The Business of Health Care Informatics  
BMI 519  
Summer 2018

3 credit hours  
Instructors: Vishnu Mohan MD MBI FACP, Joanne Valerius, PhD, MPH

Version information: This version of the syllabus updated May 4th, 2018

Key Information About This Course

<table>
<thead>
<tr>
<th>Course Number</th>
<th>BMI 519</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Title</td>
<td>Business of healthcare Informatics</td>
</tr>
<tr>
<td>Number of Credits</td>
<td>3 (online)</td>
</tr>
<tr>
<td>Quarter</td>
<td>Summer Term 2018</td>
</tr>
</tbody>
</table>
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763-427-9797  
Vishnu Mohan MD MBI FACP  
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503-494-4469 |
| Required Textbook | none |

Instructors

Vishnu Mohan MD MBI FACP

About me: I am an internist, clinical educator, and clinical informatician, and an Assistant Professor in Medical Informatics, Medicine, and Management here at OHSU. I am the program director of our ACGME-accredited clinical informatics subspecialty fellowship, and am board certified in internal medicine and in the subspecialty of clinical informatics.

Teaching: I teach three core clinical informatics courses at DMICE - BMI 560/660 (Design and Evaluation in Health Informatics), BMI 512/612 (Clinical Information Systems), and BMI 513 (Electronic Health Record Lab). I also teach ISQA 551 (Healthcare Information Technology for Managers) for the OHSU/PSU MBA in Healthcare Management program. As an internist and clinician-educator, I also teach medical students, residents and clinical informatics fellows.
Research interests: My primary research interest is in ensuring patient safety in the delivery of healthcare, and in promoting clinical diagnostic reasoning in today’s technology-rich clinical environment. I study how clinicians interact with technology, and how technology affects their decision making. I’m also interested in using high-fidelity simulations to examine how clinicians interact with technology. I have been involved with developing protocols that promote EHR safe use.

Other interests: I am also interested in clinical and biomedical informatics education, as well as curriculum development that helps to train the health IT workforce.

Homepage: My OHSU web page is at: http://goo.gl/3C1D

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Telephone: 503 494 4469

How to reach me: Email is always the best way to communicate with me. My office hours are by appointment – email for a time to meet virtually or face-to-face.

Joanne Valerius, PhD, MPH

About me: My doctorate is in Education, and an interdisciplinary masters in public health. I have held several director positions in health information management. My philosophy in teaching is collaborative, the teacher is also the learner. I value what each student is able to bring to a course.

Teaching: It is my pleasure to teach BMI 517, BMI 520 Consumer Health Informatics, BMI 576/676 Ethics, and BMI 519 Business of Healthcare Informatics. Each course is unique in content and intent, and I enjoy working with students to achieve the objectives of each course.

Research interests: Currently, I serve on a World Health Organization subcommittee working to develop a mobile health device for persons with disabilities.

Other interests: I am also interested in organizational development, organizational change, diversity, and educational evaluation.

How to reach me: You may email me at valerius@ohsu.edu or text or phone me at 763-427-9797.
Scope and Purpose

This course is designed to provide the health informatics student an overview of the business practices related to the operational informatics environment. It exposes the learner 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.

At its highest level, the course answers the question “what do clinical informaticians need to know about the business of health care delivery to make them effective in their professional careers?”

Objectives and Goals

The fundamental objective of this course is to provide the student a good exposure to business principles and practices related to clinical informatics. Specifically:

- 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 introduce common business concepts and tools, such as requirements for 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 play a critical role in the informatics component of health care organizations.

Class Format

Students learn through the Sakai learning management software at https://sakai.ohsu.edu. The online component includes lectures, PowerPoint slides and handouts, reading assignments, and project material. If you have any technical questions or if you need help logging in, please contact the Sakai Help Desk, which is open Mon – Fri, 8 am – 9 pm, weekends from 12 pm – 5 pm (closed on official OHSU holidays).

The course materials and assignments on Sakai are the most up to date each week.

