Health Information Management Program
Bachelor of Science Degree Program

2019-2020

STUDENT HANDBOOK

Missouri Western State University
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St. Joseph, MO 64507
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Welcome to Missouri Western State University’s Health Information Management (HIM) Program. This student handbook has been developed to assist you in successfully completing your baccalaureate degree at Missouri Western State University. You are responsible for reading the material carefully and discussing any questions you might have with a faculty member or the Program Coordinator. You are responsible for complying with the policies as stated in this handbook and specific course syllabi.

HIM Students are expected to read the regulations and policies in the 2019-2020 MWSU Undergraduate Catalog, MWSU Student Handbook of Rights and Responsibilities, HIM Program Student Handbook and to conform to them. It is the student’s responsibility for knowing and abiding by the regulations and policies, and for meeting the requirements for a baccalaureate degree in HIM.

In keeping with the requirements of Title IX of the Education Amendments Act of 1972 in regard to sex discrimination, Section 504 of the Rehabilitation Act of 1973 in regard to disability discrimination and the Age Discrimination Act of 1975 as to age discrimination, as well as other applicable federal and state laws and regulations as they pertain to discrimination in the areas of age, race, creed, color, religion, sex, national origin, and the disabled, Missouri Western State University follows a policy of nondiscrimination in the aforementioned areas in regard to all employment practices and to the awarding of student financial aid as well as recruitment, admission, housing, placement, and retention of students. The Title IX compliance and Equal Opportunity Officer is the Director of Human Resources. In addition, MWSU has a Title IX Coordinator. The section 504-ADA Coordinator is the Coordinator of Special Needs.
MISSION

The mission of the Health Information Management program at Missouri Western State University is to provide a quality educational program focused on educating students to succeed in the classroom, fulfill the professional role of health information management (HIM) practitioners, develop life-long learning attitudes, function as valuable members of the health care team, and provide service and leadership to the rapidly expanding and growing health care and HIM communities.

PHILOSOPHY

The Health Information Management program is committed to the development of students as individuals and leaders and to the integration of theoretical and practical knowledge through classroom instruction and professional practice experiences.

ACCREDITATION

The Bachelor of Science degree in Health Information Management is accredited by the Commission on Accreditation for Health Informatics and Information Management Education (CAHIIM).
Health Information Management

......Turning Information Into Knowledge

Do you want a career in health care, but not providing “hands on” care?
Do you like science, but also like working with computers and the law?
Do you like working as a team with physicians, nurses, therapists, and other experts?
Do you want a dynamic career that has many diverse opportunities?
Do you want to be respected as an authority on medical data?

If so, then a career in the management of health information may be for YOU!!! It provides an opportunity for you to use diverse talents because this career combines PATIENT CARE, LEADERSHIP, and TECHNOLOGY.

“What Is Health Information?”

Health information management (HIM) is the practice of acquiring, analyzing, and protecting digital and traditional medical information vital to providing quality patient care. HIM professionals are highly trained in the latest information management technology applications and understand the workflow in any healthcare provider organization from large hospital systems to the private physician practice. They are vital to the daily operations management of health information and electronic health records.

Health information management professionals work in a variety of different settings and job titles. They often serve in bridge roles, connecting clinical, operational, and administrative functions. These professionals affect the quality of patient information and patient care at every touch point in the healthcare delivery cycle. Having skilled HIM professionals on staff ensures an organization has the right information on hand when and where it is needed while maintaining the highest standards of data integrity, confidentiality, and security.

Health information technology refers to the framework used to manage health information, and the exchange of health information in a digital format. Professionals who work in health IT are focused on the technical side of managing health information, working with software and hardware used to manage and store patient data. HIT professionals are usually from Information Technology backgrounds, and provide support for electronic health records and other systems HIM professionals use to secure health information.

Health Informatics (HI) is a science that defines how health information is technically captured, transmitted and utilized. Health informatics focuses on information systems, informatics principles, and information technology as it is applied to the continuum of healthcare delivery. It is an integrated
discipline with specialty domains that include management science, management engineering principles, healthcare delivery and public health, patient safety, information science and computer technology. Health Informatics programs demonstrate uniqueness by offering varied options for practice or research focus.

There are four major focus research areas in informatics education reflecting various disciplines:

1. Medical/Bio Informatics – physician and research based, attracts medical students
2. Nursing Informatics – clinical and research based, attracts nursing students
3. Public Health Informatics – public health and biosurveillance based, attracts public health students
4. Applied Informatics – addresses the flow of medical information in an electronic environment and covers process, policy and technological solutions, attracts HIM students


The roles, settings, and impact of the profession in coming years is best demonstrated in the AHIMA Core Model which is focused on governance and stewardship of health information.
PROFESSIONAL EDUCATIONAL OPPORTUNITIES

There are many career paths available to someone interested in this profession. Earning a credential puts you in a position as a leader and helps define you as a role model in the health informatics and information management community. Completing your education and investing in certification helps you in many ways, including: improving your earning potential; opening the door for many more career possibilities; and allowing you to network with many professionals who help provide ongoing support in your long-term career goals.

Certification

To ensure that its members meet professional standards of excellence, AHIMA issues credentials in health information management, coding, healthcare privacy and security, documentation improvement, healthcare technology, health data analysis, and health informatics. Members earn credentials through a combination of education and experience, and finally performance on national certification exams. Following initial certification, AHIMA members must maintain their credentials and thereby the highest level of competency for their employers and consumers through rigorous continuing education requirements.

The Registered Health Information Administrator (RHIA)

RHIA is skilled in the collection, interpretation, analysis of patient data, and using classification systems and medical terminologies. Additionally, they receive the training necessary to assume managerial roles related to these functions. RHIA interact with all levels of an organization, often serving as a critical link between care providers, payers, and patients and manage patient health information and records, administer computer information systems, —clinical, financial, legal, and administrative.

RHIA enjoys job placements in a broad range of settings that span the continuum of healthcare including office-based physician practices, nursing homes, home health agencies, mental health facilities, and public health agencies. The growth of managed care has created additional job opportunities in HMOs, PPOs, insurance companies, electronic health record vendors, health information exchanges, and education. Prospects are especially strong in these settings for RHIA who possess advanced degrees in business or health administration.

At the present time, there is a growing market in the workplace for HIM professionals. According to the Bureau of Labor Statistics (BLS), employment of health information management professionals is expected to increase by 22 percent, much faster than the average for all occupations through 2022.

