



The Business of Health Care Informatics BMI 519 Summer 2014

Professor: **John Jay Kenagy, PhD, FHIMSS**
Senior Vice President and Chief Information Officer
Legacy Health

Graduate Faculty, School of Medicine
Oregon Health & Science University

Email: jkenagy@lhs.org (Preferred method to reach me)
kenagyj@ohsu.edu

Phone: W: 503-415-5955
Admin: 503-415-5988 (Janis Jennings)
C: 206-819-5993

ORGANIZATION OF THE COURSE

Scope and Purpose

This course is designed to provide the health informatics student an overview of the business practices related to health care information technology. It augments the study of the science of health information with an exposure to the practices whereby a health care organization sets IT goals and objectives, designs and implements IT solutions, manages the IT function and organization, and develops IT capital and operating budgets.

Health care organizations by their very nature are information dependent—from clinical decision making to operational and business planning. These organizations are investing significant dollars, and increasingly high percentages of available capital, into modern information systems. The success of these projects hinges upon solid business practices, including strategic planning, system life cycle, requirements development, vendor negotiation and selection, project management. These skills are too often learned through the “school of hard knocks.”

Objectives and Goals

The fundamental objective of this course is to provide the student a good exposure to business principles and practices related to the management of health care information. Specifically, the professor sets forth the following goals for the course:

- To present a systematic, organized approach to health care information technology solutions—from high-level **strategic planning** to the tactical **system development life cycle**.

- To analyze the current **health care information technology marketplace**, including vendor history, product offerings and financial evaluation.
- To introduce **common business issues and tools**, such as requirements development, the request for proposal, and vendor selection, negotiation, and contracting.
- To expose the students to **information technology governance and management practices**, such as organizational structure and budget development.

Upon successful completion of the course, students should understand how effective business practices in IT play a critical role in health care organizations.

The intent of this class is also to address many of the core competencies of the Certified Professional in Health Information and Management Systems (CPHIMS) offered by the Health Information Management and Systems Society. The course material should augment the student's own experience as a good preparation for any student wishing to pursue this formal certification.

Class Format

While business management skills are developed through practice and experience, the course materials and discussions should provide students with an exposure to the theories, best practices and some individual work with concepts and tools.

This online course will be based on the following format fundamentals to make this a rewarding educational opportunity:

- I will organize the course into the progressive weeks. Each week's folder will contain three basic elements: Readings, Lectures and Discussion Topics. I'll introduce each week with an overview of the topic and key learning objectives. I hope this will assist in providing an organized and rewarding experience.
- Students are expected to complete the assigned readings which include chapters from our textbook, *Health Care Information Systems*, and complementary articles from practitioner journals and other sources.
- Online, threaded discussions will give learners the opportunity to think about the topic and contribute their own ideas and thoughts. I will post specific issues for each session in the online discussion component of our tool. You are encouraged to also post questions and reactions. Interactions and contributions to the threaded discussion are required—this takes the place of the interactive nature of face-to-face classes and group discussions. Depending on class size, I may also break the class into discussion cohorts so you are not having to read through an unwieldy number of postings; a learner will be assigned each week to summarize the high points of the discussion for the benefit of all learners. **NOTE:** Posting each week is required for participation credit for that

discussion. **Learners will be evaluated on active participation in the course room** (“active” measured as contribution of substantive postings). Our TA will describe the grading rubric and discussion team assignments during Week 2.

I recognize that the vast majority of learners are working professionals (not to mention the professor) and we all gravitate to distance learning for its convenience and flexibility. However, to support an effective learning experience, I want to share the following general guidelines about the discussion forum:

- (1) To foster the beneficial interaction and dialogue, I encourage students to post their initial responses as soon as possible during the week, with a final deadline of noon Pacific on Saturday.
 - (2) Students should post substantive responses by Sunday midnight (this will serve as the deadline for participation evaluation).
 - (3) On a rotating basis, a learner will be assigned the task to summarize the team dialogue for the whole class to benefit from the conversation. These should be posted by Monday midnight.
- To add depth to the material, I have supplemented the readings with online lectures. My goal is to highlight specific theories and practices that contribute to business success.
 - Students will complete a two term assignments: a midterm deliverable due during Week 5 and a final deliverable at the end of the course. More information about these projects will be available in the courseroom, including specific due dates.
 - I will maintain virtual “office hours” and am quite active on email. I read email continuously throughout the day (particularly my Legacy work mail). For time-sensitive issues, feel completely free to contact my administrative assistant.
 - In addition to the normal “asynchronous” class process, I will try schedule a couple of voluntary conference calls for students to dial in to a conference line and discuss any timely topic and/or pose any questions. In addition, I will try to line up some guest speakers to join our discussion as well.

Required Readings

Wager, K. A., Lee, F. W., Glaser, J. P. *Health care information systems: A practical approach for health care management* 3rd edition. Jossey-Bass, 2013.

Additional readings will be linked in each unit.

Requirements and Grading Criteria

Students will be evaluated using the following criteria:

<u>Active, Meaningful</u> Participation in Threaded Discussions	25%
Midterm Project	
Written Deliverable, Presentation and Moderated Discussion	35%
Final Project	
Written Deliverable	40%

Graduate Studies in the OHSU School of Medicine is committed to providing grades to students in a timely manner. Course instructors will provide students with information in writing at the beginning of each course that describes the grading policies and procedures including but not limited to evaluation criteria, expected time needed to grade individual student examinations and type of feedback they will provide.

