



**HITT 1260.102CL
Clinical Internship
Fall 2021
Off Campus**

Instructor Information: Kay Frieze, MHA, RHIA, kfrieze@com.edu, 409-933-8414 (office), 409-789-5113(cell – call/text)

Student hours and location:

Virtual Office Hours – Monday through Thursday 1:00 – 3:30PM; Friday by appointment. Virtual office hours will be completed through Microsoft Teams.

Required Textbook/Materials: Handout from Instructor

Course Description: Practical general training and experiences in the workplace. The college with the employer develops and documents an individualized plan for the student. The plan relates the workplace training and experiences to the student’s general and technical course of study.

Students will understand admitting and discharge procedures, filing and numbering systems; perform record assembly, quantitative analysis, & filing and retrieval of health records, release of information policies and procedures, translation of various diagnoses and operations into coding symbols utilizing the International Classifications of Diseases (ICD-9-CM) code books. Students will use various indices and registries in the hospital. Students will use the hospital information system procedures and data entry operations. The internship will take the student to acute and non-acute settings.

The internship sites are assigned six (4) weeks prior to the beginning of the semester. You will stay at that site for the entire semester. (8) Hours a day, one day a week); 96 contact hours. You are to contact the Clinical site coordinator to determine what day would be best for the facility.

Notice to Students Regarding Licensing Effective September 1, 2017, HB 1508 amends the Texas Occupations Code Section 53 that requires education providers to notify potential or enrolled students that a criminal history may make them ineligible for an occupational license upon program completion. The following website provides links to information about the licensing process and requirements (www.ahima.org).

Should you wish to request a review of the impact of criminal history on your potential (RHIT) prior to or during your quest for a degree, you can visit this link and request a “Criminal History Evaluation”: (www.ahima.org). This information is being provided to all persons who apply or

enroll in the program, with notice of the requirements as described above, regardless of whether or not the person has been convicted of a criminal offense. Additionally, HB 1508 authorizes licensing agencies to require reimbursements when a student fails to receive the required notice.

Success Tips for Students

Student Responsibilities during Onsite Observation Experience:

1. This experience should prepare you for the workforce. **Professionalism** is a must while representing College of the Mainland
2. Be familiar with that site's policy and procedures regarding apparel and work. Students must be well groomed and wear professional apparel.
3. Students are responsible for all costs incurred in clinical experience such as transportation, meals, parking, etc. Students also are responsible for any costs incurred while traveling to clinical sites (toll fees, parking, mileage).
4. If, for any reason, a student has issue with a person or circumstance, do not discuss this with any employee or other student. Notify your instructor immediately. Students are guests at facilities, but if the need arises, your instructor will handle any issue that may arise between students and clinical sites. **Remember, this is a reflection of your professionalism, so be courteous and respectful even in difficult situations.**
5. Review the Conduct section below. Practice these while onsite. All of these traits (soft skills) are sought after by most companies when looking to fill positions. This will also be a portion of your grade.
6. **Remember** you are your best marketing tool to promote yourself as a competent potential employee. Your appearance, attitude, and performance counts. Be goal oriented and show good work ethics. Use your time wisely. This may be a long interview process as the clinical site may be evaluating you for future employment.

Ethics and Confidentiality Students are expected to:

- Adhere to the ethical guidelines set forth by the American Health Information Management Association (AHIMA) (see HITT Student Handbook or ahima.org)
- Abide by applicable facility policies and procedures. You can review these with your department mentor.
- Abide by HIPAA rules.

Conduct Students should demonstrate - Professional conduct throughout their time at the observation site.

- Demonstrate initiative by completing activities as assigned.
- Do not use your cell phone during working hours, this includes texting. Make personal calls and texts only at break and lunch times.
- Demonstrate a professional attitude during any unexpected situations that might occur.
 - Assist, if you can. Otherwise, be a silent observer or remove yourself from the situation.

- Remember, much can be learned by observing how other professionals handle difficult situations
- Utilize professional communication.
 - Maintain professional relationships by avoiding personal discussions.
 - As a professional you are expected to handle minor difficulties that arise on your own.

However, if attempts to solve the situation have been unsuccessful, these matters should be brought to the attention of the academic program director first, then the manager/mentor. - Avoid gossiping or complaining about your PPE with site staff or other students. If you have issues, you should be discussing them with your PPE academic program director. - Students are encouraged to send personal, handwritten thank-you notes to their PPE sites and those specific individuals who contributed to their experience.