“The demand for health services is expected to increase as the population ages. An aging population will need more medical tests, treatments, and procedures. This will mean more claims for reimbursement from insurance companies. Additional records, coupled with widespread use of electronic health records (EHRs) by all types of healthcare providers, could lead to an increased need for technicians to organize and manage the associated information in all areas of the healthcare industry.” Bureau of Labor

**The Certified Coding Associate (CCA)**

New coders who earn the CCA will immediately demonstrate their competency in the field, even if they don't have much job experience. Earning a CCA demonstrates a commitment to coding even for those who are new in the field. CCA holders will also distinguish themselves from non-credentialed coders and those who hold credentials from other organizations that do not require the higher level of expertise necessary to earn AHIMA certification.

**The Certified Coding Specialist (CCS)**

Certified Coding Specialists are professionals skilled in classifying medical data from patient records, generally in the hospital setting. These coding practitioners review patients' records and assign numeric codes for each diagnosis and procedure. To perform this task, they must possess expertise in the ICD-10-CM classification system and the surgery section within the CPT coding system. In addition, the CCS is knowledgeable of medical terminology, disease processes, and pharmacology.

Hospitals or medical providers report coded data to insurance companies or the government, in the case of Medicare and Medicaid recipients, for reimbursement of their expenses. Researchers and public health officials also use coded medical data to monitor patterns and explore new interventions. Coding accuracy is thus highly important to healthcare organizations because of its impact on revenues and describing health outcomes. Accordingly, the CCS credential demonstrates tested data quality and integrity skills in a coding practitioner. The CCS certification exam assesses mastery or proficiency in coding rather than entry-level skills.

If you have experience in coding inpatient records or coding the hospital portion of ambulatory surgery and emergency room care, you should consider obtaining this certification. In fact, certification is becoming an implicit industry standard.

**The Certified Coding Specialist-P (CCS-P)**

The CCS-P is a coding practitioner with expertise in physician-based settings such as physician offices, group practices, multi-specialty clinics, or specialty centers. This coding practitioner reviews patients' records and assigns numeric codes for each diagnosis and procedure. To perform this task, the individual must possess in-depth knowledge of the CPT coding system and familiarity with the ICD-9-CM and HCPCS Level II coding systems. The CCS-P is also expert in health information documentation, data integrity, and quality. Because patients' coded data is submitted to insurance companies or the government for expense reimbursement, the CCS-P plays a critical role in the health provider's business operation. What's more, the employment outlook for this coding specialty looks highly favorable with the growth of managed care and the movement of health services delivery beyond the hospital.
The CCS-P certification exam assesses mastery or proficiency in coding rather than entry-level skills. If you perform coding in a doctor's office, clinic, or similar setting, you should consider obtaining the CCS-P certification to attest your ability.

The RHIT, RHIA, CCA, CCS, and CCS-P are the only worldwide HIM credentials currently accredited by the National Commission for Certifying Agencies (NCCA).

The U.S. Department of Labor's Bureau of Labor Statistics projected a 20% increase in employment before 2018 for the Medical Coding and Billing field, which includes medical coding and billing professionals. This represents more than 37,000 new jobs. ([http://www.ahima.org/certification/credentials.aspx](http://www.ahima.org/certification/credentials.aspx))

**Certified in Healthcare Privacy and Security (CHPS)**

The Certified in Healthcare Privacy and Security (CHPS) credential is a specialty credential denoting advanced competency in designing, implementing, and administering comprehensive privacy and security protection programs in all types of healthcare organizations.

Becoming certified in healthcare privacy and security demonstrates that you have chosen to focus and advance your career by specializing in the privacy and security dimensions of HIM. By being recognized for your special expertise, you signify a commitment to advancing privacy and security management practices and to lifelong learning and professional development.

**Certified Health Data Analyst (CHDA)**

The Certified Health Data Analyst demonstrates expertise in health data analysis and the knowledge to acquire, manage, analyze, interpret, and transform data into accurate, consistent, and timely information, while balancing the “big picture” strategic vision with day-to-day details. CHDA professionals also exhibit broad organization knowledge and the ability to communicate with individuals and groups at multiple levels, both internal and external.

**Certified Documentation Improvement Practitioner (CDIP®)**

Professionals earning the CDIP credential will:

- Knowledgeable and competent in clinical documentation in patient health records;
- Be leaders and role models in the Health information management community; and,
- Demonstrate competency in capturing documentation necessary to fully communicate patients’ health status and conditions.

**CONTINUING EDUCATION REQUIREMENTS**

Lifelong learning is very important. To help encourage the pursuit of education, continuing education is one part of the American Health Information Management Association’s ongoing activities.

Currently, within a two-year cycle, RHIAAs must complete 30 hours of continuing education and RHITs
must complete 20 hours. In 1994, the House of Delegates adopted maintenance of certification guidelines. Eighty percent of all continuing education units must be earned within the HIM Domain, which includes the domain areas listed below:

- Technology
- Management Development
- Clinical Data Management
- Performance Improvement
- External Forces
- Clinical Foundation
- Privacy and Security


Continuing education hours are also required for other credentials.

THE PROFESSIONAL ORGANIZATION FOR HIM SPECIALISTS

American Health Information Management Association

The American Health Information Management Association (AHIMA) is the professional healthcare organization of more than 103,000 members in health information management. As experts in clinical data and information management, the membership is vital to the healthcare industry. Our members possess unique knowledge and skills that are critical for classifying health information, transitioning from paper to computer-based medical records, and promoting data quality. Maintaining patient confidentiality and information security, developing industry standards, and providing health information education are also achievements accomplished by members of AHIMA.

SOURCE: Taken from http://www.ahima.org

AHIMA is governed by a Board of Directors elected by the membership. The Board serves in the role of governing the association, setting strategy, and maintaining fiscal oversight and fiduciary responsibility.

http://www.ahima.org/about/governance

The membership has also adopted a Code of Ethics that guides the practice of people who choose the
profession. It also serves as a starting point for evaluating workplace policies and procedures. The Code of Ethics was updated by the 2019 House of Delegates. See http://bok.ahima.org/doc?oid=105098#.XSza1OhKjct

The Association headquarters is based in Chicago with a satellite office in Washington, D.C.

**Component State Associations**

In addition to a national organization, component state associations (CSA) promote the profession through additional educational offerings, advocacy, and, networking. A portion of the dues paid to AHIMA are passed on to your state association. As long as you work or live in Missouri, you can choose Missouri Health Information Management Association (MoHIMA) http://www.mohima.org as your CSA Health Information Management Association.

