University of Florida  
College of Public Health & Health Professions Syllabus  
Information Management in Health Administration  
HSA 6198 (3 credits)  
Semester: 2015  
Delivery Format: On-Campus  
Course Website: lss.at.ufl.edu (Canvas)

Instructor Name: Frederick R. Kates  
Room Number: 3115  
Phone Number: 352-273-6060  
Email Address: kates.rick@phhp.ufl.edu  
Office Hours: Tuesday 9-11am & appointment

Teaching Assistant: Sarah Bauer  
Room Number: (TBA)  
Email Address: secbauer@ufl.edu  
Office Hours: Tuesday 9-11am & appointment

Preferred course communications: Email to TA or instructor  
Course meeting times and location:  
Monday 9:35am – 11:30am; Wednesday 9:35am – 10:25am (G307)

PURPOSE AND OUTCOME

Course Overview  
This course provides an introduction to the management of healthcare information systems. Topics include analyzing system requirements, system design and evaluation, selecting computer resources, and managing the implementation process.

Course Objectives and Relation to MHA Program Competencies  
Upon successful completion of the course, students will be able to manage the analysis, planning, design, implementation, and evaluation of a health information system.

1. Manage the planning, analysis and design activities of a health information system solution [competencies: LP-0, LP-1, LP-2, LP-3, LP-4, LP-5, LP-6, HOP-0, HOP-1, HOP-2, HOP-4, BAT-1, BAT-3]
2. Manage the implementation, support and evaluation activities of a health information system solution [competencies: BAT-0, BAT-1, BAT-3, HOP-1, HOP-4, LP-2]
3. Research and assess the impact of policy, technology, market and human resource capabilities on an organization’s health information system adoption and use [competencies: HOP-4, HEC-1, HEC-2]
4. Research and describe the fundamental technological components of today’s health information systems [competency: HEC-1]
A comprehensive map of MHA program competencies, course objectives and assessments can be found at the end of this syllabus.

**Instructional Methods**

*What is expected of you?*

You are expected to actively engage in the course throughout the semester. You must come to class prepared by completing all out-of-class assignments. This preparation gives you the knowledge or practice needed to engage in higher levels of learning during the live class sessions. Unlike a traditional lecture-style course, this course involves a significant amount of in-class discussion and interaction among students and with the instructor. Typically, these interactions and discussions will be directly based on pre-assigned readings, videos, or assessments that must be completed in advance of each class meeting. Similarly, you are expected to actively participate in the live class. Your participation fosters a rich course experience for you and your peers that facilitates overall mastery of the course objectives.

We will refer to this learning process as **Blended Learning.**

A Blended Learning class uses a mixture of technology and face-to-face instruction to help you maximize your learning. Knowledge content that, as the instructor, I would have traditionally presented during a live class lecture is instead provided online before the live class takes place. This lets me focus my face-to-face teaching on course activities designed to help you strengthen higher order thinking skills such as critical thinking, problem solving, and collaboration. Competency in these skills is critical for today’s health professional.