Professionalism: Success in one's career is almost as dependent on professional behavior as on one's academic knowledge and abilities. Therefore, students are expected to exhibit professional behavior in the classroom as well as all activities with this course. Professional behavior includes:

- **Attends site and is punctual** – The student attends every internship day as scheduled with your preceptor, arrives on time or informs the preceptor in a timely manner of unavoidable situations that cause the student to be late or miss an internship day.
- **Dependable** – The student meets assignment deadlines and follows through to completion of responsibilities.
- **Effective interpersonal and team skills** – The student relates well to people, shows respect to others, deals tactfully and effectively with others, influences as opposed to directs, provides constructive criticism without altering others, negotiates or mediates when appropriate, exhibits openness to new ideas, and demonstrates a positive attitude.
- **Effective communication skills** – The student listens, speaks using correct grammar and without excess fillers, e.g. um, you know, like
- **Ethical conduct** – The student maintains honesty, integrity, and confidentiality of patient provider, fellow student and college information.

Course requirements/Determination of Course Grade/Detailed Grading

Formula:

You must earn a C (75) or better to pass the course.

Student Assignments:

At the end of the rotation, Students will submit the following to the instructor:

Due: DECEMBER 2, 2019; NO EXCEPTIONS!

1. Student Evaluation of Preceptor
2. Activities Log signed by supervisor
3. Assignment handbook

The handbook will be provided to you on the first week of class via Blackboard. You must complete the handbook and bring it to me by the due date listed above. If for any reasons you cannot answer a questions please indicate that it is not applicable.

Grading Scale:

Clinical Preceptor	75%
Assignment Handbook	25%

- 90-100 A
- 80-89 B
- 75-79 C
- 70-74 D
- 69 – Below F

Late Work, Make-Up, and Extra-Credit Policy:

Attendance Policy: Students are expected to be at their clinical internship as scheduled with the preceptor and be on time. Tardiness is recorded and leaving the internship site early can be noted in the attendance record as an absence.

- If for some reason you have to cancel a day at your internship site, you must first contact your preceptor and then email your instructor
- **NO SHOW-UNEXCUSED ABSENCE/DISMISSAL:** If a student fails to show up at a clinical **WITHOUT** email notification **PRIOR TO START TIME** will result in termination of ALL Clinicals pending review. **REMEMBER, THIS IS YOUR “JOB” WHERE MAY BE “FIRED” FOR POOR PERFORMANCE. ONE LETTER GRADE WILL BE DEDUCTED FROM YOUR FINAL GRADE.**
- Absenteeism, tardiness, and leaving the internship early can affect your final grade in a course as well as the number of hours you have to make-up.

Late Work/Make-Up Policy: If for some reason you have to cancel a day at your internship site, you must first contact your preceptor and then email your instructor. Furthermore, you must make arrangements with the preceptor to make up the time missed within the semester.

Communicating with your instructor: ALL electronic communication with the instructor must be through your COM email. Due to FERPA restrictions, faculty cannot share any information about performance in the class through other electronic means. (Faculty may add additional statement requiring monitoring and communication expectations via Blackboard or other LMS)

Student Learner Outcomes:

Upon successful completion of this course, students will:

1. As outlined in the learning plan, apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within and among

political, economic, environmental, social, and legal systems associated with the occupation and the business/industry.

2. Will demonstration legal and ethical behavior, safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills using the terminology of the occupation and the business/industry

Core Objectives: Students successfully completing this course will demonstrate competency in the following Core Objectives:

1. Critical Thinking - to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information

2. Social responsibility – to include intercultural competency, knowledge of civic responsibility, and the ability to engage effectively in regional, national, and global communities

3. Personal responsibility – to include the ability to connect choices, actions, and consequences to ethical decision-making You can learn more about this at the THECB’s web

Student Learner Outcome	Maps to Core Objective	Assessed via this Assignment
1. Students will be able to apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws, and interactions within and among political, economic, environmental, social, and legal systems associated with the occupation and the business/industry	Critical Thinking	Preceptor Evaluation
2. Will demonstration legal and ethical behavior, safety practices, interpersonal and teamwork skills, and appropriate written and verbal communication skills	Teamwork	Preceptor Evaluation
	Social Responsibility	Preceptor Evaluation
	Personal Responsibility	Preceptor Evaluation

using the terminology of the occupation and the business/industry	Communication: Written and Verbal	Preceptor Evaluation
---	-----------------------------------	----------------------

Academic Dishonesty: Any incident of academic policy will be dealt with in accordance with college policy and the Student Handbook. Academic dishonesty – such as cheating on exams is an extremely serious offense and will result in a **grade of zero** on that exam and the student will be referred to the Office of Student Conduct for the appropriate discipline action. <http://www.com.edu/student-services/student-handbook>.