**Regional Associations**

Regional associations work very diligently to help promote the profession by offering increased networking and educational opportunities. In this area, Kansas City Health Information Management Association (KCHIMA) and Pony Express Health Information Management Association in St. Joseph (PEHIMA) welcome student participation. More information is available from a faculty member.

**SHIMA**

Missouri Western State University Health Information Management Program offers a Student Health Information Management Association (SHIMA) through our online learning management system (Canvas) to provide our online students with a connection to other students in the MWSU HIM Program. This SHIMA course is offered at no cost to students. Vital and important information is added so that students have this in one area. Scholarship and job opportunities are also posted here.

**AHIMA’s Engage Communities**

Engage Communities connects you to a network of peers and resources to help solve HIM issues. Engage is available to members, including student members of AHIMA.

Students who are HIM degree-seeking at Missouri Western State University are required to obtain AHIMA student membership. See http://www.ahima.org/membership for a membership application. The membership is also bundled with textbooks used for HIF300 Health Data Management and also for HIF410 Human Resources/Operations Management.

Once a member of AHIMA, there are many opportunities to serve as a volunteer and experience the professional advantages of participating in an association that depends on the knowledge and skills of its more than 103,000 members to move the profession forward.
FACULTY

Members of the faculty are available to students for consultation concerning curriculum and other matters during office hours and by appointment. Faculty members serve as advisors to students enrolled in the Health Information Management program as a major. You are encouraged to have regular contact with your faculty advisor regarding your progress in the program.

Full-time faculty may be contacted by calling the faculty member or the program administrative assistant or School of Nursing and Health Professions administrative assistant. Phone numbers are:

Kelly Fast, MS, RHIA  816-271-4402
kfast1@missouriwestern.edu

Karma Hartong, Admin. Assistant  816-271-5913

School of Nursing and Health Professions  816-271-4415
Fax  816-271-5849

Other faculty involved with the program will provide an e-mail address with the appropriate syllabus.

CURRICULUM

The HIM curriculum is designed to make sure the student is provided life skills (i.e., critical thinking, problem solving, literacy, etc), and professional skills, and reflects the national model curriculum, the AHIMA Curriculum Competencies and Knowledge Clusters for the academic level. All CAHIIM-accredited degree programs must comply with the curriculum map.

The current AHIMA Curriculum Competencies for the Health Information Management Baccalaureate Degree are in Appendix I. Commission on Certification for Health Information Management (CCHIIM) for RHIA Examination Content is in Appendix II.

General education courses are those which “foster the skills necessary to function as responsible adults and contributing members of society.” They are also the education courses you are required to complete in addition to the professional courses.

**General Education Requirements for Baccalaureate Level Health Information Management**

Intent: To prepare practitioners who are capable of understanding society and their societal roles. General education elements should be interspersed throughout the curriculum in an effort to enhance the educational outcomes expected of program graduates. General education should include, but is not limited to the following:
• Arts and Humanities
• Mathematics
  o Statistics
• Microcomputer literacy
  o Word processing
  o Spreadsheets
  o Database management
  o Graphics and presentation applications
• Natural Sciences
• Oral and written communication skills
• Social Sciences

All of the professional HIM classes are offered online. Students who are part of the online program need to be self-motivated, self-directed, and active life-long learners who are capable of creating their own knowledge after interacting with information from a variety of resources.

When you decide that Health Information Management is the career for you, you need to meet with your advisor and complete a Major Declaration Form located [here](#). A sample Program can be viewed at the School of Nursing and Health Professions link [here](#).

**CANVAS**

Canvas is the learning management system (LMS) used by MWSU to offer online classes. If you are new to online education, you should become familiar with this information.

1. If you have never taken a Canvas class before, use this link to obtain more information. [https://www.missouriumerwestern.edu/online/canvas-tutorials-for-students/](https://www.missouriumerwestern.edu/online/canvas-tutorials-for-students/) You can take advantage of printable guides and many tutorials ranging from basic instructions to more advanced references.

2. Make sure your popup blocker is off so you can access the information behind the icons.

3. To see the names and e-mail addresses of the others in your class, go to the People tab in the Canvas class. There you can compose individual messages by clicking on the envelope for each student or just browse. Also, use the Inbox on the left hand vertical ribbon in Canvas to e-mail the entire class, the instructor, or just certain individuals in your class.

4. An online class is not easier than being in the classroom. In fact, it is harder. YOU must take charge of your learning. YOU must discipline yourself and your time in order to stay engaged in a meaningful way. Minimal requirements for success include:
   • You must be proficient and efficient in knowing how to access the Internet for the course web site and other Internet based materials.
• Consistently check your e-mail and course web site for announcements, updates, etc. This probably means once a day during the week and at least once over the weekend.
• Use the discussion boards and other tools provided by Canvas to communicate with your classmates and the instructor.
• It is your responsibility to keep up with the reading and the assignments as well as taking the quizzes and tests on time.
• You should plan on spending at least 3 hours per credit hour per week in studying, reading, and completing the assignments for this class. That would equal six hours per week for a 2-credit hour class. Please contact the instructor if you have issues or need help with this requirement.

COURSE DESCRIPTIONS

The course descriptions for all courses required for the completion of the certificate or the baccalaureate degree are outlined in the MWSU Undergraduate Catalog or found on the web page. See the thumbnails on the lower right-hand of this page: https://www.missouriwestern.edu/him/degrees/

PROFESSIONAL PRACTICE EXPERIENCE (PPE)

The HIM program has two PPE-focused courses, HIF 371 and HIF 465. PPE I is offered in the junior year of the student’s HIM studies once the student has taken health care delivery systems; been grounded in the principles, formats, content and requirements of health record documentation; and covered the legal aspects of health information.

The second PPE is completed in the last semester of the student’s required classes. The student must have senior-level standing in the program in order to take this class. This course is focused on strengthening skills such as presentations and writing abilities, workflow analysis, project management, decision making, teamwork and leadership. The balance of the course is spent orienting and participating in management activities and working on an on-site project under the leadership of a site mentor.

Professional practice experience involves going to a variety of healthcare settings and, students are responsible for any extra expenses incurred during the PPEs. This might include transportation, housing, health testing and proper work attire. Usually time at a site is only available during typical working hours, so employed students must make arrangements to be absent from their place of employment.

More information is found in the MWSU HIM PPE Handbook, 2020. It is provided to you as you begin HIF 371.

