



HITT-1345–021IN
Health Care Delivery Systems
SPRING 2022
Internet Course

Instructor Information: Carol F Smith
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409-933-8386

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. I will respond to all email within 2 days, except for weekends and holidays.

Student hours and location: Virtually by appointment; however, if you need immediate assistance, please contact Kay Frieze at kfrieze@com.edu or 409-933-8414

Required Textbook: *Comparative Records for Health Information Management*, (4th Edition)
Ann H. Peden: ISBN# 978-1-285-87171-4

Additional Resources: *Health Information Management Technology*, Author Sayles; and *Health Information Management Case Studies*; Author Dianna Foley; Publisher AHIMA; ISBN: 978-1-58426-458-3; AHIMA Product Code: AB125115.

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.

Course Description: Examination of delivery systems including organization, financing, accreditation, licensure, and regulatory agencies.

The statements contained in this syllabus are provided to give insight into the nature and design of the class and assist students in gaining full benefit from the class and are not intended to be promissory, absolute, or exhaustive.

Course requirements:

Determination of Course Grade:

Chapter Quizzes (10% of final grade)

There is a quiz for each chapter covered. The quizzes are taken online through Blackboard and can be found under the Assessments tab on the menu. You may take the quizzes multiple times until your desired score is reached, however, once the quiz closes it will not be reopened so, please pay attention to due dates. The quizzes are due by midnight on Sunday of each week as per the calendar.

Mid Term Exam (25% of final grade)

The Mid Term consists of 50 multiple choice questions. It is a timed test and must be completed once opened. The test covers Chapters 1, 2, 3, 7, 8, 9, 10, 11 & 12. *Please note, some chapters have been skipped, as we will cover those in the second half of the semester. The chapters are not covered in order, so please follow your calendar to stay on track!* A review is available for this exam. **The Mid Term Exam will open on 2/28 and will close at midnight on 3/6.**

Final Exam (25% of final grade)

The Final Exam consists of 100 multiple choice questions. It is a comprehensive exam and will include all material from all chapters covered throughout the semester. The test is timed and must be completed once opened. A review is available for this exam. **ALL COURSEWORK MUST BE COMPLETED PRIOR TO TAKING THE FINAL EXAM...The Final will open on 5/4 and will close at midnight on 5/10.**

Group Project # 1- Healthcare Setting Presentation (10% of final grade) Students will be assigned to groups, in which each group will choose a chapter (a specific health care setting) and create a Power Point presentation to share with the class via a Discussion Board post in Blackboard. The presentation must be thorough in the information and must contain a minimum of 15 detailed slides about the setting you choose. You must put your name on the bottom of the slides that you created, so I can ensure everyone has done their part and give proper credit. No two groups may choose the same setting; therefore, a signup sheet will be posted.

DUE 4/24

Group Project # 2- Problem-Based Learning (10% of final grade)

In your assigned group, students are to generate a report comparing and contrasting health records in the various alternative sites vs. the acute care record. Report must be inclusive of all sites studied. Student's report should discuss the documentation differences and similarities. This report may be presented in any way you choose (spreadsheet, chart, etc.). This will be shared with the class via a Discussion Board post in Blackboard. **DUE 4/24**

The second week of class I will assign you to a group and within the Discussion area I will create a discussion forum for each group, for both projects, to utilize throughout the semester in order to communicate with your group. You must participate in this group discussion forum in order to receive full credit for the assignment!!

IMPORTANT: These are not projects that you can wait until the last minute to complete. Through email you will provide me a copy of all supporting documentation as well as your Power Point presentation.

General, ongoing feedback for the group projects will be conducted before and after the assigned due dates. There is also a student-to-instructor discussion forum that you may post questions at any time. I will check the area every other day (except weekends).

Career Resource Journal (10% of final grade)

This is an ongoing homework activity. Students are to record in a journal of your choosing, resources and contact information that would be useful in future employment. You must include the hiring organization, job title and where you located the employment opportunity (paper, internet, etc.). You need to have at least 2 entries in your journal each week. This assignment will be submitted to me electronically. **DUE 4/25**

Discussions/Participation (10% of final grade)

Students are expected to log into Blackboard at least three a week, participate in all discussions and within your group project. The discussions can be located within the Learning Modules or under the Discussion tab on the left-hand side.