Plagiarism: Plagiarism is using someone else’s words or ideas and claiming them as your own. Plagiarism is a very serious offense. Plagiarism includes paraphrasing someone else’s words without giving proper citation, copying directly from a website and pasting it into your paper, using someone else’s words without quotation marks. Any assignment containing any plagiarized material will receive a **grade of zero** and the student will be referred to the Office of Student Conduct for the appropriate discipline action. <http://www.com.edu/student-services/student-handbook>.

Student Concerns: If you have any questions or concerns about any aspect of this course, please contact me using the contact information previously provided. If, after discussing your concern with me, you continue to have questions, please contact the Department Chair, Kay Frieze, at kfrieze@com.edu or 409-933-8414.

Course outline: Days, times and activities are assigned by your internship preceptor.

Institutional Policies and Guidelines

Grade Appeal Process: Concerns about the accuracy of grades should first be discussed with the instructor. A request for a change of grade is a formal request and must be made within six months of the grade assignment. Directions for filing an appeal can be found in the student handbook. https://build.com.edu/uploads/sitecontent/files/student-services/Student_Handbook_2019-2020v5.pdf. *An appeal will not be considered because of general dissatisfaction with a grade, penalty, or outcome of a course. Disagreement with the instructor’s professional judgment of the quality of the student’s work and performance is also not an admissible basis for a grade appeal.* https://build.com.edu/uploads/sitecontent/files/student-services/Student_Handbook_2019-2020v5.pdf

Academic Success & Support Services: College of the Mainland is committed to providing students the necessary support and tools for success in their college careers. Support is offered through our Tutoring Services, Library, Counseling, and through Student Services. Please discuss any concerns with your faculty or an advisor.

ADA Statement: Any student with a documented disability needing academic accommodations is requested to contact Holly Bankston at 409-933-8520 or hbankston@com.edu. The Office of Services for Students with Disabilities is located in the Student Success Center.

Counseling Statement: Any student needing counseling services is requested to please contact Holly Bankston in the student success center at 409-933-8520 or hbankston@com.edu. Counseling services are available on campus in the student center for free and students can also email counseling@com.edu to set up their appointment. Appointments are strongly encouraged; however, some concerns may be addressed on a walk-in basis.

Textbook Purchasing Statement: A student attending College of the Mainland is not under any obligation to purchase a textbook from the college-affiliated bookstore. The same textbook may also be available from an independent retailer, including an online retailer.

Withdrawal Policy: Students may withdraw from this course for any reason prior to the last eligible day for a “W” grade. Before withdrawing students should speak with the instructor and consult an advisor. Students are permitted to withdraw only six times during their college career by state law. The last date to withdraw from the 1st 8-week session is October 6. The last date to withdraw from the 16-week session is November 19. The last date to withdraw for the 2nd 8-week session is December 2.

F_N Grading: The F_N grade is issued in cases of *failure due to a lack of attendance*, as determined by the instructor. The F_N grade may be issued for cases in which the student ceases or fails to attend class, submit assignments, or participate in required capacities, and for which the student has failed to withdraw. The issuing of the F_N grade is at the discretion of the instructor. The last date of attendance should be documented for submission of an F_N grade.

Early Alert Program: The Student Success Center at College of the Mainland has implemented an Early Alert Program because student success and retention are very important to us. I have been asked to refer students to the program throughout the semester if they are having difficulty completing assignments or have poor attendance. If you are referred to the Early Alert Program you will be contacted by someone in the Student Success Center who will schedule a meeting with you to see what assistance they can offer in order for you to meet your academic goals.