Criminal Background Check
Prior to placing a student in a PPE site, the student must obtain a criminal background check. More information will be provided at the beginning of class. Any results from criminal background checks that
could relate to the health and safety of patients will be reported to the site supervisor prior to the student’s PPE. At a minimum, each background check will include a review of the following:

- Missouri Highway Patrol Criminal Background Check
- Other State Criminal Background Check (previous residences other than MO/KS in past 7 years)
- US Dept. of Health and Human Services and the Office of Inspector General’s database for individuals and businesses excluded or sanctioned from participating in Medicare, Medicaid, or other federally funded programs
- General Services Administration/Excluded Parties List System
- Missouri Sex Offender Registry
- Other State or National Sex Offender List (previous residences other than MO/KS)
- Name, Social Security Number and Address Verification
- United States Treasury - SDN and Blocked Persons List Web Site

Students are also required to verify current immunization status, proof of liability insurance, and proof of health insurance, as well as any site-specific orientation, additional entrance requirements, and/or HIPAA training.

Any student who is identified through the background check as a felon may not be able to meet site specific requirements which might lead to the student’s inability to meet course objectives and will be reflected in the final course grade and may lead to course failure.

Illness/Absence from PPE

- Students who experience a serious illness or injury, who have surgery or experience childbirth during an academic term will be required to furnish a medical release to return to participation in professional practice experience.
- Additionally, a student may be sent home from PPE due to illness or other medical condition if deemed appropriate by the faculty member supervising PPE.
- The nature of professional practice learning experiences, requirements for direct faculty supervision of students, and specific agency requirements and schedules may prevent opportunities for students to “make up” missed PPE days. An alternate assignment will be required for any missed PPE day.

Inability to participate fully in a professional practice learning experience due to illness, injury or other medical condition which may include a medical release for “light duty only”, which results in the student’s inability to meet course objectives will be reflected in the final course grade and may lead to course failure.

Service Work Policy

You will not be expected to perform activities in lieu of paid staff, and you are not permitted to be paid in any manner for the time spent in the facility as a student. The exception is if you are an intern at a
site that has accepted you into their paid internship program.

**MWSU RESOURCES**

- **Library Resources:** The Library maintains over 224,200 volumes and holds more than 1,578 journal titles which are healthcare related. Holdings are varied and include 72 electronic databases, many electronic reference titles, state and federal documents, CD's, DVD's, and videodisks. Students have access to the library which is open seven days a week. Professionally trained librarians provide individual assistance to students and can assist with location of information and materials via interlibrary loan or computerized reference data base services. Library personnel include seven professional staff, five full-time and two part-time staff members, and ten FTE student workers. The library has several collaborative learning areas with computers, printers and scanners as well as small and large study rooms for individuals and groups. Laptops are available for in-house loan. Wireless access is available throughout the Library as well as throughout the main campus.

The library's online catalog and most databases are available to students and faculty via the library's website, [http://www.library.missouriwestern.edu](http://www.library.missouriwestern.edu). Online students also have MWSU library access. Mobile applications of many of the online databases are also available. Interlibrary loan services are available through the MWSU Library catalog or online. Examples of databases pertinent to HIM faculty and students include EBSCOhost, JSTOR Life Sciences, CINAHL, and LexisNexis. The library is a member of MOBIUS, the Missouri Bibliographic Information User System, a consortium of 59 academic libraries with over sixty member Missouri colleges and universities. The MOBIUS Common Library Platform project is a virtual collection of approximately 23 million items in the libraries of Missouri's colleges and universities. Students and faculty can request library materials online through MOBIUS and receive them via a statewide delivery system normally within one to two days.

- **Campus-based Technology Resources:**

  The following software is available in most labs on campus:

  7-Zip; Adobe Reader; Adobe Flash Player; Audacity; Chrome; Microsoft Office; SPSS Statistics 20; iTunes; Java; McAfee VirusScan Enterprise; Microsoft Silverlight; Mozilla Firefox; Notepad++; QuickTime; VLC Media Player; Internet Explorer. If you are purchasing a new computer, the minimal recommendations for online students are:
Information Technology Services (IT) provides a Help Desk ([help@missouriwestern.edu](mailto:help@missouriwestern.edu)) to provide and coordinate technical solutions for network and service requests. On-call services are provided to help faculty and students with personal computer problems. Non-business hour help is available and explained at [https://www.missouriwestern.edu/its/computer-support/on-call-services/](https://www.missouriwestern.edu/its/computer-support/on-call-services/)

Adaptive Technology provides services and equipment to assist students and faculty with functional limitations (e.g., visual and auditory limitations).

- Converting textbooks to Braille, to digital files displayed on monitors with large fonts, and digital files converted to speech.
- Speech to text and text to speech software and hardware.
- Provide computers that can convert Web pages into enlarged text and/or speech are available

### Textbook Resources

The Barnes and Noble bookstore provides a one-stop shopping center on campus for textbooks, apparel, computers and related software and accessories. The bookstore provides an option for purchasing online, and students may also purchase from other online textbook suppliers, such as AHIMA or Amazon. Students who have an AHIMA Student Membership may purchase AHIMA published textbooks at a reduced cost. Students should not purchase used books, unless assured the course does not utilize web sources associated with the book. Used books will not have access to these required web sources. If unsure, students should contact the professor listed on the course syllabus to confirm purchase of a used book will not be an impediment to success in the course.

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<th>Newly Purchased Desktop Systems</th>
<th>Newly Purchased Laptop/Tablet Systems</th>
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<tr>
<td>• Intel Core i3/i5/i7 or AMD Phenom or higher</td>
<td>• Intel Core i3/i5/i7 or AMD Turion Neo X2 or higher</td>
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<td>• 4GB of RAM minimum*</td>
<td>• 4GB RAM minimum*</td>
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<td>• 320GB hard drive</td>
<td>• 250GB hard drive</td>
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<td>• Flat panel monitor</td>
<td>• LCD capable of 1024x768</td>
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<td>• Gigabit Ethernet Adapter</td>
<td>• Integrated Wired and Wireless Ethernet Adapters (802.11a/g/n)</td>
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<td>• DVD+/-RW drive</td>
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<td>• Windows 7 Professional or Ultimate 64-bit</td>
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<th>Newly Purchased iMac</th>
<th>Newly Purchased MacBook Pro</th>
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<td>• Intel Core i3/i5/i7 3.06GHz or Higher</td>
<td>• Intel Core i3/i5/i7 2.4GHz or Higher</td>
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<td>• 4GB of RAM*</td>
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<td>• DVD+/-RW drive</td>
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• **Financial aid**—Access to financial aid services can be obtained in the following ways:
  
  • On the web [https://www.missouriwestern.edu/finaid/](https://www.missouriwestern.edu/finaid/)
  • In the *MWSU 2019-2020 Undergraduate Catalog*, [https://forms.missouriwestern.edu/catalog/finaid.pdf](https://forms.missouriwestern.edu/catalog/finaid.pdf)
  • Information is provided at every registration event and throughout the academic year via Missouri Western’s e-mail system.
  • Students can access all their financial aid information through their self-service Banner via their Goldlink portal.

