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Rev. 1/2012
Midland College
HITECH Workforce Program

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INTRODUCTION

As a Federal Mandate, the ONC has initiated that all persons, practitioners, clinics and hospitals are required to have Electronic Health Records (EHRs) by 2015. EHRs enable information exchange between health care providers and public health authorities. The American Recovery and Reinvestment Act of 2009 (ARRA), signed into law February 17, 2009, provided for funding to institutions of higher education (the consortia) to establish and expand medical health informatics education programs to ensure the rapid and effective utilization and development of health information technologies.

Midland College, accredited by the Commission on Accreditation for Health Informatics and Information Management (CAHIIM) of the American Health Information Management Association (AHIMA), is a premier educational institution for providing the required continuing education classes to meet this mandate. Midland College will offer five certificates under the Health Information Technology for Economic and Clinical Health Act of 2009, the "HITECH Workforce Program", to qualified individuals. Training is provided to enhance each trainee with skills and competencies that he/she does not already possess and enhance employment opportunities following each role completed. Training for one role is to be completed in six months or less.

This handbook is designed to answer questions specific to this program and is not intended to take the place of information concerning college procedures and regulations for continuing education courses, college catalog or your individual course requirements.

We hope that this HITECH Workforce Student Handbook will be a useful guide as you begin the cross-training program.

Updates and other information will be available on the Blackboard Learning System as a separate course for the HITECH Community.
Dear Student:

I would like to welcome you to the HITECH Workforce Program at Midland College. As the Director of the program I hope you have a very positive and rewarding experience in furthering your education in the Health Information Management field. The certificates earned with this program will fill positions in regional extension centers, providers, vendors, state/city public health agencies and other positions as the nation moves forward with the Health Information Exchange.

With the federal mandate to have all persons, practitioners, clinics and hospitals using Electronic Health Records (EHRs) by 2015, we have taken the opportunity to offer you five various Health IT certificates:

- Practice Workflow and Information Management Redesign Specialist
- Clinician/Practitioner Consultant
- Implementation Manager
- Technical/Software Support Staff/Implementation Support Specialist Dual Certificate
- Trainer

You, the student, will learn to enhance the skill sets you already possess and increase your knowledge so that you will be a valuable employee in whatever role you decide to pursue. I will be happy to support you in achieving your goals through the program and help you find the right job for you on completion of the program.

Once again, Welcome! Good luck in your studies.

Regards,

Melinda Teel, RHIA, CCS

Program Director
HITECH Workforce Development Program
MIDLAND COLLEGE HITECH WORKFORCE PROGRAM
2012-2013 PROGRAM

GOALS
- Recruit and train 300 students in the six workforce roles.
- Grant all student stipends available thru the consortia upon completion
- Provide career placement for graduates.
- 85% rate of trainees participating in national competency exam.
- Network with consortia partners to improve the program curriculum.
- Collaborate with consortia partners to increase opportunities for students.

PROGRAM DIRECTOR

Melinda Teel, BS, RHIA, CCS  mteel@midland.edu

LISTING OF INSTRUCTORS

Melinda Teel, BS, RHIA, CCS  mteel@midland.edu
Kara Carlisle, BS, RHIA  kcarlisle@midland.edu
Leonora Lambert, MIS, RHIA  llambert@midland.edu
Elizabeth Neichter, PHD, RHIA  eneichter@midland.edu
ADMISSIONS CRITERIA

Students MAY NOT be currently active in any other HITECH Training grants, and reviews will be done to address any duplication. Only one reimbursement for tuition is allowed – no exceptions even if attendance was at another participating college.

HIM professionals
- Associate degree or higher from a CAHIIM accredited college OR two years of experience OR combination.

Information Technology
- Minimum two years IT education OR
- Two years IT experience
- Does not required IT experience to be in the medical field

Military
- Two years experience related to health information, database management, MIS, HIS, communications, technology, healthcare delivery or electronic data interchange OR
- Currently employed at the VA, DoD, HIS, or military base with healthcare or IT experience.

Physician Office Setting
- One year experience related to physician practice management, coding, billing, related experience.

Hospital Setting
- Associate degree or higher in a healthcare related field OR
- Two years experience directly related to health information management or healthcare IT systems.
- Applicants must be able to work in the United States.
- Criminal background checks will be completed upon acceptance into the program.

Notice: Persons with previous felonies may not be able to find clinical sites willing to accept students per facility policies. Students who are enrolled in the program and are convicted of a felony must notify the program immediately of the felony record.