COVID-19 Statement: All students, faculty, and staff are expected to familiarize themselves with materials and information contained on the College of the Mainland’s Coronavirus Information site at www.com.edu/coronavirus. In compliance with Governor Abbott's May 18 Executive Order, face coverings/masks will no longer be required on COM campus. Protocols and college signage are being updated. We will no longer enforce any COM protocol that requires face coverings. We continue to encourage all members of the COM community to distance when possible, use hygiene measures, and get vaccinated to protect against COVID-19. Please visit com.edu/coronavirus for future updates.

Technology Outage Policy:

In case of ANY technological difficulties with Blackboard (i.e., accessing assignments, content, email, completing an assessment and/or loading assignments, etc.), please contact the Educational Technology Support at <http://com.parature.com>. Fill out a support ticket by clicking on the “Submit a Ticket”. Support staff will be available to assist you Monday – Friday 8AM – 5PM. After 5 PM or on weekends, please call (409) 933-8453 and leave a message with your name, COM ID #, phone number, and state your issue. Someone will get back to you. In addition, please send me a message at cpannell@com.edu or call me at 409-933-8386 as to the issue(s) you reported, the date of the problem, and outcomes.

Success Tips for Students

This experience should prepare you for the workforce. Professionalism is a must while representing College of the Mainland. Be familiar with that site's policy and procedures regarding apparel and work.

- Students must be well groomed and wear professional apparel.
- Students are responsible for all costs incurred in clinical experience such as transportation, meals, parking, etc. Students also are responsible for any costs incurred while traveling to clinical sites (toll fees, parking, mileage).
- If, for any reason, a student has issue with a person or circumstance, do not discuss this with any employee or other student. Notify your instructor immediately. Students are guests at facilities, but if the need arises, your instructor will handle any issue that may arise between students and clinical sites. Remember, this is a reflection of your professionalism, so be courteous and respectful even in difficult situations.
- If you miss any scheduled day of your clinical, you must call the office and the facility site and leave a message about your absence **PRIOR** to the time you are scheduled to arrive. (One letter grade deducted for each absence). Missed days must be made up.
- Review the Conduct section below. Practice these while onsite. All of these traits (soft skills) are sought after by most companies when looking to fill positions. This will also be a portion of your grade.
- Complete the virtual clinical before visiting sites for observation so that the student is more prepared for the tasks that will be observed. Remember to take notes for your reports. Remember you are your best marketing tool to promote yourself as a competent potential employee. Your appearance, attitude, and performance counts. Be goal oriented and show good work ethics. Use your time wisely. This may be a long interview process as the clinical site may be evaluating you for future employment.
- Read the syllabus carefully as attention to tasks and submission dates will keep students on task. Ask questions on Discussion Board if any assignment is unclear.
- Students who elect to withdraw from the course may have to seek their own resource for a new observation site as these are limited. See requirements for course withdrawal below.

Ethics and Confidentiality:

Students are expected to:

- Adhere to the ethical guidelines set forth by the American Health Information Management Association (AHIMA) (see HITT Student Handbook or ahima.org)
- Abide by the school's Code of Student Conduct in Midland College catalog and handbook
- Abide by applicable facility policies and procedures. You can review these with your department mentor.
- Abide by HIPAA rules.

Conduct Students should demonstrate professional conduct throughout their time at the observation site.

- Demonstrate initiative by completing activities as assigned.
- Do not use your cell phone during working hours, this includes texting. Make personal calls and texts only at break and lunch times.
- Demonstrate a professional attitude during any unexpected situations that might occur. Assist, if you can. Otherwise, be a silent observer or remove yourself from the situation. Remember, much can be learned by observing how other professionals handle difficult situations.
- Utilize professional communication.
- Students should contact their PPE site manager prior to their PPE to make introductions, obtain driving and parking information, and ask questions related to appropriate attire.
- Maintain professional relationships by avoiding personal discussions.
- As a professional you are expected to handle minor difficulties that arise on your own. However, if attempts to solve the situation have been unsuccessful, these matters should be brought to the attention of the academic program director first, then the manager/mentor.
- Avoid gossiping or complaining about your PPE with site staff or other students. If you have issues, you should be discussing them with your PPE academic program director.
- Students should maintain a daily log of activities that they accomplish during their PPE.
- Students are encouraged to send personal, handwritten thank-you notes to their PPE sites and those specific individuals who contributed to their experience.