**DESCRIPTION OF COURSE CONTENT**

Outline/Course Schedule

**Note: this schedule is subject to change. Please refer frequently to the course website for the most recent content.**

<table>
<thead>
<tr>
<th>Week</th>
<th>Class Meeting Dates</th>
<th>Readings</th>
<th>Assessments Due</th>
<th>Monday Topics</th>
<th>Wednesday Topics</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Aug. 24, 26</td>
<td>Wager Ch. 1</td>
<td></td>
<td>Introductions; technology/demo; syllabus; lecture 1a; Socrative</td>
<td>Intro. to Canvas (Bauer); binary; lecture 1b <em>Introduction to Health Information Systems</em></td>
</tr>
<tr>
<td>Week</td>
<td>Dates</td>
<td>Assignments</td>
<td>Lectures</td>
<td>Other Activities</td>
<td></td>
</tr>
<tr>
<td>------</td>
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<td>-----------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------</td>
<td>-------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Aug 31, Sep 2</td>
<td>Aug 30, 11:59pm Online quiz 1, Chapter 1 (ungraded); Sep 2, 9:30am Video Assignment</td>
<td>Lecture 2a <em>Health Care Data Quality</em> Introduce informatics</td>
<td>Flow charts</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Lecture 2b <strong>Ensuring data quality</strong></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Sep 7, 9</td>
<td>Sep 6, 11:59pm Online quiz 2 Sep 9, 9:30am Project assignment 1</td>
<td>No Class <em>(Labor Day)</em></td>
<td>Lecture 3a Regulations, laws and standards</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>Set up video assignment for standards</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Sep 14, 16</td>
<td>Sep 13, 11:59pm Online quiz 3 Sep 16, 9:30am Project assignment 2</td>
<td>Lecture 3b and 4a History and evolution of <em>Health Care Information</em></td>
<td>Student videos related to standards and real-world applications</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Sep 21, 23</td>
<td>Sep 20, 11:59pm Online quiz 4 Sep 23, 9:30am Project assignment 3</td>
<td>Clinical information systems;</td>
<td>Enhancing quality of patient care with health IT</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Sep 28, 30</td>
<td>Sep 27, 11:59pm Online quiz 5</td>
<td>System acquisitions</td>
<td>Prepare a RFQ, vendor audit, develop a negotiation strategy</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Oct 5, 7</td>
<td>Oct 4, 11:59pm Online quiz 6 Oct 7, 9:30 Project Assignment 4</td>
<td>System implementation</td>
<td>Develop a plan to accelerate change in an organization</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Oct 19, 21</td>
<td>Oct 18, 11:59pm Online quiz 8 Oct 21, 9:30am Out-of-class video assignment with Student examples</td>
<td>Health care information systems adoption, use, and value</td>
<td>Practice design planning</td>
<td></td>
</tr>
<tr>
<td>Week</td>
<td>Dates</td>
<td>Readings</td>
<td>Lecture Topics</td>
<td>Assignments</td>
<td></td>
</tr>
<tr>
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<td>--------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------</td>
<td></td>
</tr>
</tbody>
</table>
| 10   | Oct. 26, 28 | Wager Ch. 11 | **Oct. 25, 11:59pm**
Online quiz 9  
**Oct 28, 9:30am**
Project Assignment 6 | Electronic health record; meaningful use; HIPAA | Encryption, Encryption Encryption |
| 11   | Nov. 2, 4 | Wager Ch. 12 | **Nov. 2, 11:59pm**
Online quiz 10  
**Nov 4, 9:30am**
Project Assignment 6 | Information technology-based change, implementation challenges | Project group work and feedback |
| 12   | Nov. 9, 11 | Wager Ch. 13 | **Nov. 8, 11:59pm**
Online quiz 11 | Information technology change, deriving value | No Class (Veterans Day) |
| 13   | Nov. 16, 18 | Wager Ch. 14 | **Nov. 15, 11:59pm**
Online quiz 12 | Strategy considerations and the competitive value of IT | Practice evaluation planning |
| 14   | Nov. 23, 25 | Wager Ch. 15, 16 | **November 25**
Project Assignment 7 | IT governance  
Managements role in major IT initiatives | No class (Thanksgiving) |
| 15   | Nov. 30, Dec. 2 | Wager Ch. 17 | **Nov. 29, 11:59pm**
Online quiz 13 | Project management | Value realization |
| 16   | Dec. 7, 9 | | **Dec 6, 9:30am**
Final project, videos, papers and presentations | Project presentations | Project presentations |
Course Materials and Technology (Required)

Textbooks
*Available as free e-book from UF Library (you must be logged on to UF VPN if off campus) [http://www.books24x7.com/marc.asp?bookid=58155](http://www.books24x7.com/marc.asp?bookid=58155)*

Other readings
Additional readings may be distributed through the course website

Technology
Subscription to [iHealthBeat.org](http://www.books24x7.com/marc.asp?bookid=58155) daily newsletter (free)
For technical support for this class, please contact the UF Help Desk at:
- Learning-support@ufl.edu
- (352) 392-HELP - select option 2
- [https://lss.at.ufl.edu/help.shtml](https://lss.at.ufl.edu/help.shtml)