ADMISSION PROCEDURES

- Print the application from the website at www.midland.edu/hitech
- Required documents
  - resume,
  - transcripts (if applying based upon education),
  - and verifiable employment letter from employers which include any contact information, job descriptions and employment dates (if applying based on experience)
- You may fax your application, resume and letters to begin the application process but all required documents MUST be mailed to the address below.
- No application fees are required.
- Mail applications and supporting documentation to:
  Midland College
  HIT Department -AHSF 105
Fax applications and supporting documentation to 432-685-6895, Attn: HITECH. Then follow-up by mailing the originals to the address above.
- Confirmation of applications and supporting documents will be sent via email.
- Qualified applicants will be assessed on both HIT and IT competencies for the five certificate options.
- All applicants will be notified via US mail of their acceptance or rejection into the program.

CURRICULUM
- Curriculum for accepted applicants will be developed based on the applicant’s skill sets and pre-assessment scores. Software application proficiency will benefit applicants as the program is in an online format.
- Role descriptions and course titles are provided in Appendix B.
- Each six month certificate will be divided into two blocks approximately 12-13 weeks each, with 3 to 4 courses in each block (depending on workforce role).
- Course access is online through Blackboard LMS.

TUITION AND FEES
- Once we have enrolled you into our system, your Student ID will be generated. The HITECH department will send you an email with your student ID and payment instructions on payment options, where to send the payment, etc. This email will also contain the start and end dates for both block 1 and block 2 sessions.
- The cost of the certificate is $400 with the first payment of $200 due before the class start date. The remaining $200 will be due before the end of the first block.
- Tuition reimbursement is only available while funds last. Determination of status is based on student’s completion date.
- Include the Student ID # on all payments.
- Payment can be made:
  - at the Continuing Education Cashier’s office located at the Advanced Technology Center, 3200 W. Cuthbert, Midland, TX.
  - By credit card using an online process at https://midland.edu/cpcd/payment. This method does not automatically charge the card. It gives the cashier’s office the information to process the card. Please use your student ID instead of your social security number on this and all forms.
  - By calling in the credit card information to the Continuing Education Cashier’s office, 432-697-5893,
  - mail to (check or money order only):
    Midland College
    HITECH Workforce Program
    3200 W. Cuthbert
    Midland, TX 79701
GRADING POLICIES
This Workforce Program will be graded as a (S)atisfactory or (U)nsatisfactory. Withdrawal from the program will constitute a (U). Refunds are not available after the 2nd class day.

Numerical grades will be maintained by the program but not reported on the certificate for the possibility that credit courses might be established in the future. The Health Information Technology Program’s grading scale is as follows:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;A&quot;</td>
<td>90 - 100</td>
</tr>
<tr>
<td>&quot;B&quot;</td>
<td>80 - 89</td>
</tr>
<tr>
<td>&quot;C&quot;</td>
<td>70 - 79 **</td>
</tr>
<tr>
<td>&quot;D&quot;</td>
<td>60 - 69</td>
</tr>
<tr>
<td>&quot;F&quot;</td>
<td>59 or below</td>
</tr>
</tbody>
</table>

CERTIFICATE OF COMPLETION and COMPETENCY EXAM
- Midland College will provide a certificate of completion upon satisfactory completion of the required workforce role course modules.
- The student must have a cumulative average of 70% for all associated certificate course work. See Policy 1.1 Grading on the next page.
- Certificate holders are encouraged to sit for the national HITPRO exam as successful completers qualify for a voucher. Midland College will release vouchers to completers at the student’s request (while free vouchers are available). See more about test at www.hitproexams.org.

ACADEMIC POLICY
See Midland College Admissions - Catalog and Student Handbook for more information.

Policies of the HITECH Workforce Program:
1) Students who successfully complete the workforce role within six months of the start date will receive a stipend.
2) Federal stipends are only available for one role per student. Students electing to complete more than one workforce role will not be eligible for additional stipends.
3) Students who withdraw from the program or do not complete successfully may re-enroll in the program. Grades for any components from the first attempt can be kept at the student’s discretion. If the student chooses to retake the component, the grade from the second attempt will stand, whether better or worse. Tuition reimbursement will not be allowed unless all components are completed within a continuous six month period.
4) Students are encouraged to sit for the competency exam (first 27,500 exams are free to students – available beginning in February 2011).
5) Effective January 3, 2012, students who train for more than one workforce role can get a voucher for each role in which they train.
6) Effective January 3, 2012, Community College Consortia graduates who fail an exam will get one second free voucher to retake that specific exam as stipulated by www.hitproexams.org.
7) Students must abide by Midland College policies including academic honesty and student responsibilities.
8) Students must have knowledge of basic computer software applications such as Word, Excel, and email for this online program.
9) In order to successfully complete a workforce role, it is estimated that students will need to spend a minimum of 10-15 hours a week completing assignments, readings, and exams.

10) A clinical or capstone course may be required for some workforce roles. A background check and drug screen may be required by your clinical site, and the costs associated with these items is the responsibility of the student. Travel may be required to complete practical experience. Other requirements may be required by clinical site; proof of immunizations, current TB test, or references.

11) After the completion of each component within the course, a survey of that material will be required.