• **Counseling**—Counseling services are designed to help with both academic and personal issues that might interfere with their educational pursuits, such as time management, managing stress, overcoming test anxiety, improving concentration and other behavioral health issues. Counseling sessions on a short-term basis are offered at no additional cost to MWSU students. Information is available online at [https://www.missouriwestern.edu/counseling](https://www.missouriwestern.edu/counseling) and in various other formats such as resource pamphlets and during freshman orientation.

• **Testing**— The Testing Center is responsible for standardized tests offered to University students, prospective students and to community residents; and monitors testing for students and community residents whose exams need to be proctored. Students receive this information in the following ways: [https://www.missouriwestern.edu/testing/](https://www.missouriwestern.edu/testing/)
  
  • The *MWSU 2019-2020 Undergraduate Catalog* also provides information at [http://catalog.missouriwestern.edu/undergraduate/university-information/student-services/other-services/](http://catalog.missouriwestern.edu/undergraduate/university-information/student-services/other-services/)
  • Students needing accommodated testing should contact the Accessibility Resource Center in Eder 203 or visit [https://www.missouriwestern.edu/arc/](https://www.missouriwestern.edu/arc/)

• **The Accessibility Resource Center**- Assists qualified students in providing reasonable accommodations. This office works with faculty to assist in the provision of approved accommodations. HIM students who have testing accommodations for a documented disability are provided a secure and appropriate environment in which to take exams.

• **Career Development Center**- Students receive this information in the following ways:
  
  • One-on-one career advising to help students learn about themselves, choose a major and successfully pursue career goals, or on-campus career fairs.
  
  • Students have access to current information by visiting the Career Development Center (CDC).
  
  Information is available online at [https://www.missouriwestern.edu/careerdevelopment/](https://www.missouriwestern.edu/careerdevelopment/)
  
  • The Career Development Center provides job postings, career fairs, mock interviews, resume
assistance and employment opportunities.

- **Student Success and Academic Advising Center** - Student Success & Academic Advising Center is committed to the growth and development of all students. Student Success assists with the educational maturity of students through academic advising, and intervention programs. The Student Success staff assists students in exploring the variety of majors at Missouri Western and makes arrangements for students to connect with faculty advisors and resources across campus. A plethora of resources for students and faculty is available at [http://www.missouriwestern.edu/advising/](http://www.missouriwestern.edu/advising/)

- **The Center for Academic Support Services** (CAS) - provides quality student tutors and Staff who support classroom instruction while encouraging students to set and reach their academic goals. In addition to its tutoring services, the Center provides supplemental instruction sessions for specific courses and provides various workshops. Students may be self-referred or referred by a faculty member. HIM students also utilize services provided by the Center to improve study and test-taking skills, particularly important during the first or second semesters of HIM classes as they transition to the academic challenges of Health information Management classes. The CAS is currently developing an online support and tutoring process for students who only take online classes. Access their services here: [https://www.missouriwestern.edu/cas/](https://www.missouriwestern.edu/cas/)

- **Student Health Center and Health/Fitness Resources Services** - provided by the Esry Student Health Center are available to all MWSU students. Its mission is to promote and maintain optimal physical and emotional health and well-being of students. With an emphasis on health education and promotion of wellness and healthy lifestyles, students are encouraged to be concerned about and responsible for their own health, so as to enhance the overall educational experience.

- **Tobacco Use Policy** Smoking, the use of smoke-less products and nicotine delivery devices are prohibited in the professional practice experience environment and on the campus of MWSU (see Tobacco Use Policy in the *MWSU Student Handbook of Rights and Responsibilities*.) Tobacco products include, but are not limited to: cigarettes traditional and electronic, cigars, pipes, hookah, smokeless tobacco (chewing tobacco, snuff, snus, etc.), other tobacco administering products, or products including nicotine (excluding Nicotine Replacement Therapy).

## ATTENDANCE

Even though classes are taught in an online environment, prompt and regular attendance at academic appointments (general studies classes, labs, PPEs) is an essential part of academic work. The responsibility for attendance rests with the student. For more information about class attendance refer to the class syllabus or *MWSU Student Handbook* at [https://www.missouriwestern.edu/studentaffairs/](https://www.missouriwestern.edu/studentaffairs/)

For more information about attendance at a PPE, refer to “Instructions to Students” in the PPE Student Handbook. Online students’ attendance will be evaluated through completion of assignments and other required work, as well as logging into the class learning management system (LMS). The current LMS used by MWSU is Canvas.
STUDENT ORGANIZATIONS

Every student has the opportunity to join an organization or club in the student’s area of interest. These might include student government, religious groups, band, chorus, plays, sororities, and fraternities. For a detailed list of university recognized clubs and organizations which are currently active on campus, see the Official Handbook for MWSU Recognized Student Organizations. This can be located online at https://orgs.missouriwestern.edu/

The Health Information Management Program offers an online association for all HIM students. This is offered through a Canvas course. The Student Health Information Management Association (SHIMA) will house important information for HIM students seeing to associate themselves with other HIM students and professional organizations. Information for HIM scholarships will also be made available here as well as associations in the area where students are encouraged to participate for networking purposes. Job postings that are sent to the HIM Program will be posted here also.

SCHOLARSHIPS AND FINANCIAL AID

Students seeking financial aid should contact a representative in the Financial Aid Office located in Eder Hall. The representative can assist students with information regarding various types of loans, grants, and scholarships.

Information regarding professional HIM Organizations will be provided through the SHIMA course. Any questions or inquiries can be directed to the HIM Program Director.

HEALTH EXAMINATION AND HEALTH INSURANCE REQUIREMENTS

Students should be aware that neither the school nor clinical agencies provide health insurance for students nor that each individual is responsible for his/her own health care. Students must maintain health insurance coverage and be prepared to provide proof of coverage.