ACADEMIC REQUIREMENTS AND GRADING

Online Quizzes
Students will complete approximately 15 short quizzes throughout the semester. The exact number of quizzes is subject to change. Rather than assign lengthy, cumulative and high-stakes exams, these quizzes are meant to help students monitor their ongoing understanding and comprehension of the assigned course materials and be prepared for in-class lectures, discussions, and activities each week. The quizzes must be completed via the course website prior to the first class meeting of each week. Tentative quiz due dates are on the schedule above. Quiz openings and due dates will be announced via the course website.

- Each quiz will contain two parts:
  - Part 1 will be approximately 5-10 multiple choice or true/false questions
  - Part 2 will be one open-ended question to be discussed in class the following week

- Quiz 1 is as practice and students will receive full credit by answering all questions.
- Quizzes 2-15 will be graded for correctness (multiple choice and T/F questions only)
- Students will be given two attempts to complete each quiz.
  - Students must complete the quizzes individually and NOT share any information about the quizzes with their classmates.
  - Each student’s lowest quiz grade will be dropped from the final grade calculation
Project
The project will involve approximately seven individual or group assignments to be delivered throughout the semester. The projects will then culminate in a final group videos, papers and presentations. Through the final project, students will gain experience in managing the planning, analysis, design, implementation, support, and evaluation activities of a health information system solution for a real-world problem. Details of each deliverable will be provided throughout the semester.

Class Participation
Your participation grade will be determined according to your level of participation during in-class activities, discussions, and attendance throughout the semester. Attending but not actively participating during class discussions and in-class activities class will NOT earn full participation credit. The instructor will record attendance and participation weekly. Students are encouraged to contact the instructor during the semester for updates on their recorded participation. In addition to the quantitative component, there is a qualitative component to participation. Thoughtful comments and/or questions that show evidence of reading and critical thinking will earn you more participation credit than off-topic, extraneous comments.

Grading

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Due date</th>
<th>% of final grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quizzes</td>
<td>Weekly quizzes* (see schedule)</td>
<td>25%</td>
</tr>
<tr>
<td>Project</td>
<td>Periodic deliverables (see schedule)</td>
<td>35%</td>
</tr>
<tr>
<td></td>
<td>Project assignments, discussions, videos -</td>
<td></td>
</tr>
<tr>
<td></td>
<td>papers, and presentations</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Final video, paper, and presentation</td>
<td>25%</td>
</tr>
<tr>
<td>Professionalism</td>
<td>Weekly class participation, guest lectures</td>
<td>15%</td>
</tr>
</tbody>
</table>

*lowest quiz score dropped from final grade.

Point system used (i.e., how do course points translate into letter grades).

<table>
<thead>
<tr>
<th>Points earned</th>
<th>93-100</th>
<th>90-92</th>
<th>87-89</th>
<th>83-86</th>
<th>80-82</th>
<th>77-79</th>
<th>73-76</th>
<th>70-72</th>
<th>67-69</th>
<th>63-66</th>
<th>60-62</th>
<th>Below 60</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter Grade</td>
<td>A</td>
<td>A-</td>
<td>B+</td>
<td>B</td>
<td>B-</td>
<td>C+</td>
<td>C</td>
<td>C-</td>
<td>D+</td>
<td>D</td>
<td>D-</td>
<td>E</td>
</tr>
<tr>
<td>Grade Points</td>
<td>4.0</td>
<td>3.67</td>
<td>3.33</td>
<td>3.0</td>
<td>2.67</td>
<td>2.33</td>
<td>2.0</td>
<td>1.67</td>
<td>1.33</td>
<td>1.0</td>
<td>0.67</td>
<td>0.0</td>
</tr>
</tbody>
</table>

Please be aware that a C- is not an acceptable grade for graduate students. A grade of C counts toward a graduate degree only if an equal number of credits in courses numbered 5000 or higher have been earned with an A.