12) Other policies and online instructions will be provided in the student handbook upon admission.

13) Only applications with required supporting documents will be processed.

14) Payment is due when the email notification is sent for payment. Students will secure their seat in the course when payment is received. Late payments are accepted until noon the second business day before the class start date. Example: If class starts on the 12th, the payments are due no later than by the 10th at noon.

15) Applications will be reviewed and acceptance is dependent on relevant experience and educational background. Students will be notified by email of status once application is processed.

16) Application requirements are subject to change without notice.

17) Applicants must be eligible to work in the United States to qualify for the HITECH program.

18) Fax application and send original documents by mail, or scan and email them. Send original letters of verification or transcripts to the HITECH office.

Policies of the HITECH Workforce Program Addendum 1/04/11-added for clarification

HITECH Policy 1.1 Grading
Student grades are averaged into the total score for all components required for a certificate role. The average score must be 70% or above to receive a certificate of completion. To reiterate, if a student's grade is "U" (unsatisfactory) in the first block, they may proceed to the second block but the average of both blocks must be 70% or above to receive a certificate of completion.

HITECH Policy 1.2 Pre-Testing scores (or Credit by Examination threshold 80%)
All students will be required to take the Pre-Test associated with each component as a tool to measure each student's individual knowledge of the subject matter at the time of enrollment.

a) Pre-Test scores ARE NOT included in the average grading of a component, but participation points may apply for timely completion.

b) Pre-Test examinations will only be available during the first 48 hours of the component, and will close at midnight central standard time of the 2nd class day. Students who complete the Pre-Test with a score of 80% or better will receive a "satisfactory" grade for the component, and are not required to complete any further assessments. The Pre-Test may be taken once, without exception.

c) Students taking repeat Pre-Test examinations through repeating the component or taking an additional workforce role will not be granted "credit by examination" when the student has had access to the component or component materials.
d) Students who complete the component with an 80% or better are encouraged to download study materials within the component to review prior to taking the national competency exam.

**HITECH Policy 1.3 Re-starting the Program**
Students who withdraw from the program or do not complete successfully may re-enroll in the program. Each course block is $200.00. Grades for any components passed from the first attempt can be kept at the student's discretion. If the student chooses to retake the component, the grade from the second attempt will stand, whether better or worse. Tuition reimbursement will not be allowed unless all components are completed within six months.

**HITECH Policy 2.1 Transfer components from CE to Credit**
The Continuing Education components offered in the HITECH Workforce program may have a mirror credit course in the future. Should these courses be approved, a student may request transfer credit from a CE component to credit according to current Midland College policy. The current policy for transfer credits from continuing education to credit is $50.00, each and the grade must be at least an 80% to qualify for transfer.

**HITECH Policy 3.1 Transfer components between Workforce Roles (threshold 70%):**
Students who successfully complete one Workforce Role Certificate (WRC) may apply their components to another certificate if the computed grade was satisfactory (70% or better). Students will only be required to take the components not previously taken in the additional certificate to complete that certificate. The original score for each component will be applied. Student may not retake a component in the certificate role once a grade has been established. The grade will transfer from certificate to certificate as a grade to be averaged in the grades of the certificate. For example, if a student makes a 72% in the first certificate, the component cannot be retaken, but the grade will transfer for averages to the new certificate and averaged in.

**Example 1:** This student has completed the following to receive a certificate in Trainer.

**Trainer:** Required Components
- Introduction to Health Care and Public Health in the U.S.
- The Culture of Health Care
- Terminology in Health Care and Public Health Settings
- Introduction to Information and Computer Science
- Health Management Information Systems
- Usability and Human Factors
- Professionalism/Customer Service in the Health Environment
- Training and Instructional Design

Since completing the certificate, the same student wants to take the Practice Workflow and Redesign Management role. The previous component work with a satisfactory grade would transfer to exempt the student from repeating the same components (see transfer components pertaining to this role highlighted in yellow.) So, the student would only need three (3) components to obtain the second certificate as highlighted in green.

**Practice Workflow and Redesign Mgmt:** Eight Required Components (grades are in
Grades averaged for all required components = 81.6%

Example 2: John has just completed the Practice Workflow certificate as listed above. He is now interested in obtaining a 2nd certificate name Implementation Manager. John would need the three (3) components listed below to complete his certificate in Implementation Manager (highlighted in gray).

Implementation Manager: Required Components - 7
- The Culture of Health Care
- History of Health Information Technology in the U.S.
- Fundamentals of Health Workflow Process Analysis and Redesign (90%)
- Terminology in Health Care and Public Health Settings
- Working in Teams
- Planning Management and Leadership
- Introduction to Project Management (75%)  *Not eligible for “credit” transfer

The components completed above will be averaged with the remaining four components to determine successful completion of second certificate.