Some characteristics we consider to be part of excellent discussion contributions are outlined below. Your instructor will consider these characteristics when assessing the quality and level of your participation.

1. You should submit your initial post by day 4 (Thursday) in each module, and your subsequent responses to the post of other learners by day 6 (Saturday) and at timely intervals within the duration of each module. Keep in mind the goal is to have a dynamic discussion that last throughout the entire module.
2. Your posts and responses should be thorough and thoughtful. Just posting an “I agree” or “Good ideas” will not be considered adequate. Support your statements with examples, experiences, or references. Keep in mind that your fellow learners will be reading and responding to you, too.
3. Make certain to address the discussion prompt(s). This does not mean you should not extend the topic, but do not stray from the topic.
4. Discussions occur when there is dialogue. Therefore, build upon the posts and responses of other learners to create discussion threads. Make sure you revisit the discussion forum and respond (if necessary) to what other learners have posted to your initial responses.
5. When relevant, add to the discussion by including prior knowledge, work experience, references, web sites, resources, etc. (giving credit when appropriate).
6. Your contributions to the discussions (posts and responses) should be complete and free of grammatical or structural errors as well as friendly and courteous.
7. Treat the discussion boards as if we were having a discussion in the classroom.

****Discussion Forum Participation Rubric is located in Blackboard under the blue course menu...**

Participation in the discussion forums is critical for maximizing your learning experiences in this course. You are required to be part of an online community that interacts, through discussion, to enhance and support the professional development of the group. Part of the assessment criteria for the course includes assessing the quality and quantity of your participation in the discussion forum.

- You should submit your initial post by day 4 (Thursday) in each module, and your subsequent responses to the post of other learners by day 6 (Saturday) and at timely intervals within the duration of each module. Keep in mind the goal is to have a dynamic discussion that last throughout the entire module.
- Your posts and responses should be thorough and thoughtful. Just posting an “I agree” or “Good ideas” will not be considered adequate. Support your statements with examples, experiences, or references. Keep in mind that your fellow learners will be reading and responding to you, too.
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- When relevant, add to the discussion by including prior knowledge, work experience, references, web sites, resources, etc. (giving credit when appropriate).
- Your contributions to the discussions (posts and responses) should be complete and free of grammatical or structural errors as well as friendly and courteous.
- Treat the discussion boards as if we were having a discussion in the classroom.

Determination of Course Grade/Detailed Grading Formula:

Your semester grade will be comprised of the following components and graded per the following grading scale: Furthermore, **in order to pass this class, you must obtain “C” or better.**

Group Project # 1- Health Care Setting Presentation	10%
Group Project # 2 - Problem Based Learning	10%
Career Journal	10%
Discussions	10%
Chapter Quizzes	10%
Mid Term Exam	25%

Final Exam	25%
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Grading Scale:

90.0-100	A
80.0-89.9	B
75.0-79.9	C
70.0-74.9	D
69 – Below	F

Make-Up Policy: Computer lab assignments, Midterm and Final Exams may be submitted after the due date with instructor approval and receive a grade; however, grades for these assignments and exams submitted after the due date and time will receive a maximum grade of 75%. This is at instructor’s discretion.

Course outline – Tentative- (subject to change at instructor’s discretion, however, we will try to follow this outline as closely as possible. I will notify you of any changes made within 48 hours). The week begins on Monday and ends on Sunday.

ALL COURSEWORK DUE BY SUNDAY, 5/8. NO FURTHER WORK WILL BE ACCEPTED PAST THIS DATE, NO EXCEPTIONS!

SPRING 2022

Week:	Topics Covered:	Assignments:
#1 1/18 to 1/23	Chapter 1- Changing Face of Health Care in America Impact on the Role of the HI Manager	Read Chapter 1 Watch Chapter 1 Videos Review Additional Learning Material Discussions Chapter 1 Due: 1/20 Interactive Games Chapter 1 Quiz Due:1/23
#2 1/24 to 1/30	Chapter 2 Hospital- Based Ambulatory Care	Read Chapter 2 Watch Chapter 2 Videos Review Additional Learning Material Discussions Chapter 2 Due: 1/27 Interactive Games Chapter 2 Quiz Due: 1/30

