J. Sargeant Reynolds Community College
Course Content Summary

Course Prefix and Number: HIM 249 **Credits:** 3

Course Title: Supervision and Management Practices for HIM

Course Description: Introduces supervision and management principles with emphasis on the application of these principles in the health information setting. Prerequisite: Admittance into the Advance Coder Career Studies Program. Prerequisites or Co-requisites: HIM 229, HIM 293, HIM 142, HIM 220. Lecture 3 hours per week.

General Course Purpose: Required for the Advanced Medical Coder Career Studies Certificate, this course is designed to permit the student to apply management theory to a variety of problems that commonly occur in a health care setting and also to develop an understanding of financial management concepts.

Course Prerequisites and Co-requisites:
Prerequisite: Admittance into the Advanced Medical Coder Career Studies Program
Prerequisites or Co-requisites: HIM 229, HIM 293, HIM 142, HIM 220

Course Objectives:
Upon completing the course, the student will be able to

a. Collect data for quality management, utilization management, risk management, and other patient care related studies;
b. Participate in facility-wide quality management program;
c. Present data in verbal and written forms;
d. Interpret and apply laws and accreditation, licensure and certification standards, monitor changes, and communicate information-related changes to other people in the facility;
e. Understand the role of various providers and disciplines throughout the continuum of health care services;
f. Release patient-specific data to authorized users;
g. Request patient-specific information from other sources;
h. Summarize patient encounter data for release to authorized users;
i. Maintain and enforce patient health record confidentiality requirements;
j. Assist in developing health record documentation guidelines;
k. Perform quantitative analysis of health records to evaluate compliance with regulations and standards;
l. Perform qualitative analysis of health records to evaluate compliance;
m. Assist in preparing the facility for an accreditation, licensing and/or certification survey;
n. Ensure facility-wide adherence to health information services' compliance with regulatory requirements;
o. Monitor staffing levels, turnaround time, productivity, and workflow for supervisory purposes;
p. Determine resources (equipment and supplies) to meet workload needs;
q. Develop departmental procedures;
r. Develop strategic plans, goals, and objectives for area of responsibility;
s. Provide consultation, education, and training to users of health information services;
t. Use quality improvement tools and techniques to improve departmental processes;
u. Resolve customer complaints;
v. Prioritize department functions and services;
w. Implement staff orientation and training programs; and
x. Manage special projects.

Major Topics to Be Included:

a. Stages in development of management process (scientific management, bureaucracy, administrative organization, human relations, and contingency theory)
b. Functions of management (planning, organizing, controlling, decision-making, leading)
c. Structures in organizing health care systems and demonstrate competence in designing an organizational structure for health information services
d. Leadership styles, types of management control, and applications in HIM
e. Design of a job description, performance standards and a performance appraisal tool
f. Proactive human resource management
g. Major legislation and regulations affecting the workplace
h. Methods of downsizing, job sharing, and flextime
i. Understand principal focus of employee assistance programs
j. Knowledge and skills in employee recruitment, selection, training, and retention
k. Concepts of termination, wrongful discharge, layoffs and retirement
l. Skills in employee communication, counseling and discipline
m. Key points in a grievance procedure
n. Performance appraisal systems assess performance, provide guidance, and set goals
o. Methods used to evaluate jobs and determine compensation
p. How to design and implement a training program
q. How to design and manage the workplace environment
r. Types and models of organizational communication
s. Methods of and barriers to conflict resolution
t. Methods of progressive discipline
u. How to design a corrective action plan for use in the disciplinary process
v. Characteristics of group process and problem-solving
w. Methods of introducing change into the workplace
x. Negotiation process and National Labor Relations Act
y. Skill in managing human diversity
z. Key financial management terms and ratios
aa. Linkage of financial and clinical data in operations and revenue management
bb. How insurers pay for services
cc. Understand types of budgets found in health care organizations
dd. Basics of environmental assessment and strategic planning
ee. How to prepare an operational budget and capital expenditure request of HIM services
ff. Variance reporting

Effective Date of Course Content Summary: August 24, 2015