HITECH Policy 3.2 Dual Component Role Completion (TSS/ISS - Technical Support Specialist and Implementation Support Specialist)
The goal of the HITECH Workforce Training is to prepare students for employment related to the objectives stated in each workforce role. Because of the similarities in the above mentioned workforce roles, the roles have been combined into one eight course training to be completed in six months. Upon successful completion, students will be awarded one certificate designating both the Technical Software Support and Implementation Support Specialist workforce roles.

HITECH Policy 4.1 Certificate of Completion
A Certificate of Completion will be given to a student upon meeting all satisfactory requirements, having no balance of tuition, and return of any equipment or textbooks. Certificates should be received in the mail within 4 to 6 weeks of completion.

HITECH Policy 5.1 Funding for incentive payment
Until grant funds are exhausted, student will receive a reimbursement by the government ARRA Collaborative (Community College Consortia) upon successful completion of one workforce role certificate. Students are only eligible for one reimbursement related to the grant collaborative funding regardless of the number of certificates completed. Student completers are reimbursed until reimbursement funds are depleted for the grant according to “completion date”.
Federal employee applicants or uniformed service members should consult with their agency’s Designated Agency Ethics Official or Office of General Counsel to determine whether any applicable restrictions would preclude their receipt of a scholarship given laws, regulations and policies that govern the conditions of their federal employment. Written correspondence from that Department should be sent to the HITECH Workforce Program office.

HITECH Policy 6.1 Delivery of incentive payment
Payments will be processed for each certificate completed within 4 to 6 weeks of completion until grant funds are expended. Checks will be made out and mailed to the student of record unless prior notice has been received by us that the payment was made by an employer and should be reimbursed to the employer.

HITECH Policy 7.1 Dropping components
Each HITECH Workforce component is considered Continuing Education training, therefore, students enrolled may drop the component in the first two business days of the start date. On day 3 of the start date, no refunds will be given. Students will:
  a) notify their instructor of their decision to withdraw from class, and
  b) notify the Continuing Education of their request. Refunds are only available until the 2nd day of class as stated in the Continuing Education policy and procedure.

HITECH Policy 7.2 Nonparticipation following Drop Date
Students are required to inform the instructor and the recruiter of any extenuating circumstances PRIOR to the absence to avoid being blocked from the components. Students who have unsatisfactory grades in one workforce block/role are still eligible to apply for a different role, however, grades for completed components will transfer.

HITECH Policy 8.1 Notification of policy changes
The HITECH Workforce program adheres to official policies of Midland College and the Continuing Education department including, but not limited to: transfer credit policy, payment policies and processes, academic integrity, and student responsibilities. HITECH Policies are subject to change upon notification by collaborative grant directives, Midland College administrative requirements, or program need. Students will be notified by email or through announcements in Blackboard Learning Management System.

Online Attendance: Attendance is essential to your success. Attendance records are made of all online discussion boards. Student contributions to discussion board threads may account for 10 to 20% of a course grade.

Since participation is required for Blackboard classes, it is important for the student to "attend" by signing on 2-3 times a week depending on the requirement of the instructor that will be posted in the syllabus. Just as students are expected to show up for class, students will be expected to participate in the discussion boards to improve communication and develop skills through sharing information about the course content. Some web classes may require exam proctors, or supervised testing. The schedule and required proctored tests will also be listed in the syllabus.
Etiquette for online courses:

1. Be polite.
2. Use proper grammar and punctuation, although emoticons are acceptable. This is a college course, so your responses should reflect professionalism.
3. Respond in full sentences.
4. Do not use “all capitals” to respond to a discussion. This means you are yelling in the world of computer socialization and discussions.
5. Discussions about grades or personal issues should not be posted on discussion board, but should be emailed to the instructor.
6. Criticisms should not be listed in the discussion board. If there is an issue, address this with your instructor through email.

Late Assignments: As a rule, late assignments are not accepted by instructors, however, communicating with the instructor about situations BEFOREHAND may allow some alternative options for students, but is at the discretion of the instructor.

Late Testing: If late testing is permitted, late-up tests are given only with penalties. See syllabus for specific information. In the rare circumstance that a student will not be able to take the exam at the scheduled time, PRIOR approval from the instructor is required and the test will be completed before the due date. (There are a few exceptions with extreme circumstances such as hospitalization). See syllabus for more information.

Testing on Blackboard: Important points to note when taking tests:

a. Once a test has been opened in Blackboard, it must be completed.
b. Close all programs except for Blackboard before taking exams.
c. Use Mozilla browser to open exams. This may be downloaded at Mozilla.com.
d. Blackboard will remove user from the test if user hits the back or forward arrow button or attempts to view another opened document or site before exam is completed.
e. If the test is opened and not completed, it is at the discretion of the instructor to permit a student access a second time, and the student may be required to have a proctor for remaining exams.
f. No books, notes, or other materials are allowed unless specified while taking exams.
g. If test is not completed and submitted appropriately, a proctor may be required or the student may not receive credit for the test. Either option is at the discretion of the instructor.
h. NOTE: Midland College does use technology to monitor students during the semester to ensure academic integrity since federal mandates require that colleges prove the student taking the course is the actual student completing the course. If a student is identified with unusual patterns (example: multiple browsers open at the same time while taking tests), it may prompt a requirement for a proctor.