For greater detail on the meaning of letter grades and university policies related to them, see the Registrar’s Grade Policy regulations at: http://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx
Quiz Policy

- Quizzes are to be completed online via the course website on Canvas.
  - Quizzes must be completed individually with no aids. Disallowed aids include but are not limited to class notes, books, online resources, or other people.
  - Students may not discuss any aspect of a quiz with classmates or others until after the quiz due date/time has passed.
  - Potential schedule conflicts preventing a student from completing a quiz by the due date should be reported to the instructor as soon as possible before the quiz becomes available on the course website.
  - Any technical issues should be initially reported via email to the instructor prior to the quiz end date/time. Make-up quizzes due to technical difficulties will not be considered otherwise.

Policy Related to Make-up Work

Late assignment or quiz submissions will not be accepted outside of extraordinary circumstances and may receive a zero grade.

Policy Related to Required Class Attendance

Regular attendance is expected. Students should notify the instructor about upcoming absences as soon as they become aware of potential conflicts. Multiple absences may result in a reduction of a student’s class participation grade. Excessive absences may result in further reductions to a student’s final grade.

*Job interview conflicts:* The attendance policy applies to absences due to job interviews. Students should make all efforts to schedule job interviews outside of class time. If phone or online job interviews coincide with class (or commute to class) time, students should contact the instructor in advance about arranging office/phone/computer space in the department to minimize time away from class.

Please note all faculty are bound by the UF policy for excused absences. For information regarding the UF Attendance Policy see the Registrar website for additional details: [http://www.registrar.ufl.edu/catalogarchive/01-02-catalog/academicregulations/academicregulations013.htm](http://www.registrar.ufl.edu/catalogarchive/01-02-catalog/academicregulations/academicregulations013.htm)

Policy on Collaboration

Unless otherwise stated explicitly by written instructions, the preparation of all coursework should be done individually. If you are unsure about what level of collaboration is appropriate, ask the instructor before beginning any graded deliverable.
STUDENT EXPECTATIONS, ROLES, AND OPPORTUNITIES FOR INPUT

Communication Expectations
Students are permitted to use computers and other electronic devices during class for course-related tasks only as identified by the instructor or TA. If the use of such devices becomes distracting to the instructor or others, students may be asked to discontinue using the device. The expectation is any use of technology either on a school or personal device will be conducted in a professional and appropriate manner.

For further clarification about appropriate email, threads, chats and online collaborations please visit Netiquette Guidelines: http://teach.ufl.edu/wp-content/uploads/2012/08/NetiquetteGuideforOnlineCourses.pdf

Academic Integrity
Students are expected to act in accordance with the University of Florida policy on academic integrity. As a student at the University of Florida, you have committed yourself to uphold the Honor Code, which includes the following pledge:

“We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity.”

You are expected to exhibit behavior consistent with this commitment to the UF academic community, and on all work submitted for credit at the University of Florida, the following pledge is either required or implied:

“One on my honor, I have neither given nor received unauthorized aid in doing this assignment.”

It is your individual responsibility to know and comply with all university policies and procedures regarding academic integrity and the Student Honor Code. Violations of the Honor Code at the University of Florida will not be tolerated. Violations will be reported to the Dean of Students Office for consideration of disciplinary action. For additional information regarding Academic Integrity, please see Student Conduct and Honor Code or the Graduate Student Website for additional details: https://www.dso.ufl.edu/sccr/process/student-conduct-honor-code/ http://gradschool.ufl.edu/students/introduction.html

Please remember cheating, lying, misrepresentation, or plagiarism in any form is unacceptable and inexcusable behavior.