GRADING SCALE

Specific requirements for each course and the method for determining the student’s course grade can be found in each course syllabus. The grading scale utilized by the program is as follows:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>90-100</td>
</tr>
<tr>
<td>B</td>
<td>80-89</td>
</tr>
<tr>
<td>C</td>
<td>70-79</td>
</tr>
<tr>
<td>D</td>
<td>60-69</td>
</tr>
<tr>
<td>F</td>
<td>0-59</td>
</tr>
</tbody>
</table>

A grade of “C” or better in all major courses is required. Effective with Fall 2010 incoming students, a 2.5 cumulative GPA must be obtained in order to graduate.
Professional Conduct & Appearance

You are expected to follow the AHIMA’s Code of Ethics. You will come in contact with all kinds of confidential information during the course of your professional education. You must not disclose this information to unauthorized individuals, including family and friends. Breach of confidentiality of any health information either in the lab or from a clinical site is cause for dismissal from the program.

A signed Statement of Confidentiality is required of every student entering the program. Print off a copy found at the back of this handbook and return it to the Administrative Assistant.

hartong@missouriwestern.edu

Professional appearance promotes an image of a competent and knowledgeable person. You are expected to reflect a professional appearance on all field trips and at PPEs. You will need to obtain a nametag that must be worn whenever visiting a PPE. More specifics on professional appearance can be found in “Instructions to Students” in your PPE Student Handbook.

Academic Performance

Students are responsible for meeting the standards for academic performance established for each course in which they are enrolled. In the event that a student believes that the grade received was based on something other than the performance in the course; that the grade assignment was the result of more exacting or demanding standards than were applied to other students in the course; or that the assignment of the grade was representative of a substantial departure from the instructor’s previously announced standards, an appeal may be made. It is the responsibility of the student to initiate and proceed through the grade appeal process as outlined in the MWSU Student Handbook.

Honesty

Academic honesty is required in all academic endeavors. Violations of academic honesty include any instance of plagiarism, cheating, seeking credit for another’s work, falsifying documents or academic records, or any other fraudulent activity. Violations of academic honesty may result in a failing grade on the assignment, failure in the course, or expulsion from the University. When a student’s grade has been affected, violations of academic honesty will be reported to the Provost or designated representative on the Academic Honesty Violation Report forms.

Students may form study groups. However, individual assignments must reflect individual work. Professors may specify an assignment is designed for group effort. Students must be clear when submitting assignments, their work reflects the expectations of the professor for authorship. It is a serious academic violation to replicate or paraphrase another student’s work on an individual assignment and submit it as your own.
Please see the *MWSU Student Handbook* for specific activities identified as violations of this policy and the student due process procedure. The handbook is available on the Student Development website at [https://www.missouriwestern.edu/studentaffairs/](https://www.missouriwestern.edu/studentaffairs/) Syllabi may contain more specific examples of dishonest behavior.

**Student Conduct**

Specific information regarding the Missouri Western expectations of student conduct can also be found by clicking on Student Code of Conduct at the Student Handbook tab found on this same website [https://www.missouriwestern.edu/studentaffairs/](https://www.missouriwestern.edu/studentaffairs/) This includes community expectations, definitions pertaining to conduct, conduct hearings, sanctions, guidelines, and student rights and appeals.

**Social Network Communication**

The use of social media is extremely popular with everyone, including students in the HIM Program. The School of Nursing and Health Professions has approved a Social Media Policy. It is attached as Appendix III.

**Academic Advisement**

All degree-seeking students are assigned an advisor who helps provide information regarding degree requirements, semester class selection, and career direction. Students should meet with their academic advisor at least once each semester to plan schedules for the next semester of study. A degree-seeking student should declare a major once 24 credit hours of course work has been attempted. HIM students will not be allowed to register for the next semester until an advisement session, either online or face-to-face, has been completed. Especially undergraduate students should be aware prompt scheduling of advising is highly suggested, as undergraduate general education courses fill quickly.

**Grade-Point Averages and Probation and Suspension**

Refer to *MWSU Student Handbook* tab on this page [https://www.missouriwestern.edu/studentaffairs/](https://www.missouriwestern.edu/studentaffairs/) for information regarding grades, probation, suspension, and the grade appeal process.

**Computer Literacy**

Students must have a MWSU e-mail account and have basic computer skills including ability to type and edit a Word document, and the ability to attach a document within an e-mail. Before taking your first online class, you must take and get a 100% on an online assessment exam.

**Computing Policies**

MWSU computing facilities are provided in order to promote and support academic pursuits. Computing policies are located at [https://www.missouriwestern.edu/its/sample-page/policies/](https://www.missouriwestern.edu/its/sample-page/policies/). It is
important for every student to read and follow the policies found at this website.
TRANSFER CREDIT

“MWSU adheres to the guidelines of the Missouri Articulation Agreement. Transfer course work is evaluated and awarded on the same basis as credit awarded at MWSU. Consequently, criteria used to evaluate currently enrolled MWSU students is equally applicable to transfer students.”

http://catalog.missouriwestern.edu/undergraduate/university-information/admission/transfer/

Information regarding transfer credit is also found in the Registration Guide
https://www.missouriwestern.edu/registrar/registration/

Students have the right to appeal denied transfer credit. The steps for appeal are outlined in the 2019-2020 MWSU Undergraduate College Catalog.
http://catalog.missouriwestern.edu/undergraduate/university-information/admission/transfer/

Transfer credit can be granted by the HIM Program Coordinator for HIM and support classes as listed on the Major Declaration form. The Program Coordinator at MWSU uses the transfer guidelines as outlined above, carefully evaluating all classes to make sure they were taken at a regionally accredited college or university. Other guidelines established by the program include, classes being evaluated for transfer credit must have been taken at a CAHIIM HIT or HIM program, grade of C or greater must have been obtained. Students must earn a minimum of 30 credit hours in upper division courses. Lower division transfer courses accepted as meeting upper division departmental course requirements cannot be used to fulfill this requirement, and the student must earn 30 of the last 45 credit hours at MWSU.

ADVANCED PLACEMENT

MWSU gives credit for Advanced Placement Program Tests. More information is available at https://www.missouriwestern.edu/testing/college-level-examination-program-clep/. Currently, the courses accepted for Advanced Placement apply to general studies and not to any professional courses in the HIM program.

EXPERIENTIAL LEARNING

The HIM program works with students who have prior HIM experience and want consideration for experiential learning. Portions of a professional practice experience may be waived as well as some classes depending on the type and verification of experiential learning.

The burden of proof falls on the student to request the waiver for either PPE or a class. The student must be able to provide adequate authentication to the supervising PPE faculty, faculty advisor, and the Program Coordinator.

Depending on the student’s request, appropriate authentication may include such items as:

- Attestation in writing from a current supervisor with current job description
• Verified resume
• Copy of a certificate reflecting current job competency, i.e. certified med tech, certified coding specialist, certified professional coder, etc.