Proctor Requirement option: In the event that a proctor is required for test, proctor forms must
be completed by the student and submitted to the instructor for verification prior to the exam/test. More details regarding “qualified” proctors are listed on the form.

**Course Instructions**

A. Note that there are certain requirements needed for student to enroll in internet courses. Please see specifications listed on Blackboard for individual PC requirements and software requirements at blackboard.midland.edu.

B. Course modules may require labs and further computer specifications.

C. It is strongly recommended that students have high-speed internet as some files are rather lengthy.

D. **Students should download Mozilla Firefox at [wwwMozilla.com](http://wwwMozilla.com), Safari or Netscape to use as their internet browser. Do not use Internet Explorer, Yahoo, or AOL.**

E. It is strongly recommended that students complete Blackboard orientation classes.

F. It is the student’s responsibility to ensure that the PC used for internet classes is in working order.

G. **Each workforce role course is not self-paced.** There are due dates and deadlines that are required, and by not turning in assignments on time, this may reflect significantly in the final grade for the course. Follow the suggested schedule to stay on track for a six-month completion.

H. Use self-discipline to ensure that assignments and tests along with discussion boards are completed timely. Late work policy above will be assessed on internet classes unless specifically mentioned in course syllabus.

**Emailing Instructor:** Only when the content of the question is personal in nature should the instructor be emailed. Also be sure to sign your name at the end of the email. Remember some email addresses give instructors absolutely no clue as to who sent it. **When sending email, use the Module Name such as “Culture of Healthcare: Unit 1” in your subject line so that the instructor can identify the course being addressed in the email followed by the subject matter.**

Example: TO: Name of Instructor  
   a. From: Student name  
   b. Subject: Culture of Healthcare: Unit 1.

**Submitting Assignments:**  
**Because instructors commonly teach more than one course, when sending assignments use the “View/Complete assignment” when this tool is available in Blackboard. After submitting the assignment, a red exclamation point (!) will show up in the gradebook showing that the assignment has been received. Once the assignment has been graded, you may review your grade and any comments made by the instructor by clicking on the grade. Do not use the following symbols when creating a file for submission *%$#@!- These symbols may not be read correctly when the document is opened, and may show a corruption error. If your instructor cannot open your assignment, it is likely that you will not receive credit.**

**DUE DATES are based on CENTRAL STANDARD TIME.**

**Skype Instructions:** Download software at [www.SKYPE.com](http://www.SKYPE.com). This is free software. Students will need a headset with a microphone OR a computer with speakers and a microphone that is connected to the computer. SKYPE is free to call anyone through the internet to another on the internet. A webcam can also be used for live video.
HIT PRO (COMPENTENCY) EXAM

Candidates for the Hit Pro (Competency) Exam have the opportunity to sit for the exam at no cost (after return of the $20 sitting fee). Vouchers will be available for distribution to the first 27,500 delivered exams nationwide.

Vouchers expire within a given timeframe. Voucher expiration dates cannot be extended, so once students receive the voucher, it is important to register for the exam using the instructions provided.

According to HITPRO, effective January 3, 2012, Community College Consortia students (known as HITECH training at MC) who trained in more than one workforce role can get a voucher for each role in which they train. Also, Community College Consortia graduates who fail an exam will get one second free voucher to retake that specific exam. See more at www.hitproexams.org.

Voucher Distribution

Only members of the ONC/HITECH Community College Consortia and other eligible entities (e.g., other accredited academic institutions, health care employers, and state and local employment agencies) in the United States (and U.S. territories) can request vouchers. Individual test takers cannot place an order for vouchers.

After successful completion of a HITECH Workforce role at Midland College, each student needing an exam voucher will send an email to www.hitech@midland.edu to request a voucher. Upon receipt, a voucher will be sent.

Scheduling an Exam Appointment: Details are provided by the provider Pearsonvue and can be located at www.hitproexams.org. Keep the voucher number for future reference.

Candidate Guide
The Candidate Guide is intended to provide useful information on the entire exam process, including:

- Exam blueprints
- Voucher usage and exam registration
- Rescheduling and cancellation policy
- Retake policy
- Notification of exam results
- Test center restrictions

Please note that the Candidate Guide will be updated in the near future to include additional information. The updated version will be posted to www.hitproexams.org.
JOB PLACEMENT SERVICES

Midland College Job Placement office provides MC students and recent graduates with opportunities for full and part-time employment. The office is designed to prepare, screen, and refer qualified applicants to job openings. These activities include resume preparation and seminars on interviewing skills and job search techniques.

