

New Course Request

Indiana University

Indianapolis Campus

Check Appropriate Boxes: Undergraduate credit Graduate credit Professional credit

- 1. School/Division Informatics 2. Academic Subject Code HIA-M
- 3. Course Number 275 (must be cleared with University Enrollment Services) 4. Instructor TBA
- 5. Course Title Professional Interaction in the Healthcare Environment

Recommended Abbreviation (Optional) Prof. Interaction Healthcare Env
(Limited to 32 Characters including spaces)

6. First time this course is to be offered (Semester/ Year): Spring 2010

7. Credit Hours: Fixed at 3 or Variable from _____ to _____

8. Is this course to be graded S-F (only) Yes No

9. Is variable title approval being requested? Yes No

10. Course description (not to exceed 50 words) for Bulletin publication: Course is designed to develop effective interaction among internal and external customers in a healthcare environment. Emphasis is placed on professional communications with superiors, peers and subordinates in all areas of healthcare. Topics include: policy creation, HIM job descriptions, information technology, proposal requests, e-mail etiquette and presentation skills.

11. Lecture Contact Hours: Fixed at 3 or Variable from _____ to _____

12. Non-Lecture Contact Hours: Fixed at _____ or Variable from _____ to _____

13. Estimated enrollment: 20 of which 0 percent are expected to be graduate students.

14. Frequency of scheduling: Spring Will this course be required for majors? Yes

15. Justification for new course: Provide education about interactions in professional settings

16. Are the necessary reading materials currently available in the appropriate library? Yes

17. Please append a complete outline of the proposed course, and indicate instructor (if known), textbooks, and other materials.

18. If this course overlaps with existing courses, please explain with which courses it overlaps and whether this overlap is necessary, desirable, or unimportant.

19. A copy of every new course proposal must be submitted to departments, schools, or divisions in which there may be overlap of the new course with existing courses or areas of strong concern, with instructions that they send comments directly to the originating Curriculum Committee. Please append a list of departments, schools, or divisions thus consulted.

Submitted by:

Approved by:

William M. Schmidt Date 11-2-09
Department Chairman/Division Director

 Date _____
Dean

Date _____
Dean of Graduate School (when required)

Date _____
Chancellor/Vice-President

Date _____
University Enrollment Services

M275 – Professional Interaction in the Health Care Environment
3 Credit Hours
School of Informatics
Health Information Administration Program

Instructor:

Office Address:

Office Phone:

Office Hours:

Email Address:

The Mission of IUPUI is to provide for its constituents excellence in

- **Teaching and Learning**
- **Research, Scholarship, and Creative Activity**
- **Civic Engagement**

With each of these core activities characterized by

- **Collaboration within and across disciplines and with the community**
- **A commitment to ensuring diversity, and**
- **Pursuit of best practices**

IUPUI's mission is derived from and aligned with the principal components – Communities of Learning, Responsibilities of Excellence, Accountability and Best Practices – of Indiana University's Strategic Directions Charter.

Statement of Values

IUPUI values the commitment of students to learning; of faculty to the highest standards of teaching, scholarship, and service; and of staff to the highest standards of service. IUPUI recognizes students as partners in learning. IUPUI values the opportunities afforded by its location in Indiana's capital city and is committed to serving the needs of its community. Thus, IUPUI students, faculty, and staff are involved in the community; both to provide educational programs and patient care and to apply learning to community needs through service. As a leader in fostering collaborative relationships, IUPUI values collegiality, cooperation, creativity, innovation, and entrepreneurship as well as honesty, integrity, and support for open inquiry and dissemination of findings. IUPUI is committed to the personal and professional development of its students, faculty, and staff and to continuous improvement of its programs and services.

Required Texts:

Software

Course Description

Course is designed to develop effective interaction among internal and external customers in a healthcare environment. Emphasis is placed on professional communications with superiors, peers and subordinates in all areas of healthcare. Topics include: policy creation, HIM job descriptions, information technology, proposal requests, e-mail etiquette and presentation skills.

Course Outcomes:

At the conclusion of this course, the student will be able to:

- Prepare professional communications for distribution within and outside of the healthcare environment;
- Organize documentation into understandable and comprehensive material for training and organizational education;
- Communicate in an electronic environment utilizing e-mail etiquette;
- Create effective visual aids to be used as a communication tool.

Core Competencies:

- Develop effective training programs for both internal and external customers (V.A.3);
- Develop Health Information Management departmental job descriptions (V.A.7);
- Prepare cost-benefit analysis documentation for resource justification (V.B.3);
- Compose strategic and organizational plans for facility-wide health information management system implementation (V.C.1);
- Develop, implement, maintain, and communicate benchmarking initiatives or the health information department (V.A.5);

Expectations/Guidelines/Policies

See below.

Attendance

If you are registered as an in-class student attendance is in this class is required. The instructor will take attendance at the beginning of each class period. **The student is required to call in** if they are not able to attend the class. The student should leave a message with Linda Burzlaff if he/she is not able to attend. This number is (317)-278-9200. Students may also e-mail the instructor, Felisa Tennant. **Please do this by 12 NOON** utilizing the Oncourse e-mail system.