If the student is being allowed to waive a PPE or a portion of a PPE due to professional HIM experience, the student will need to participate in any PPEs that are not reflected in prior or present experiences.

EVALUATION

You are requested to participate in an ongoing evaluation process.

1. At the end of the semester, you will be asked to provide input for each course. Your comments will not affect your academic status.
2. An exit exam will be given at the completion of your final semester in the program.
3. Evaluation continues after graduation with follow-up surveys to graduates and employers.
4. In order to measure student progress toward educational goals, students are required to participate in periodic assessment efforts at MWSU. Grades, transcripts, and graduation will be held if the student does not participate in this required testing.

GRADUATION REQUIREMENTS

To be considered as a candidate for graduation, the student must follow the graduation requirements as stated in the Missouri Western State University Undergraduate Catalog. If you have met the requirements for both the Certificate and the B. S. in HIM, and if you wish to receive both a certificate and a bachelor’s degree, an application for graduation must be declared for both.

ACADEMIC CALENDAR

The Academic Calendar is located at https://www.missouriwestern.edu/acadaff/calendars/

Revised: 7-15-19
AGREEMENT OF RESPONSIBILITY

I have read and understand the information in this handbook, and I agree to be bound by these policies as well as those in the MWSU Student Handbook, Student Code of Conduct and the Missouri Western State University Undergraduate Catalog. It is the student’s responsibility, not the university or a member of the faculty or staff, for knowing and abiding by the regulations and policies, and for meeting the requirements.

I understand that I must obtain a C or higher in all my classes and a cumulative 2.5 GPA in order to graduate.

Please sign and submit a copy to the HIM Program Administrative Assistant. This can be faxed or electronically transmitted to hartong@missouriwestern.edu or 816-271-5849.

Printed Name

__________________________________________
Student Signature Date

2019-2020

Reviewed:
CONFIDENTIALITY STATEMENT
MISSOURI WESTERN STATE UNIVERSITY
HEALTH INFORMATION MANAGEMENT PROGRAM

Throughout the Health Information Management Program at Missouri Western State University, I ___________________________ will have limited access to patient medical information. I realize that patient information is private and must be kept confidential. I also realize that unauthorized release of information is punishable by a fine and/or imprisonment.

Throughout my educational program at Missouri Western State University, I will at no time inappropriately release confidential information and I will adhere to the Code of Ethics of the American Health Information Management Association.

I understand that unauthorized release of patient information will result in immediate termination from the HIM program at Missouri Western State University.

_________________________________________  _______________________
Signature                                           Date
# APPENDIX I  Current AHIMA Curriculum Competencies

## Domain I. Data Content, Structure & Standards

### Subdomain I.A. Classification Systems

<table>
<thead>
<tr>
<th>Competency</th>
<th>Description</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Evaluate, implement and manage electronic applications/systems for clinical classification and coding</td>
<td>5</td>
</tr>
<tr>
<td>2</td>
<td>Identify the functions and relationships between healthcare classification systems</td>
<td>3</td>
</tr>
<tr>
<td>3</td>
<td>Map terminologies, vocabularies and classification systems</td>
<td>4</td>
</tr>
<tr>
<td>4</td>
<td>Evaluate the accuracy of diagnostic and procedural coding.</td>
<td>5</td>
</tr>
</tbody>
</table>

### Subdomain I.B. Health Record Content and Documentation

<table>
<thead>
<tr>
<th>Competency</th>
<th>Description</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Verify that documentation in the health record supports the diagnosis and reflects the patient's progress, clinical findings, and discharge status</td>
<td>4</td>
</tr>
<tr>
<td>2</td>
<td>Compile organization-wide health record documentation guidelines</td>
<td>6</td>
</tr>
<tr>
<td>3</td>
<td>Interpret health information standards</td>
<td>5</td>
</tr>
</tbody>
</table>

### Subdomain I.C. Data Governance

<table>
<thead>
<tr>
<th>Competency</th>
<th>Description</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Format data to satisfy integration needs</td>
<td>4</td>
</tr>
<tr>
<td>2</td>
<td>Construct and maintain the standardization of data dictionaries to meet the needs of the enterprise</td>
<td>6</td>
</tr>
<tr>
<td>3</td>
<td>Demonstrate compliance with internal and external data dictionary requirements</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td>Advocate information operability and information exchange</td>
<td>5</td>
</tr>
</tbody>
</table>

### Subdomain I.D. Data Management

<table>
<thead>
<tr>
<th>Competency</th>
<th>Description</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Analyze information needs of customers across the healthcare continuum</td>
<td>4</td>
</tr>
<tr>
<td>2</td>
<td>Evaluate health information systems and data storage design</td>
<td>5</td>
</tr>
<tr>
<td>Subdomain I.E. Secondary Data Sources</td>
<td></td>
<td></td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>---</td>
<td></td>
</tr>
<tr>
<td>1. Validate data from secondary sources to include in the patient's record, including personal health records</td>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>

**Domain II. Information Protection: Access, Disclosure, Archival, Privacy & Security**

**Subdomain II.A. Health Law**

| 1. Identify laws and regulations applicable to health care | 3 |
| 2. Analyze legal concepts and principles to the practice of HIM | 4 |

**Subdomain II.B. Data Privacy, Confidentiality & Security**

| 1. Analyze privacy, security and confidentiality policies and procedures for internal and external use and exchange of health information | 4 |
| 2. Recommend elements included in the design of audit trails and data quality monitoring programs | 5 |
| 3. Collaborate in the design and implementation of risk assessment, contingency planning, and data recovery procedures | 4 |
| 4. Analyze the security and privacy implications of mobile health technologies | 4 |
| 5. Develop educational programs for employees in privacy, security, and confidentiality | 6 |

**Subdomain II.C. Release of Information**

| 1. Create policies and procedures to manage access and disclosure of personal health information | 6 |
| 2. Protect electronic health information through confidentiality and security measures, policies and procedures | 3 |

