

University of Florida
College of Public Health & Health Professions Syllabus
Information Management in Health Administration
HSA 6198 (3 credits)
Fall 2014
Delivery Format: On-Campus
Course Website: iss.at.ufl.edu (Canvas)

Instructor Name: Christopher Harle
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Office Hours: Tuesday 9-11am

Preferred course communications: Email to TA or instructor

Course meeting times and location:
Monday 9:35am – 11:30am; Wednesday 9:35am – 10:25am (HPNP 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

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.

DESCRIPTION OF COURSE CONTENT

Topical Outline/Course Schedule

Course Schedule

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

Week	Class Meeting Dates	Readings	Assessments Due	Monday Topics	Wednesday Topics
1	Aug. 25, 27			Introductions; Internship review; Course syllabus	Introduction to LectureTools.com (Bauer) Lecture 1 – Introduction to health information systems
2	Sep. 3	Wager Ch. 1	Sep. 2, 11:59pm Online quiz (ungraded) Sep 3, 9:30am Project assignment 1	<i>No Class</i>	Articulating an information systems problem <ul style="list-style-type: none"> • Writing a needs statement • Identifying and describing stakeholders
3	Sep. 8, 10	Wager Ch. 2, 3	Sep. 7, 11:59pm Online quiz Sep 10, 9:30am Project assignment 2	Data quality; Information regulations and policies	Articulating an information systems problem <ul style="list-style-type: none"> • Presentation skills • Validating business needs

4	Sep. 15, 17	Wager Ch. 9	Sep. 14, 11:59pm Online quiz Sep 17, 9:30am Project assignment 3	Technologies that support health care information systems	Practice presentations and critiques
5	Sep. 22, 24	Wager Ch. 10, 11	Sep. 21, 11:59pm Online quiz Sep 24, 9:30am Project assignment 4	Standards; Security	Practice project management planning
6	Sep. 29, Oct. 1	Wager Ch. 4,5	Sep. 28, 11:59pm Online quiz Oct 1, 9:30am Project assignment 5	History of health IS; Clinical Information Systems	TBA
7	Oct. 6, 8	Wager Ch. 7	Oct. 5, 11:59pm Online quiz	Systems Development Life Cycle 1	Practice requirements analysis
8	Oct. 13, 15	Wager Ch. 8	Oct. 12, 11:59pm Online quiz	Systems Development Life Cycle 2	Practice process modeling, analysis and specification
9	Oct. 20, 22	Wager Ch. 17 IT Doesn't Matter article	Oct. 19, 11:59pm Online quiz	Health Information Systems Adoption, Use, and Value	Practice design planning
10	Oct. 27, 29	Wager Ch. 6	Oct. 26, 11:59pm Online quiz Oct 29, 9:30am Project Assignment 6	Electronic Health Record Meaningful Use	Epic demonstration and in-class activity (tentative)

11	Nov. 3, 5	Liang Ch. 1-4 and case study (pp. 31- 86)	Nov. 2, 11:59pm Online quiz	Information technology- based change, implementation challenges	Project group work and feedback
12	Nov. 10, 12	Liang Ch. 5-7 (pp. 89- 137)	Nov. 9, 11:59pm Online quiz	Information technology change, deriving value	Practice implementation planning
13	Nov. 19	TBA		<i>No class (TBA)</i>	Practice evaluation planning
14	Nov. 24	TBA	Nov 24, 9:30am Project Assignment 7	TBA	<i>No class (Thanksgiving)</i>
15	Dec. 1, 3	TBA		Project group work and feedback	Project group work and feedback
16	Dec. 8, 10		Dec 8, 9:30am Final project papers and presentations	Project presentations	Class wrap-up

Course Materials and Technology (Required)

Textbooks

1. Wager, Lee, Glaser. *Health Care Information Systems*. 3rd edition. (2013) John Wiley and Sons. ISBN: 9781118173534
*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>
2. Louise Liang (editor) *Connected for Health: Using Electronic Health Records to Transform Care Delivery*. 1st edition. (2010) Jossey-Bass ISBN-10: 0470639377 | ISBN-13: 978-0470639375

Other readings

1. Additional readings may be distributed through the course website

Technology

1. Subscription to LectureTools.com, student engagement tool (\$15)
2. Subscription to iHealthBeat.org daily newsletter (free)

For issues or technical difficulties with E-learning in Canvas please contact the UF Help Desk at:

- Learning-support@ufl.edu
 - (352) 392-HELP - select option 2
 - <https://lss.at.ufl.edu/help.shtml>
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ACADEMIC REQUIREMENTS AND GRADING

Online Quizzes

Students will complete approximately 11 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 2-11 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 project will then culminate in a final group paper and presentation. Through the 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

Requirement	Due date	% of final grade
Quizzes	11 weekly quizzes* (see schedule)	15%
Project	Periodic deliverables (see schedule)	70%
	Assignment 1	5
	Assignment 2	5
	Assignment 3	5
	Assignment 4	5
	Assignment 5	5
	Assignment 6	10
Assignment 7	10	
	Final paper and presentation	25
Class participation	Weekly	15%

**lowest quiz score dropped from final grade.*

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

Points earned	93-100	90-92	87-89	83-86	80-82	77-79	73-76	70-72	67-69	63-66	60-62	Below 60
Letter Grade	A	A-	B+	B	B-	C+	C	C-	D+	D	D-	E

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.

Letter Grade	A	A-	B+	B	B-	C+	C	C-	D+	D	D-	E	WF	I	NG	S-U
Grade Points	4.0	3.67	3.33	3.0	2.67	2.33	2.0	1.67	1.33	1.0	0.67	0.0	0.0	0.0	0.0	0.0

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/academic_regulations/academic_regulations_013_.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

Expectations Regarding Course Behavior

Students are permitted to use computers and other electronic devices during class for course-related tasks only. If the use of such devices becomes distracting to the instructor or others, students may be asked to discontinue using them.

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:

“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.

Do you really know what plagiarism is?

While it is expected that all UF students fully understand plagiarism, in practice, students submit work that is plagiarized, sometimes unknowingly. Despite this, ignorance is not an acceptable defense for graduate students. The most common forms of plagiarism are:

- Stealing
- Misquoting
- Insufficient Paraphrasing
- Duplicating publication

To avoid submitting plagiarized work in this class, all students should review the following website (<http://www.uflib.ufl.edu/msl/07b/students.html>) and refer to it as needed during the semester.

If you are concerned about plagiarism or unauthorized collaboration or other aids while completing an assignment, discuss your concerns with the instructor BEFORE submitting your work!

Online Faculty Course Evaluation Process

Near the end of the semester, students can provide anonymous feedback on the quality of instruction in this course by completing online evaluations at <https://evaluations.ufl.edu>. Students are expected to complete an evaluation, and the instructor actively reviews the evaluations to make improvements in the course. Moreover, the evaluations provide important feedback to the Department, College, and University when making faculty promotion and tenure decisions.

Summary results of faculty evaluations are available to students at <https://evaluations.ufl.edu/results/>

SUPPORT SERVICES

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 to you, which you then give to the instructor when requesting accommodation. 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.aspx>

BUT – 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

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