<p>#3</p> <p>1/31 to 2/6</p>	<p>Chapter 3 Freestanding Ambulatory Care</p>	<p>Read Chapter 3 Watch Chapter 3 Videos Review Additional Learning Material Discussions Chapter 3 Due: 2/3 Interactive Games Chapter 3 Quiz Due:2/6</p>
<p>#4</p> <p>2/7 to 2/13</p>	<p>Chapter 7-Mental Health</p> <p>Chapter 8- Substance Abuse</p>	<p>Read Chapters 7 & 8 Watch Chapters 7 & 8 Videos Review Additional Learning Material Discussions Chapters 7 & 8 Due: 2/11 Interactive Games Chapters 7 & 8 Quizzes Due: 2/13</p>
<p>#5</p> <p>2/14 to 2/20</p>	<p>Chapter 9 Facilities for Individuals with Mental Retardation or Developmental Disabilities</p> <p>Chapter 10 Long Term Care Facilities</p>	<p>Read Chapters 9 & 10 Watch Chapters 9 & 10 Videos Review Additional Learning Material Discussions Chapters 9 & 10 Due: 2/17 Interactive Games Chapters 9 & 10 Quizzes Due: 2/20</p>
<p>#6</p> <p>2/21 to 2/27</p> <p>**Review for Mid-Term, Chapters 1, 2, 3, 7, 8, 9, 10, 11 and 12</p>	<p>Chapter 11- Rehabilitation</p> <p>Chapter 12-Home Health Care</p> <p>Mid Term Review is located in Blackboard!</p>	<p>Read Chapters 11 & 12 Watch Chapters 11 & 12 Videos Review Additional Learning Material Discussions Chapters 11 & 12 Due: 2/24 Interactive Games Chapters 11 & 12 Quizzes Due: 2/27</p>

# 7 2/28 to 3/6	Mid-Term Exam... Taken online through Blackboard The Mid Term Exam will be open 2/28 to 3/6	<i>Covers Chapters 1, 2, 3, 7, 8, 9, 10, 11 and 12</i>
# 8 3/7 to 3/13	Chapter 5- Dialysis	Read Chapter 5 Watch Chapter 5 Videos Review Additional Learning Material Discussions Chapter 5 Due: 3/10 Interactive Games Chapter 5 Quiz Due: 3/13
# 9 3/14 to 3/20	SPRING BREAK!!! CAMPUS CLOSED NO ASSIGNMENTS THIS WEEK	
#10 3/21 to 3/27	Chapter 6- Correctional Facilities	Read Chapter 6 Watch Chapter 6 Videos Review Additional Learning Material Discussions Chapter 6 Due: 3/24 Interactive Games Chapter 6 Quiz Due: 3/27
#11 3/28 to 4/3	Chapter 4- Managed Care	Read Chapter 4 Watch Chapter 4 Videos Review Additional Learning Material Discussions Chapter 4 Due: 3/31 Interactive Games Chapter 4 Quiz Due: 4/3
# 12 4/4 to 4/10	Chapter 13- Hospice Chapter 14- Dental Care	Read Chapters 13 & 14 Watch Chapters 13 & 14 Videos

		Review Additional Learning Material Discussions Chapters 13 & 14 Due: 4/7 Interactive Games Chapters 13 & 14 Quizzes Due: 4/10
#13 4/11 to 4/17	Chapter 15- Veterinary Setting	Read Chapter 15 Watch Chapter 15 Videos Review Additional Learning Material Discussions Chapter 15 Due: 4/14 Interactive Games Chapter 15 Quiz Due: 4/17
#14 4/18 to 4/24	*Problem Based Learning; *Health Care Setting Presentation; and *Career Journal Due PROJECTS DUE 4/24!!	Group Project # 1 Due 4/ 24 Group Project # 2 Due 4/24 Career Journal Due 4/25 ***See specific instructions and details in syllabus
#15 4/25 to 5/1	Chapter 16-Consulting Chapter 17 – Cancer Registry	Read Chapter 16 & 17 Watch Chapter 16 & 17 Videos Review Additional Learning Material Discussions Chapter 16 & 17 Due: 4/28 Interactive Games Chapter 16 & 17 Quiz Due: 5/1

#16 5/2 to 5/8	Review for Final Exam A review for the Final Exam is available in Blackboard The Final will be open 5/4 to 5/10	No further assignments accepted! 5/8 - Last day to submit any assignments
#17 5/9 to 5/15	FINAL EXAM- comprehensive 5/4 to 5/10 Online in Blackboard	

Attendance Policy: Students are expected to log into Blackboard at least two times a week. Please make it a habit to check both, your COM email; and the announcements in Blackboard on a regular basis, as this is my primary means of communication with the class.