Midland College has provided a HITECH Community page that has resources for students interested in job placement. Many links and resources are available to students and graduates for the period of the grant.

For information contact us at hitech@midland.edu or call 432-685-6891.

HITECH STUDENT RESPONSIBILITIES

PROFESSIONAL INVOLVEMENT

Students are encouraged to join the professional organization of the American Health Information Management Association, HIMSS, or MGMA depending you’re your career path. AHIMA is a valuable tool for professionals as it gives them the most current information and changes involving healthcare, careers, regulatory changes, and requirements. There is also a page to post questions and get beneficial information about everything from changes in the law to coding answers for certain scenarios.

Involvement is strongly encouraged at the local level as well. In the Midland area, Permian Basin Health Information Management Association has bi-annual meetings for educational purposes for members and nonmembers alike. These meetings consist of speakers and information that is current regarding the trends of health information management practices. For more information ask a faculty member of the HIT program. Other states offer meetings. Check with your state organization for more information.
SCHOLASTIC DISHONESTY AND ACADEMIC MISCONDUCT

Midland College encourages high academic standards, including student responsibility for original work. As a part of this stance, Midland College endorses the following definitions and guidelines regarding scholastic dishonesty and academic misconduct, including the areas of cheating, plagiarism, and collusion.

Academic Misconduct
Academic misconduct is the actual or attempted tampering or misuse of academic records or materials such as transcripts and examinations. Examples are: stealing, buying, or otherwise obtaining all or part of an unadministered test or academic exercise; selling, buying, or giving away all or part of an unadministered academic exercise or any information about it; changing or altering a grade book, test, “drop form,” or other official academic record of the college; unauthorized entry into a building or office for the purpose of changing a grade or tampering in any way with grades or examinations.

Cheating
Cheating is defined as the deliberate use of unauthorized materials and/or actions or fraudulent acquisition in order to obtain information for an examination or assignment.

Plagiarism
Plagiarism is defined as the appropriation, buying, receiving as a gift, or obtaining by any means another’s work and the unacknowledged submission or incorporation of it in one’s own written work offered for credit. A student commits plagiarism if he/she:

a. fails to acknowledge the sources of any information in a paper which is not either common knowledge or personal knowledge. A student can acknowledge a source through in-text citations cross referenced to a works cited page, attribution lines, footnotes, or other forms of documentation approved by the instructor.

(Examples of common knowledge are historical dates and events, definitions, and generalizations that are part of the public record; as well as generally accepted ideas such as that gravity causes objects to fall, that the sun is larger than the earth, and other such ideas that are not contested in any field or discipline, as well as most historical dates and facts, and many ordinary observations.)

b. fails to acknowledge direct quotation either by using quotation marks or (for longer passages) indentation. Without the quotation marks or indentation, passages copied directly from a source might be considered plagiarized even if it is followed by an in-text citation or a footnote. The citation or footnote acknowledges that there is a source, but it does not indicate that the writer has used someone else’s exact words.

c. merely paraphrases the original words of the source. Some students think they can avoid a charge of plagiarism by changing a few words in each sentence that they copy or by rearranging the shape of phrases or the order of sentences in a paragraph. This is not true. When taking notes, students must be careful to put ideas in their own words or to use direct quotations when relying on phrases directly taken from a source.

d. uses the ideas, examples, or structure of the source without acknowledging it. A student can be guilty of plagiarism if he/she systematically borrows the ideas and organization of a source, even if the language of the piece is on a major news event, by using exactly the same ideas in the same order as they appear in an article in any popular news magazine.

e. takes, buys, or receives a paper written by someone else and presents it as the student’s own.

f. uses one paper for two different courses, or re-uses a paper previously submitted for credit, without the prior approval of the instructor or instructors.

Collusion
Collusion is defined as the unauthorized collaboration with another person in preparing written work offered for credit or collaboration with another person to commit a violation of any section of these rules on scholastic dishonesty.

A student commits collusion if he/she:

a. allows someone else to edit papers or correct assignments without the instructor’s knowledge or permission. It is scholastically dishonest for students to employ tutors to correct, edit or modify papers or assignments in any substantive fashion. The same reservations and restrictions apply, within reason, to any outside assistance a student may receive from a parent, friend, roommate, or academic tutor. Any changes, deletions, rearrangements, additions, or corrections made in papers or assignments should represent the student’s own work. (Midland College provides many tutorial services. Tutors in these college facilities offer advice without editing or completing the required work.)

b. reveals test information to another student enrolled in the same course.

Penalties
If a student has any questions or doubts about the way he/she is employing sources or assistance in any given assignment, he/she is advised to consult the instructor before handing in the assignment. The penalties for any type of scholastic dishonesty described in this statement can be severe and can adversely affect the student’s permanent academic record. The instructor has the primary responsibility for recommending the penalty in cases of academic dishonesty after consultation with the Division Dean and the student. Students may seek review of the decision or redress of a grievance related to their participation in college programs or activities.