Online Faculty Course Evaluation Process
Students are expected to provide feedback on the quality of instruction in this course by completing online evaluations at https://evaluations.ufl.edu. Evaluations are typically open during the last two or three weeks of the semester, but students will be given specific times when they are open. Summary results of these assessments are available to students at https://evaluations.ufl.edu/results/.
Accommodations for Students with Disabilities
If you require classroom accommodation because of a disability, you must register with the Dean of Students Office http://www.dso.ufl.edu within the first week of class. The Dean of Students Office will provide documentation of accommodations to you, which you must then give to me as the instructor of the course to receive accommodations. Please make sure you provide this letter to me by the end of the second week of the course. The College is committed to providing reasonable accommodations to assist students in their coursework.

Counseling and Student Health
Students sometimes experience stress from academic expectations and/or personal and interpersonal issues that may interfere with their academic performance. If you find yourself facing issues that have the potential to or are already negatively affecting your coursework, you are encouraged to talk with an instructor and/or seek help through University resources available to you.

• The Counseling and Wellness Center 352-392-1575 offers a variety of support services such as psychological assessment and intervention and assistance for math and test anxiety. Visit their web site for more information: http://www.counseling.ufl.edu. On line and in person assistance is available.
• You Matter We Care website: http://www.umatter.ufl.edu/. If you are feeling overwhelmed or stressed, you can reach out for help through the You Matter We Care website, which is staffed by Dean of Students and Counseling Center personnel.
• The Student Health Care Center at Shands is a satellite clinic of the main Student Health Care Center located on Fletcher Drive on campus. Student Health at Shands offers a variety of clinical services. The clinic is located on the second floor of the Dental Tower in the Health Science Center. For more information, contact the clinic at 392-0627 or check out the web site at: https://shcc.ufl.edu/
• Crisis intervention is always available 24/7 from:
  Alachua County Crisis Center: (352) 264-6789
  http://www.alachuacounty.us/DEPTS/CSS/CRISISCENTER/Pages/CrisisCenter.asp

* Do not wait until you reach a crisis to come in and talk with us. We have helped many students through stressful situations impacting their academic performance. You are not alone so do not be afraid to ask for assistance.
# Map of MHA Program Competencies, Course Objectives and Assessments

<table>
<thead>
<tr>
<th>Competency</th>
<th>Course Objective</th>
<th>Activity</th>
<th>Assessments</th>
</tr>
</thead>
<tbody>
<tr>
<td>LP-0, LP-1, LP-2, LP-3, LP-4, LP-5, LP-6</td>
<td>Manage the planning, analysis and design activities of a health information system solution</td>
<td>Needs statement /Identifying stakeholders activity</td>
<td>Project assignments 1-5</td>
</tr>
<tr>
<td>HOP-0, HOP-1, HOP-2, HOP-4</td>
<td></td>
<td>In-class and video presentations</td>
<td>Final project paper and presentation</td>
</tr>
<tr>
<td>BAT-1, BAT-3</td>
<td></td>
<td>Practice requirements analysis activity</td>
<td>Class participation</td>
</tr>
<tr>
<td>BAT-0, BAT-1, BAT-3</td>
<td>Manage the implementation, support and evaluation activities of a health information system solution</td>
<td>Practice implementation planning</td>
<td>Project assignments 4, 6, 7</td>
</tr>
<tr>
<td>HOP-1, HOP-4</td>
<td></td>
<td>Practice evaluation planning</td>
<td>Final project paper and presentation</td>
</tr>
<tr>
<td>LP-2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>HOP-4</td>
<td>Research and assess the impact of policy, technology, market and human resource capabilities on an organization’s health information system adoption and use</td>
<td>Article critique and discussions (IT Doesn't Matter)</td>
<td>Final project paper and presentation</td>
</tr>
<tr>
<td>HEC-1, HEC-2</td>
<td></td>
<td>Case study critiques and discussions (Liang chapters)</td>
<td>Class participation</td>
</tr>
<tr>
<td>HOP-4</td>
<td>Research and describe the fundamental technological components of today’s health information systems</td>
<td>Epic EHR demonstration and in-class activity</td>
<td>Quizzes</td>
</tr>
<tr>
<td>HEC-1</td>
<td></td>
<td></td>
<td>Class participation</td>
</tr>
</tbody>
</table>