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 only permitted to withdraw six times during their college career by State law. The last day to withdraw is **April 22nd** for 16-week courses. It is the student’s responsibility to ensure that he/she is properly withdrawn from the course. **Ceasing to attend class does not officially withdraw a student from a course. As a rule, I do not drop students from my courses.**

Therefore, if you know before “W” day that you will not be able to successfully complete the course, please go to the admissions/registration office and complete the necessary paperwork to drop the course. **If you do not request to drop the course yourself, at the end of the term you will receive the grade you have earned, even if it is a “F.”**

Early Alert Program: The Student Success Center at College of the Mainland has implemented an Early Alert Program because student success and retention is 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.

Academic Dishonesty: (Describe your academic dishonesty policy and state consequences if it is violated)

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/studentservices/student-handbook.php>

OWL Purdue Plagiarism: <https://owl.english.purdue.edu/owl/resource/589/01/>

**The Tutoring Center provides free tutoring services to students, staff and faculty seeking assistance for writing, reading and oral presentations for academic and non-academic assignments/projects. Located in the Technical Vocational Building, Room 1306, the center provides face-to-face and online tutoring sessions in a welcoming environment.

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/Program Director, Kay Frieze, at 409-933-8414/kfrieze@com.edu.

Student Learner Outcomes:

Upon successful completion of this course, students will:

1. Be able to apply local, state, and federal standards and regulations for the control and use of health information.
2. Be able to demonstrate appropriate health information disclosure practices.
3. Be able to identify and discuss ethical issues in health care.

IMPORTANT: Eligibility for an occupational license may be impacted by one’s criminal history. Students with a criminal history should confer with faculty or the department chairperson. Students have a right to request a criminal history evaluation letter from the applicable licensing agency.

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

- CT = Critical thinking skills – to include creative thinking, innovation, inquiry, and analysis, evaluation and synthesis of information
- COM = Communication skills – to include effective written, oral, and visual communication
- EQS = Empirical and quantitative skills – to include the manipulation and analysis of numerical data or observable facts resulting in informed conclusions

Student Learner Outcome	Maps to Core Objective	Assessed via this Assignment
1. Students will be able to identify the components and functions of multiple health care delivery systems to include accreditation, licensure, regulations, payment, and reimbursement systems	Critical Thinking	Final
2. Students will be able to describe routine institutional statistics	Empirical and Quantitative Skills	Group Project

3. Student will be able to interpret health care data	Critical Thinking	Final
4. Students will be able to prepare health care data for presentation purposes	Communication-Visual	Individual Project
5. Students will be able to evaluate reliability and validity of health care data	Empirical and Quantitative Skills	Group Project

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 career. 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 in the Student Success Center.

Counseling Statement: Any student that is 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 setup their appointment. Appointments are strongly encouraged; however, some concerns may be addressed on a walk-in basis.

Success Tips for Students

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 class and is punctual** – The student logs onto blackboard at least twice a week.
- **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.

Three Prior to Me: The HIM faculty encourages students to problem-solve, work as a team as well as utilize available resources. In order to develop these skills, we will employ the “**Three Prior to Me**” process. This means that before you contact the instructor with a course-related question, you must have attempted to find the information in three other places. For instance, if you are unsure about the meaning of a term used in the course, you would attempt to locate this information in three places prior to asking the instructor. Hence, you might do a Google search for the term, ask a classmate, and refer to your textbook. Instructors **will** question you regarding what research methods you utilized to locate information on your own. This process is not meant to be a barrier to you, but instead to provide the following benefits:

-preparation for the workforce

-increased research skills

-instructors will have more time to provide feedback and interact with students

If you have a question that **ONLY** the instructor would know the answer to (grade-related, assessments, etc.), then of course you would go to the instructor directly. This process will require practice and patience from the student as well as the instructor.

