



HEALTHCARE INFORMATION MANAGEMENT: BU-917

College: *Queensborough Community College*

Program Director: *Judith Richburg, MPA*

Reviewer: *Brenda Hersh, Ed.D.*

6/12/2014 |

The City University of New York was awarded \$19.86 million through the United States Department of Labor's Trade Adjustment Assistance Community College and Career Training grant program to offer CUNY CareerPATH, a three-year program aimed at supporting adult students in career advancement and successful college transition, responding to local industry needs, and building CUNY's capacity to serve adult workers. CareerPATH provides academic and English language skills instruction "contextualized" to five industry sectors – health care, education, manufacturing, culinary arts and hospitality, and business – with the goal of engaging adult learners and accelerating their progress once they enroll in college. Strengthened connections between English language pre-college programs, occupational training, and degree programs — bolstered by strong advisement and enhanced student services — help students progress on each step of their education and career pathway. In the short term, participants earn industry-recognized credentials and find jobs. In the longer term, they translate their training into college credit and enter degree programs.

This course is needed to prepare students for entry-level positions in healthcare information management and also to update the skills needed by experienced workers in the healthcare information field. Participants in the QCC CareerPATH Medical Office Assistant training program will enroll in BU-917.

BU-917 (Healthcare Information Management) will become a required course in the Medical Office Assistant A.A.S. degree curriculum. BU-917 has been designated as a "bridge course" that will serve both the Career Paths (Continuing Education) population and our Queensborough Community College Medical Office Assistant A.A.S. students interested in careers healthcare.

The reviewer should complete the information below:

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| Based on your expertise, how would you rate the product's ability to meet standards within your field? | | | |
| <input checked="checked" type="checkbox"/> Outstanding | <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Needs Improvement | <input type="checkbox"/> Incomplete |

SUMMARY: Based on knowledge of the product, please summarize your review of the product below in 2-3 paragraphs.

Healthcare Information Management: BU 917. 4 class hours, 3 credits

The following criteria were used to evaluate this course:

- Textbook content
- Qualifications of Instructors
- Course Content and Materials
- Evolving High-Impact Practices
- Course Evaluation and Student Feedback
- Coordination of BU 917 as a bridge course for Career Paths (Continuing Education) and the Queensborough Community College Medical Office Assistant A.A.S. students.

Textbook Content: Nanette B. Sayles, Volume Editor, Health Information Management Technology: An Applied Approach, Fourth Edition, Chicago: American Health Information Management Association (AHIMA), 2013. This textbook is an extremely ambitious and thorough volume of over 1200 pages. Its various authors are very well qualified, both academically, and professionally. The text also has a glossary and index. It is an excellent comprehensive textbook. Each chapter comprises: Learning Objectives, Key Terms, Real-World Cases and Discussion Questions, Questions: Both medial and final, Summary and References.

Qualifications of Instructors: Both instructors have graduate degrees and are experienced and excellent teachers. After speaking to both of them I can say they are committed to this program and have given a great deal of preparation in creating this course.

Course Content and Materials: The instructors have developed a course outline which states the required text and other materials used for the course, a course description, Internet access (as a valuable resource in understanding governmental oversight in healthcare regulation), database software requirements, general and specific objectives, assignments, final grade evaluation, attendance and academic honesty standards, specific grading charts, timetable and appropriate chapter designations.

Topics presented include: health records, health information management function, ethical and legal issues, electronic health records technology and implementation, health care marketplace, current issues in health care, including regulatory changes, HIPAA, and risk management.

Instructors involve the class in interactive activities which spark creative thinking. Students build databases using Microsoft Access with several tables, creating links and relationships between and among the tables. They also develop queries from the tables stimulating innovative thinking. Ethical topics such as selling organs, the use of humans for studies when the participants are not willing or unaware of the consequences are discussed. Students also engage in role playing job interviews. These kind of stimulating topics lead to creative thinking. They are part of evolving high-impact practices used in this program.

Course Evaluation and Student Feedback: Students have positively evaluated both instructors in a written and anonymous format.

Bridge Course: As many of these students are adults returning to the workforce this is a perfect course for them. It is challenging and requires difficult textbook reading. It provides Internet knowledge and software learning skills. Students are required to create manuscripts/reports which entail the reading of articles, the composition of their papers and the ability to use Microsoft Word to key the report, including references. Soft skills such as appropriate dress and manners are presented concomitantly. All of these skills serve as a valuable "bridge" to both the academic and work worlds.

Conclusion: BU 917, Health Information Management Technology, has been developed and applied as an excellent course both as a requirement for the Medical Office Assistant A.A.S. degree program, and as a bridge course for Career Paths (Continuing Education) students. The course provides theoretical content, Internet, database, and word processing skills. The Business Department has made BU 917 a requirement for the major's Health Care Office Administration: Managing, Coding and Billing Certificate Program and Health Care Office Administration Assistant Certificate Program.

Brenda Hersh

6/12/2014

Signature

