also receive a zero for that project. Lab projects will be graded on accuracy, professionalism, style, and completeness.

Attendance
Attendance is a key part of success in the program and attendance hours cannot be made up. However, there are times when a student will have to be absent. It is their responsibility to notify the instructor of any absences. The hours that you were not in class cannot be replaced. You will miss valuable information shared either by your instructor or with other students. Many times you will miss "one-shot" opportunities for lessons, labs, or quizzes which cannot be made-up. Students are responsible for obtaining the work that can be made-up. As outlined in the student handbook several types of absences are "no-charge". The Director of Student Services will determine whether absences should be treated as such. No-charge absences do not count against your attendance record.

Dress Code:
All students will be expected to wear properly fitting apparel suitable to this area of work, often known as "business casual". All dress code policies of Washburn Tech will be followed with the following enhancements for this program: (1) All students will wear slacks while in class. Blue jeans are not appropriate for this program. (2) All shirts must have a collar and will be buttoned and tucked in. (3) Sandals and open shoes are not appropriate.
Disability
The Special Support Services (SSS) Office is responsible for assisting in arranging accommodations and for identifying resources at Washburn Institute of Technology for persons with disabilities. Qualified students with disabilities MUST register and provide documentation with the office to be eligible for services. New requests for accommodations should be submitted two months or more prior to the date services should begin; however, contact the SSS Office as soon as a need may arise. Depending on the accommodation request, four to eight week lead time may be needed for timely and effective provision of services. SSS coordinates and assist in arranging services it deems appropriate of eligible students on a case-by-case basis.

If you are a student with a disability that may substantially limit your ability to participate in this class and believe you will need accommodations, it is your responsibility to contact:

Special Support Services Coordinator
Phone: 785-228-6356
E-Mail: ssscoordinator@washburn.edu