AHIMA DOMAINS, SUBTASKS, AND TASKS

Domain I. Data Governance, Content & Structure		
I.3 Identify policies and strategies to achieve data integrity	3	Chapter 10
I.4 Determine compliance of health record content within the health organization	5	Chapters 2, 16
I.5 Explain the use of classification systems, clinical vocabularies, and nomenclatures	2	Chapters 2, 3, 7, 8
I.6 (DM ONLY) Describe components of data dictionaries and data sets	2	Chapter 17
Domain II. Information Protection: Access, Use, Disclosure, Privacy & Security		
II.1 Apply privacy strategies to health information	3	Chapters 1, 6, 13
II.2 Apply security strategies to health information	3	Chapters 1, 2, 5, 16
II.3 Identify compliance requirements throughout the health information life cycle	3	Chapters 2, 16
Domain III. Informatics, Analytics and Data Use		
III.1 Apply health informatics concepts to the management of health information	3	Chapters 2, 3, 12, 14

III.2 Utilize technologies for health information management	3	Chapters 1, 6, 9, 11, 12, 13, 14, 15
III.3 Calculate statistics for healthcare operations	3	Chapters 2, 6, 13, 14, 15, 16
III.4 Report healthcare data through graphical representations	3	Chapters 9, 13
III.5 Describe research methodologies used in healthcare	2	Chapters 4, 12, 14
III.6 Describe the concepts of managing data	3	Chapter 12
III.7 Summarize standards for the exchange of health information	2	Chapters 6, 17
III.8 (DM ONLY) Manage data within a database system	5	Chapters 3, 4 5, 8, 11, 13, 14, 15, 17
III.9 (DM ONLY) Identify standards for exchange of health information	3	Chapters 6, 17

Domain IV. Revenue Cycle Management		
IV.1 Recognize assignment of diagnostic and procedural codes and groupings in accordance with official guidelines	3	Chapters 2, 3, 4, 5, 6, 7, 8, 11, 14, 15, 16
IV. 2 Describe components of revenue cycle management and clinical documentation	2	Chapters 2, 4, 8, 16, 17,
IV. 3 Summarize regulatory requirements and reimbursement methodologies	2	Chapters 2, 3, 4, 10, 16
IV.4 (RM ONLY) Determine diagnosis and procedure codes according to official guidelines	5	Chapters 2, 3, 4, 5, 6, 7, 8, 11, 14, 15, 16
IV. 5 (RM ONLY) Evaluate revenue cycle processes	5	Chapters 2, 4, 8, 16, 17,
IV.6 (RM ONLY) Evaluate compliance with regulatory requirements and reimbursement methodologies	5	Chapters 2, 3, 4, 10, 16
Domain V. Health Law & Compliance		

V.1 Apply legal processes impacting health information	3	Chapters 6, 8, 9, 10, 13
V.2 Demonstrate compliance with external forces	3	Chapters 2, 3, 16
V.3 Identify the components of risk management related to health information management	3	Chapters 4, 6, 8, 10, 11, 15
V.4 Identify the impact of policy on healthcare	3	Chapters 4, 5, 10, 14, 15, 17
Domain VI. Organizational Management & Leadership		
VI.1 Demonstrate fundamental leadership skills	3	Chapters 2, 9, 10, 16
VI.2 Identify the impact of organizational change	3	Chapters 2, 4, 6

VI.3 Identify human resource strategies for organizational best practices	3	Chapter 12
VI.4 Utilize data-driven performance improvement techniques for decision making	3	Chapter 5
VI.5 Utilize financial management processes	3	Chapter 6
VI.6 Examine behaviors that embrace cultural diversity	4	Chapters 1, 2, 4, 7, 10, 14, 15, 16
VI.7 Assess ethical standards of practice	5	Chapters 2, 5, 6, 7, 8, 11, 15, 17

VI.9 Identify processes of workforce training for healthcare organizations	3	Chapters 2, 9
Supporting Body of Knowledge (Pre-requisite or Evidence of Knowledge)		
1. Anatomy and Physiology	x	Chapter 17
3. Pathophysiology and Pharmacology	x	Chapters 2, 4, 6, 10, 13, 14
4. Computer Concepts and Applications	x	Chapters 3, 14