Student Responsibilities during Onsite Observation Experience:

7. This experience should prepare you for the workforce. **Professionalism** is a must while representing College of the Mainland
8. Be familiar with that site's policy and procedures regarding apparel and work. Students must be well groomed and wear professional apparel.
9. Students are responsible for all costs incurred in clinical experience such as transportation, meals, parking, etc. Students also are responsible for any costs incurred while traveling to clinical sites (toll fees, parking, mileage).
10. If, for any reason, a student has issue with a person or circumstance, do not discuss this with any employee or other student. Notify your instructor immediately. Students are

guests at facilities, but if the need arises, your instructor will handle any issue that may arise between students and clinical sites. **Remember, this is a reflection of your professionalism, so be courteous and respectful even in difficult situations.**

11. Review the Conduct section below. Practice these while onsite. All of these traits (soft skills) are sought after by most companies when looking to fill positions. This will also be a portion of your grade.
12. **Remember** you are your best marketing tool to promote yourself as a competent potential employee. Your appearance, attitude, and performance counts. Be goal oriented and show good work ethics. Use your time wisely. This may be a long interview process as the clinical site may be evaluating you for future employment.

Ethics and Confidentiality Students are expected to:

- Adhere to the ethical guidelines set forth by the American Health Information Management Association (AHIMA) (see HITT Student Handbook or ahima.org)
- Abide by applicable facility policies and procedures. You can review these with your department mentor.
- Abide by HIPAA rules.

Conduct Students should demonstrate - Professional conduct throughout their time at the observation site.

- Demonstrate initiative by completing activities as assigned.
- Do not use your cell phone during working hours, this includes texting. Make personal calls and texts only at break and lunch times.
- Demonstrate a professional attitude during any unexpected situations that might occur.
 - Assist, if you can. Otherwise, be a silent observer or remove yourself from the situation.
 - Remember, much can be learned by observing how other professionals handle difficult situations
- Utilize professional communication.
 - Maintain professional relationships by avoiding personal discussions.
 - As a professional you are expected to handle minor difficulties that arise on your own.

However, if attempts to solve the situation have been unsuccessful, these matters should be brought to the attention of the academic program director first, then the manager/mentor. - Avoid gossiping or complaining about your PPE with site staff or other students. If you have issues, you should be discussing them with your PPE academic program director. - Students are encouraged to send personal, handwritten thank-you notes to their PPE sites and those specific individuals who contributed to their experience.

Professionalism: Success in one's career is almost as dependent on professional behavior as on one's academic knowledge and abilities. Therefore, students are expected to exhibit professional behavior in the classroom as well as all activities with this course. Professional behavior includes:

- **Attends site and is punctual** – The student attends every internship day as scheduled with your preceptor, arrives on time or informs the preceptor in a timely manner of unavoidable situations that cause the student to be late or miss an internship day.
- **Dependable** – The student meets assignment deadlines and follows through to completion of responsibilities.
- **Effective interpersonal and team skills** – The student relates well to people, shows respect to others, deals tactfully and effectively with others, influences as opposed to directs, provides constructive criticism without altering others, negotiates or mediates when appropriate, exhibits openness to new ideas, and demonstrates a positive attitude.
- **Effective communication skills** – The student listens, speaks using correct grammar and without excess fillers, e.g. um, you know, like
- **Ethical conduct** – The student maintains honesty, integrity, and confidentiality of patient provider, fellow student and college information.

Domains, Subdomains, and Tasks

The following is a list of suggested preceptorship activities. Some of the activities are not available at every site. Students will document performed activities on the attached Activities Log.

A. Required Activities

- Orientation
- Orientation to Department and Hospital
- Meet department heads
- Tour department and meet employees
- Tour Hospital
- Read personnel policies for department
- Review policies and procedures for assigned work areas
- Complete Student Evaluation of Preceptorship at the end of the rotation (see attached)

B. Recommended Possible Student Activities

I. The admitting process

Student should be exposed to the admitting process or provided with an explanation of the procedures with actual hands-on experience (interview patient, enter patient number), if feasible.