The instructor does have the right to enforce any one of the following penalties for scholastic dishonesty at his/her discretion and in response to each particular case:

1. Failure of the assignment;
2. Failure of the course;
3. Recommendation for disciplinary action, including 28 institutional suspension or dismissal.
Workforce Roles and Competencies

**Course Modules for Workforce Curriculum**
Courses requirements are dependent are based on student’s past experience and education. Pre-assessments may be completed to prove competence. Each workforce role has a minimum of six courses and includes the following course titles:

- Introduction to Health Care and Public Health in the U.S.
- The Culture of Health Care
- Terminology in Health Care and Public Health Settings
- Introduction to Information and Computer Science
- History of Health Information Technology in the U.S.
- Health Management Information Systems
- Working with Health Information Technology Systems
- Installation and Maintenance of Health Information Technology Systems
- Networking and Health Information Exchange
- Fundamentals of Health Workflow Process Analysis and Redesign
- Configuring EHRs
- Quality Improvement
- Public Health Information Technology
- Special Topics Course on Vendor-Specific Systems
- Usability and Human Factors
- Professionalism/Customer Service in the Health Environment
- Working in Teams
- Planning, Management and Leadership for Health Information Technology
- Introduction to Project Management
- Training and Instructional Design
- Fieldwork experience (Clinical or Capstone project may be required)

**Health IT Workforce Roles and Competencies**

**Categories of Health IT Workforce Roles Requiring Short-Term Training**

**Mobile Adoption Support Positions**
These members of the workforce will support implementation at specific locations for a period of time, and when their work is done, will move on to new locations. Workers in these roles might be employed by regional extension centers, providers, vendors, or state/local public health agencies, and would work together in teams. Preparation for this set of roles will typically require six months of intense training for individuals with appropriate backgrounds.

1. **Practice Workflow and Information Management Redesign Specialist**

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1. In this document, “practice” is used as a shorthand notation to refer to multiple employment settings, such as regional extension centers, providers, vendors, or state/local public health agencies.
General Description
Workers in this role assist in reorganizing the work of a provider to take full advantage of the features of health IT in pursuit of meaningful use of health IT to improve health and care.

Suggested Background
Individuals in this role may have backgrounds in health care (for example, as a practice administrator) or in information technology, but are not licensed clinical professionals.

Competencies
Workers in this role will be able to:
- Document the workflow and information management models of the practice.
- Conduct user requirements analysis to facilitate workflow design.
- Develop revised workflow and information management models for the practice, based on meaningful use of a certified EHR product. Revised models will anticipate implementation of:
  - General practice automation (e.g. appointment scheduling) to the extent not yet implemented
  - Electronic documentation and results review
  - Computerized Provider Order Entry (CPOE)
  - Clinical decision support (CDS)
  - Health information exchange to include:
    - Sending of lab orders and receipt of results using CPOE
    - Quality improvement and reporting
    - E-Prescribing
  - Other EHR functionalities as required by the Stage 1 Meaningful Use definition for 2011 and its evolution into Stage 2 in 2013 and Stage 3 in 2015.
- As the practice implements the EHR, work directly with practice personnel to implement the revised workflow and information management model.
- Working with practice staff, develop a set of plans to keep the practice running if the EHR system fails.
- Working with practice staff, evaluate the new processes as implemented, identify problems and changes that are needed, and implement these changes.
- Design processes and information flows for the practice that accommodate quality improvement and reporting

Required Courses (8)
- Workflow Analysis and Redesign of Health IT Systems
- Quality Assessment and Performance Improvement
- Usability and Human Factors in Health Care
- Project Management for Health Professions
- Information Technology for Health Professions
- Health Information Systems
- Culture of Healthcare
- Language of Healthcare and Public Health

2. Clinician/Practitioner Consultant

General Description
This role is similar to the “Practice Workflow and Information Management Redesign Specialists” role listed above; in addition to that role’s set of competencies, this role brings to bear the background and experience of a professional licensed to provide clinical care or a public health professional.

**Suggested Background**
Individuals in this role will be licensed clinical or public health professionals; or in the case of public health, they would bring into the role significant experience in federal, state or local public health agencies.

**Competencies**
In addition to the activities noted above for the “Practice Workflow and Information Management Redesign Specialist” role, workers in this role will be able to:

- Analyze and recommend solutions for health IT implementation problems in clinical and public health settings, bringing clinical expertise directly to bear.
- Advise and assist clinicians in taking full advantage of technology, enabling them to make best use of data in electronic form, including data in registries, to drive improvement in the quality, safety and efficiency of care.
- Assist in selection of vendors and software by helping practice personnel to ask the right questions and evaluate the answers they receive.
- Advocate for users’ needs, acting as a liaison between users, IT staff, and vendors.
- Ensure that the patient/consumer perspective is incorporated into EHR deployments and that full attention is paid in the deployment to critical issues of patient privacy.
- Train practitioners in best use of the EHR system, conforming to the redesigned practice workflow.