Students are expected to be on time for class and participate in class discussions and exercises, including any class critiques and all written papers if required. Students will complete all readings and class assignments.

This class meets on Mondays from 9:00am to 11:45am each week. Two unexcused absences in the course will result in a reduction of one letter grade for the course.

Assignments

The majority of assignments will be posted on Oncourse, however some assignments will be given in class. Assignments posted on Oncourse can be found under the "Assignments" link in Oncourse. Students are responsible for checking this on a regular basis.

Students need to read through the assigned readings prior to coming to class and be prepared for class discussions and for participating in the coding exercises.

NOTE: Assignments will be due on the dates assigned and must be submitted by 11:55 pm, IUPUI time or EST/EDT.

Assignments turned in after the date and time listed above will be considered late assignments and will not be accepted.

****See LATE ASSIGNMENT SECTION BELOW.**

Assignments will be checked for accuracy, spelling, grammar, and punctuation if applicable. Assignments should be done in a professional manner. Written assignments should be typewritten and double spaced in Microsoft Word. If you do not have Microsoft Word, you may purchase it from any IUPUI Bookstore with a valid IUPUI student ID.

Throughout the course, we will be doing activities in the classroom. This course will be more successful if you participate in these activities by offering your opinion about the issues we are talking about. You will be able to understand the information if you come prepared to class.

It is an expectation that you come prepared for class. This means reading the assignments in the book and completing your homework on time, accurately, and completely. You should also be prepared to participate in discussions and completing in class exercises either individually or as part of a group.

A student is expected to do his or her own work unless you are working on a group assignment. If a person is caught cheating, disciplinary action will be taken according to the guidelines outlined in the Code of Student Rights, Responsibilities and Conduct.

****Late Assignments**

No late assignments will be accepted in this course. Extensions to an assignment may be given if prearrangements have been made in advance with the instructor.

Time management is a priority in the professional environment and in the collegiate environment. Assignments will be given in a timely manner allowing the student ample opportunity to complete the assignment and hand it in on the appropriate due date, before the class period begins.

ALL ASSIGNMENTS AND TESTS MUST BE COMPLETED BY THE END OF THE SEMESTER.

Exams

Examinations will be taken at the scheduled time. Please refer to the document titled "M355 ICD-9-CM Tentative Schedule" for specific dates. However, keep in mind that this is a tentative schedule and testing dates may be changed. Arrangements for alternative test dates must be made with the instructor. If not, the student receives a grade of zero for the test.

Final exam

The final examination in this course is a proctored exam and must be taken on the IUPUI campus in a specifically designated room. For those students enrolled as Distance Education and located within the state of Indiana you will be required to come to campus to take the final exam. For those distance students located out of the state of Indiana, arrangements will need to be made regarding an appropriate proctor and testing location. It is the student's responsibility to locate a testing site however the site and proctor must be approved by myself before approval is granted. This situation will be dealt with specifically between me and the individual student.

Plagiarism

Plagiarism will not be tolerated in this class. A student should cite references if he or she is using an idea that is not his or her own. They should be cited using APA style. If plagiarism is discovered, it will be dealt with using the guidelines established by the IUPUI Academic handbook.

Distance Education Environment:

Communicating in an online environment requires a certain amount of Netiquette or online etiquette. It is very important to be aware of how communications may be perceived by the recipient or recipients involved. Inappropriate discussion responses will NOT be tolerated, disciplinary action will be taken according with the guidelines outlined in the Code of Student Rights, Responsibilities and Conduct. Netiquette information should be reviewed from the site of Netiquette: <http://www.albion.com/netiquette/corerules.html>

Review the website for the appropriate rules for utilizing web and email. General common courtesy will be expected. Respect for each individual is critical. Appropriate and professional behavior is expected in the use of informal and formal communications.

Responsibilities and Conduct.

The HIM Profession has a Code of Conduct and Ethics that extends to the student level.

Breakdown of Course Information

Grading Information

Grades will be based on homework assignments, quizzes and tests, and final exam. Points will be given for the assignments that are being turned in. The grades will be awarded on the following grading scale:

An "I" Incomplete will not be given unless extreme circumstances. Not for "bogged down" or "behind". A student must have 75% of coursework and the incomplete form filed by assistant dean to the Student Services Office.

Assignments for spring 2010 are as follows

The grading scale is:

A+	97-100	C+	82-84
A	93-96	C	80-81
A-	91-92	C-	78-79
B+	89-90	D+	77
B	88	D	76
B-	85-87	D-	75
		F	74 or less

Course Schedule

Week	Activity/Objective
1	Professional writing skills with healthcare emphasis
2	APA citation style; plagiarism; e-mail etiquette
3	Drafting policies and procedures for health information department
4	Letters, reports and memoranda used in healthcare setting
5	Creating educational materials for health information training
6	Literature review in health information
7	Effective visual aids in presentations
8	Research skills for Health Information
9	Health Information Team-approach to writing
10	Research proposal for applied health information research project
11	Collaborative applied health information research project
12	Formal business proposal for health information system
13	Executive Summary for health information system proposal
14	Resumes and cover letters for health information management
15	Group presentations of applied health information research project with peer review