Class grades are due to the Registrar by the Friday following the week of finals. However, on those occasions when a grade has not been submitted by the deadline, the following procedure shall be followed:

- 1) The Department¹ /Program Coordinator² will immediately contact the Instructor requesting the missing grade, with a copy to the Program Director and Registrar.
- 2) If the grade is still overdue by the end of next week, the Department¹ /Program Coordinator² will email the Department Chair directly, with a copy to the Instructor and Program Director requesting resolution of the missing grade.
- 3) If, after an additional week the grade is still outstanding, the student or Department¹ /Program Coordinator² may petition the Office of Graduate students for final resolution.

1 For courses that are run by a specific department.

2 For the conjoined courses (course number is preceded by CON_ that are run by Graduate Studies.

Copyright Information:

Every reasonable effort has been made to protect the copyright requirements of materials used in this course. Class participants are warned not to copy, audio, or videotape in violation of copyright laws. Journal articles will be kept on reserve at the library or online for student access. Copyright law does allow for making one personal copy of each article from the original article. This limit also applies to electronic sources.

To comply with the fair use doctrine of the US copyright law, Sakai course sites close three weeks after grades are posted with the Registrar. Please be sure to download all course material you wish to keep before this time as you will have no further access to your courses.

DMICE Communication Policy:

1. If the syllabus directs the student to contact the TA before contacting the instructor, the student should do so. Otherwise, the student should contact the instructor and allow 2 business days (not including weekends) for a response.
2. If the student does not receive a response from the instructor within 2 business days, s/he should contact the TA (if there is one). When contacting the TA s/he should cc the instructor and Diane Doctor at doctord@ohsu.edu.
3. If a student does not receive a response from the TA within 1 business day (not including weekends), s/he should contact Diane Doctor at doctord@ohsu.edu and cc the instructor and the TA.
4. If Diane does not reply within 1 business day (not including weekends), the student should contact Andrea Ilg at ilgan@ohsu.edu.
5. Students having difficulties with Sakai should contact the Sakai Help Desk at sakai@ohsu.edu or at (877) 972-5249. Sakai help is available M-F from 8am to 10-pm and weekends from Noon to 5pm. Do not contact the instructor.

Syllabus Changes And Retention:

This syllabus is not to be considered a contract between the student and the School of Medicine. It is recognized that changes may be made as the need arises. Students are responsible for keeping a copy of the course syllabus for their records.

Student Access:

OHSU is committed to providing equal access to qualified students with disabilities. Student Access determines and facilitates reasonable accommodations, including academic adjustments and auxiliary aids, for students with documented disabilities. A qualified student with a disability is a person who meets the academic and technical standards requisite to admission or participation in a particular program of study. As defined by the Americans with Disability Act (ADA), a person with a disability has a physical or mental impairment that substantially limits one or more major life activities of the individual. This may include, but is not limited to, physical conditions, chronic health issues, sensory impairments, mental health conditions, learning disabilities and ADHD. Student Access works with students with disabilities from all of OHSU's educational programs and at each campus.

Each school has an assigned Program Accommodation Liaison (PAL), who acts as an "in-house" resource for students and faculty concerning access issues for students with disabilities. The PAL works in collaboration with Student Access to implement recommended accommodations for students with disabilities.

It is recommended that you contact Student Access to consult about possible accommodations if you a) received disability accommodations in the past, b) begin experiencing academic difficulties, and/or c) are given a new diagnosis from your healthcare provider.

Learn more about Student Access:

Phone: 503 494-0082

Email: studentaccess@ohsu.edu

Website: www.ohsu.edu/student-access

Academic Honesty:

Course participants are expected to maintain academic honesty in their course work. Participants should refrain from seeking past published solutions to any assignments. Literature and resources (including Internet resources) employed in fulfilling assignments must be cited. See http://www.ohsu.edu/xd/education/library/research-assistance/plagiarism.cfm?WT_rank=1# for information on code of conduct for OHSU and <http://www.ohsu.edu/xd/education/teaching-and-learning-center/for-students/index.cfm> for more information on citing sources and recognizing plagiarism.

In an effort to uphold the principles and practice of academic honesty, faculty members at OHSU may use originality checking systems such as Turnitin to compare a student's submitted work against multiple sources.

To protect student privacy in this process, it will be necessary to remove all personal information, i.e. student name, email address, student u-number, or any other personal information, from documents BEFORE submission.

Use of Sakai:

This course will have an online component, which can be accessed through Sakai, OHSU's online course management system. For any technical questions or if you need help logging in, please contact the Sakai Help Desk.

Hours: Sakai Help Desk is available Mon – Fri, 8 am – 10 pm and weekends and holidays
12 pm – 5 pm

Contact Information:

(Toll-free) 877-972-5249

(Web) <http://atech.ohsu.edu/help>

(Email) sakai@ohsu.edu

Course Schedule

<u>Week</u>	<u>Topic</u>
Week 1:	Introduction and Overview Course Introduction, Student Introduction Healthcare IT Introduction
Week 2:	IT Strategic Planning and Organizational Alignment
IT Systems Lifecycle	
Week 3:	System Development Life Cycle Project Initiation
Week 4:	Return on Investment Setting Project Priorities
Week 5:	Health Care IT Vendor Marketplace Team Projects: Vendor Analysis
Week 6:	Vendor Selection Selecting a Health Care Application Request for Proposal Evaluation, Negotiation, Contracting
Week 7:	System Implementation Project Management
Governing and Managing IT	
Week 8:	IT Governance IT Budget and Financial Management
Week 9:	IT Organization CMIO/Informatics
Week 10:	IT Risk Management

Our program is committed to all students achieving their potential. If you have a disability or think you may have a disability (physical, learning, hearing, vision, psychological) which may need a reasonable accommodation please contact Student Access at (503) 494-0082 or e-mail at orchards@ohsu.edu to discuss your needs. You can also find more information at <http://www.ohsu.edu/student-access>. Because accommodations can take time to implement, it is important to have this discussion as soon as possible. All information regarding a student's disability is kept in accordance with relevant state and federal laws.