**Required Courses** *(6)*
- Health Information Systems
- Working with Health Information Systems
- Networking and Health Information Exchange
- Workflow Analysis and Redesign of Health IT Systems
- Quality Assessment and Performance Improvement
- Health Information Technology Leadership

3. **Implementation Manager**

**General Description**
Workers in this role provide on-site management of mobile adoption support teams for the period of time before and during implementation of health IT systems in clinical and public health settings.

**Suggested Background**
Workers in this role will, prior to training, have experience in health and/or IT environments as well as some administrative or managerial experience.

**Competencies**
Workers in this role will be able to:
- Provide leadership ensuring that implementation teams, consisting of workers in the roles described above, function cohesively.
- Apply project management and change management principles to create implementation project plans to achieve the project goals.
- Interact with diverse personnel to ensure open communication across the end-users and with the support team.
- Lead implementation teams consisting of workers in the roles described above.
- Manage vendor relations, providing schedule, deliverable, and business information to health IT vendors for product improvement.
- Coordinate implementation-related efforts across the implementation site and with their Health Information Exchange partners, troubleshooting problems as they arise.
- Apply to these activities an understanding of health IT, meaningful use, and the challenges practice settings will encounter in achieving meaningful use.

**Required Courses (7)**
- Workflow Analysis and Redesign of Health IT Systems
- Team Dynamics in Health Professions
- Health Information Technology Leadership
- Project Management for Health Professions
- History of Health Information Technology in the U.S.
- Culture of Health Care
- Language of Healthcare and Public Health

**Permanent Staff of Healthcare Delivery and Public Health Sites**

These roles are needed for ongoing support of health IT that has been deployed in office practices, hospitals, health centers, long-term care facilities, health information exchange organizations and state and local public health agencies. Preparation for this set of roles will typically require six months of intense training for individuals with appropriate backgrounds.

1. **Technical/Software Support Staff (with Implementation Support Specialist for a dual role)**

**General Description**
Workers in this role will support on an ongoing basis the technology deployed in clinical and public health settings. Workers in this role maintain systems in clinical and public health settings, including patching and upgrading of software. They also provide one-on-one support, in a traditional “help desk” model, to individual users with questions or problems.

**Suggested Background**
Individuals training for this role will have a general background in information technology or health information management.

**Competencies**
Workers in this role will be able to:
- Interact with end users to diagnose IT problems and implement solutions.
- Document IT problems and evaluate the effectiveness of problem resolution.
- Support systems security and standards.
- Assist end users with the execution of audits and related privacy and security functions.
- Incorporate usability principles into ongoing software configuration and implementation.
• Ensure that the hardware/software “fail-over” and related capabilities are appropriately implemented to minimize system downtime.
• Ensure that privacy and security functions are appropriately configured and activated in hardware and software.
• Interact with the vendors as needed to rectify technical problems that occur during the deployment process.
• Work with the vendor and other sources of information to find the solution to a user’s question or problem as needed.

**Required Courses (7)**
- Working with Health IT Systems
- Installation and Maintenance of Health IT Systems
- Networking and Health Information Exchange
- Configuring EHRs
- Special Topics Course on Vendor-Specific Systems
- Professionalism/Customer Service in the Health Environment
- Introduction to Information and Computer Science

2. **Trainer**

**General Description**
Workers in this role design and deliver training programs, using adult learning principles, to employees in clinical and public health settings.

**Suggested Background**
The previous background of workers in this role includes experience as a health professional, health information management specialist, or medical librarian. Experience as a trainer in the classroom is also desired.

**Competencies**
Workers in this role will be able to:
- Be able to use a range of health IT applications, preferably at an expert level.
- Communicate clearly both health and IT concepts as appropriate, in language the learner/user can understand.
- Apply a user-oriented approach to training, reflecting the need to empathize with the learner/user.
- Assess training needs and competencies of learners.
- Accurately assess employees’ understanding of training, particularly through observation of use both in and out of classroom.
- Design lesson plans, structuring active learning experiences for users and creating use cases that effectively train employees through an approach that closely mirrors actual use of the HIT in the patient care setting.
- Maintain accurate records of training events.
- Maintain accurate training records of the users and develop learning plans for further instruction.

**Required Courses (8)**
- Terminology in Health Care and Public Health Settings
- Health Management Information Systems
- Usability and Human Factors
- Professionalism/Customer Service in the Health Environment
- Training and Instructional Design
- Introduction to Information and Computer Science
- Introduction to Health Care and Public Health in the U.S.
- The Culture of Health Care