Sakai Help Desk Contact Information:
Requirements and Grading Criteria

Students will be evaluated using the following criteria:

Participation in Threaded Discussions 60%
Final Project 40%

Grades are assigned based on the following criteria:
A 93-100
A- 90-92.99
B+ 87-89.99
B 83-86.99
B- 80-82.99
C+ 77-79.99
C 73-76.99
C- 70-72.99
F <70

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 Department\(^1\) /Program Coordinator\(^2\) 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 Department\(^1\) /Program Coordinator\(^2\) 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 Department\(^1\) /Program Coordinator\(^2\) 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.

Please use professional etiquette when communicating with peers and the instructor. This means avoiding aggressive or offensive language, showing respect for others’ opinions and positions, and conducting yourself as if you were face to face with them. Please pay special attention to etiquette in class forums and when using email. If you notice someone violating this policy, please make the instructor and TA aware of the problem.

**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. However, ALWAYS check Sakai for the most up to date information.

**Student Access:**

OHSU is committed to providing equal access to qualified students who experience a disability in compliance with Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA) of 1990, and the ADA Amendments Act (ADA-AA) of 2008. If you have a disability or think you may have a disability (physical, sensory, chronic health, psychological or learning) please contact the Office for Student Access at (503) 494-0082 or studentaccess@ohsu.edu to discuss eligibility for academic
accommodations. Information is also available at www.ohsu.edu/student-access. Because accommodations may take time to implement and cannot be applied retroactively, 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.

**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 – 9 pm and weekends 12 pm – 5 pm
Sakai Help Desk is closed on OHSU-observed holidays.
Contact Information:
(Toll-free) 877-972-5249
(Web) http://atech.ohsu.edu/help
(Email) sakai@ohsu.edu
**Course Content**

Topics covered in this course include

- IT Strategic Planning and Organizational Alignment
- Project Initiation and Implementation
- Maintaining and Optimizing Informatics Projects
- Return On Investment
- Setting Project Priorities
- Clinical Information System Vendor Selection
- IT Governance
- IT Budget and Financial Management

Note that the actual content for this course may vary from this example.

**Online Participation**

Online discussions will give learners the opportunity to think about the topic and contribute their own ideas and thoughts. 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, the class may be broken up into discussion cohorts to avoid overwhelming you as you 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**

Forums participation is graded using the following rubric:
- 0 = no participation
- 1 = minimal participation
- 2 = adequate participation in discussion (students posts satisfy the requirements)
- 3 = student post demonstrates that they have met learning objectives
- 4 and 5 = superior participation that exceeds the required response (participation in a meaningful manner that promotes the learning of others)

You will see that there is a significant weightage towards participation that allows others to learn from your perspectives.

We recognize that the vast majority of learners are working professionals. However, to support an effective learning experience, we want to share the following general guidelines about the discussion forum:
(1) To foster the beneficial interaction and dialogue, we encourage students to post their initial responses as soon as possible during the week, and at the latest by Friday at 11:59 pm Pacific Time. This gives other students an opportunity to read and respond to posts.

(2) Students should post substantive responses by Sunday 11:59 p.m. Pacific Time (this will serve as the deadline for participation evaluation).

**Academic Honesty:**

Course participants are expected to maintain academic honesty in their course work. Participants should refrain from seeking published solutions to any assignments. Literature and resources (including Internet resources) employed in fulfilling assignments must be cited.

See the following websites for details and information on the code of conduct for OHSU, and for more information on citing sources and recognizing plagiarism.

http://ozone.ohsu.edu/som/faculty/docs/graduatecouncil/profconductpolicy.pdf

http://www.ohsu.edu/xd/education/library/research-assistance/plagiarism.cfm?WT_rank=1#

http://www.ohsu.edu/xd/education/teaching-and-learning-center/for-students/index.cfm

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.

**OHSU Student Access Policy:**

OHSU is committed to providing equal access to qualified students who experience a disability in compliance with Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act (ADA) of 1990, and the ADA Amendments Act (ADA-AA) of 2008.

If you have a disability or think you may have a disability (physical, sensory, chronic health, psychological, learning, or other) please contact the Office for Student Access at (503) 494-0082 or studentaccess@ohsu.edu to discuss eligibility for academic accommodations. Information is also available at www.ohsu.edu/student-access.
Because accommodations may take time to implement and cannot be applied retroactively, 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.