The student can perform the following functions in the admitting office:

- Interview Patient
- Complete Admission Summary
- Data Entry
- Generate a Medical Record Number/Hospital number
- Make an identification bracelet and addressograph card
- The student should gain understanding of the following:
 - The pre-registration process
 - Room assignment process
 - Who supervises personnel in the admitting office?
 - How are infants admitted?
 - How and if, the admitting office determines insurance coverage and/or makes financial arrangements.
 - Is there a roster of physicians with categories of their privileges kept in the admitting department, if so how is it used by the admitting clerk?
 - What other departments are closely affiliated with the admission department?

II. Health Care Data Management

- Accurately assemble records according to facility chart order (if paper); Scan for hybrid record
- Perform quantitative analysis and complete deficiency sheet

- Generate incomplete and delinquent record reports; if applicable
- Assist in the notification process to physicians
- Update records in the chart tracking system; if applicable
- Generate Bar Codes
- Conduct concurrent review (if applicable)
- Know what time medical records from the previous days discharges are required to be in medical records; if paper or hybrid
- Know how records arrive in medical records; if paper or hybrid
- Perform quality checks prior to records being filed in permanent storage' if paper or hybrid
- Participate in forms design committee meeting or collect information on committee's process and functions

III. Information Storage, Retention, & Retrieval

- Sort and file health records with appropriate speed and accuracy
- File according to facility filing system (Paper or EHR)
- Retrieve records from permanent storage for readmits, clinic visits, emergency visits, research, etc.
- Update location of records on facility charge-out/chart tracking system
- Sort and file loose lab reports
- Process request for records
- Retrieve records from microfilm, off-site storage, or optical disk if applicable
- Identify materials and equipment needed for file room
- Identify materials and equipment for microfilming process or optical imaging process
- Explore facilities plan for the Computerized Paperless Record
- Identify current stage of facility to facilitate the process of computerized record
- Assist with the purging process
- Inquire about facilities record destruction process

IV. Clinical Research Activities

Students are to collect information (brochures, policies and procedure, strategic plans, handouts etc.) on the following:

- Computer applications
- Systems applications
- Hardware
- Software
- In-house computer capabilities
- Goals for future implementations
- Areas that are automated
- External Requirements and Standards for:
- JCAHO
- CMS (Medicare and Medicaid)
- State

- Other

V. Coding and Reimbursement

- Assign appropriate ICD-9-CM and CPT codes
- Assign appropriate DRG

AHIMA Domains, Subdomains and Tasks

Domain I. Data Structure, Content, and Information Governance

- 2 I.1 Describe healthcare organizations from the perspective of key stakeholders
- 3 I.2 Apply policies, regulations, and standards to the management of information
- 3 I.3 Identify policies and strategies to achieve data integrity
- 5 I.4 Determine compliance of health record content within the health organization
- 2 I.5 Explain the use of classification systems, clinical vocabularies, and nomenclatures
- 2 I.6 Describe components of data dictionaries and data sets
- 5 I.6 (DM ONLY) Evaluate data dictionaries and data sets for compliance with governance standards

Domain II. Information Protection: Access, Use, Disclosure, Privacy, and Security

- 3 II.1 Apply privacy strategies to health information
- 3 II.2 Apply security strategies to health information
- 3 II.3 Identify compliance requirements throughout the health information life cycle

Domain III. Informatics, Analytics, and Data Use

- 3 III.1 Apply health informatics concepts to the management of health information

- 3 III.2 Utilize technologies for health information management

- 3 III.4 Report health care data through graphical representations

- 2 III.7 Summarize standards for the exchange of health information

Domain IV. Revenue Cycle Management

- 3 IV.1 Validate assignment of diagnostic and procedural codes and groupings in accordance with official guidelines

- 2 IV. 2 Describe components of revenue cycle management and clinical documentation improvement

- 2 IV. 3 Summarize regulatory requirements and reimbursement methodologies

Domain V. Health Law and Compliance

- 3 V.1 Apply legal processes impacting health information

- 3 V.2 Demonstrate compliance with external forces

3 V.3 Identify the components of risk management related to health information management

3 V.4 Identify the impact of policy on health care

Domain VI. Organizational Management and Leadership

3 VI.1 Demonstrate fundamental leadership skills

3 VI.2 Identify the impact of organizational change

3 VI.3 Identify human resource strategies for organizational best practices

4 VI.6 Examine behaviors that embrace cultural diversity

5 VI.7 Assess ethical standards of practice

2 VI.8 Describe consumer engagement activities

3 VI.9 Identify processes of workforce training for healthcare organizations