**Domain III. Informatics, Analytics and Data Use**
<table>
<thead>
<tr>
<th>Subdomain III.A. Health Information Technologies</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Utilize technology for data collection, storage, analysis, and reporting of information</td>
<td>3</td>
</tr>
<tr>
<td>2. Assess systems capabilities to meet regulatory requirements</td>
<td>5</td>
</tr>
<tr>
<td>3. Recommend device selection based on workflow, ergonomic and human factors</td>
<td>5</td>
</tr>
<tr>
<td>4. Take part in the development of networks, including intranet and Internet applications</td>
<td>4</td>
</tr>
<tr>
<td>5. Evaluate system architecture, database design, data warehousing</td>
<td>5</td>
</tr>
<tr>
<td>6. Create the electronic structure of health data to meet a variety of end user needs</td>
<td>6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Subdomain III.B. Information Management Strategic Planning</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Take part in the development of information management plans that support the organization's current and future strategy and goals</td>
<td>4</td>
</tr>
<tr>
<td>2. Take part in the planning, design, selection, implementation, integration, testing, evaluation, and support of health information technologies</td>
<td>4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Subdomain III.C. Analytics and Decision Support</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Apply analytical results to facilitate decision-making</td>
<td>3</td>
</tr>
<tr>
<td>2. Apply data extraction methodologies</td>
<td>3</td>
</tr>
<tr>
<td>3. Recommend organizational action based on knowledge obtained from data exploration and mining</td>
<td>5</td>
</tr>
<tr>
<td>4. Analyze clinical data to identify trends that demonstrate quality, safety, and effectiveness of healthcare</td>
<td>4</td>
</tr>
<tr>
<td>5. Apply knowledge of database querying and data exploration and mining techniques to facilitate information retrieval</td>
<td>3</td>
</tr>
<tr>
<td>6. Evaluate administrative reports using appropriate software</td>
<td>5</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Subdomain III.D. Health Care Statistics</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Interpret inferential statistics</td>
<td>5</td>
</tr>
<tr>
<td>2. Analyze statistical data for decision making</td>
<td>4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Subdomain III.E. Research Methods</th>
<th></th>
</tr>
</thead>
</table>
1. Apply principles of research and clinical literature evaluation to improve outcomes 3

2. Plan adherence to Institutional Review Board (IRB) processes and policies 3

**Subdomain III.F. Consumer Informatics**

1. Educate consumers on patient-centered health information technologies 3

**Subdomain III.G. Health Information Exchange**

1. Collaborate in the development of operational policies and procedures for health information exchange 4

2. Conduct system testing to ensure data integrity and quality of health information exchange 6

3. Differentiate between various models for health information exchange 5

**Subdomain III.H. Information Integrity and Data Quality**

1. Discover threats to data integrity and validity 3

2. Implement policies and procedures to ensure data integrity internal and external 3

3. Apply quality management tools 3

4. Perform quality assessment including quality management, data quality, and identification of best practices for health information systems 4

5. Model policy initiatives that influence data integrity 3

**Domain IV. Revenue Management**

**Subdomain IV. A. Revenue Cycle and Reimbursement**

1. Manage the use of clinical data required by various payment and reimbursement systems 5

2. Take part in selection and development of applications and processes for chargemaster and claims management 4

3. Apply principles of healthcare finance for revenue management 3
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>4. Implement processes for revenue cycle management and reporting</strong></td>
<td>3</td>
</tr>
<tr>
<td><strong>Domain V. Compliance</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Subdomain V.A. Regulatory</strong></td>
<td></td>
</tr>
<tr>
<td>1. Appraise current laws and standards related to health information initiatives</td>
<td>5</td>
</tr>
<tr>
<td>2. Determine processes for compliance with current laws and standards related to health information initiatives and revenue cycle</td>
<td>5</td>
</tr>
<tr>
<td><strong>Subdomain V.B. Coding</strong></td>
<td></td>
</tr>
<tr>
<td>1. Construct and maintain processes, policies, and procedures to ensure the accuracy of coded data based on established guidelines</td>
<td>6</td>
</tr>
<tr>
<td>2. Manage coding audits</td>
<td>5</td>
</tr>
<tr>
<td>3. Identify severity of illness and its impact on healthcare payment systems</td>
<td>3</td>
</tr>
<tr>
<td><strong>Subdomain V.C. Fraud Surveillance</strong></td>
<td></td>
</tr>
<tr>
<td>1. Determine policies and procedures to monitor abuse or fraudulent trends</td>
<td>5</td>
</tr>
<tr>
<td><strong>Subdomain V.D. Clinical Documentation Improvement</strong></td>
<td></td>
</tr>
<tr>
<td>1. Implement provider querying techniques to resolve coding discrepancies</td>
<td>3</td>
</tr>
<tr>
<td>2. Create methods to manage Present on Admission (POA), Hospital Acquired Conditions (HACs), and other CDI components</td>
<td>6</td>
</tr>
<tr>
<td><strong>Domain VI. Leadership</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Subdomain VI.A. Leadership Roles</strong></td>
<td></td>
</tr>
<tr>
<td>1. Take part in effective negotiating and use influencing skills</td>
<td>4</td>
</tr>
<tr>
<td>2. Discover personal leadership style using contemporary leadership theory and principles</td>
<td>3</td>
</tr>
</tbody>
</table>
3. Take part in effective communication through project reports, business reports and professional communications 4

4. Apply personnel management skills 3

5. Take part in enterprise-wide committees 4

6. Build effective teams 6

**Subdomain VI.B. Change Management**

1. Interpret concepts of change management theories, techniques and leadership 5

**Subdomain VI.C. Work Design and Process Improvement**

1. Analyze workflow processes and responsibilities to meet organizational needs 4

2. Construct performance management measures 6

3. Demonstrate workflow concepts 3

**Subdomain VI.D. Human Resources Management**

1. Manage human resources to facilitate staff recruitment, retention, and supervision 5

2. Ensure compliance with employment laws 5

3. Create and implement staff orientation and training programs 6

4. Benchmark staff performance data incorporating labor analytics 4

5. Evaluate staffing levels and productivity, and provide feedback to staff regarding performance 5

**Subdomain VI.E. Training and Development**

1. Evaluate initial and on-going training programs 5

**Subdomain VI.F. Strategic and Organizational Management**

1. Identify departmental and organizational survey readiness for accreditation, licensing, and/or certification processes 3
<table>
<thead>
<tr>
<th>Subdomain VI.G. Financial Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Evaluate capital, operating and/or project budgets using basic accounting principles</td>
</tr>
<tr>
<td>2. Perform cost-benefit analysis for resource planning and allocation</td>
</tr>
<tr>
<td>3. Evaluate the stages of the procurement process</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Subdomain VI.H. Ethics</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Comply with ethical standards of practice</td>
</tr>
<tr>
<td>2. Evaluate the culture of a department</td>
</tr>
<tr>
<td>3. Assess how cultural issues affect health, healthcare quality, cost, and HIM</td>
</tr>
<tr>
<td>4. Create programs and policies that support a culture of diversity</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Subdomain VI.I. Project Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Take part in system selection processes</td>
</tr>
<tr>
<td>2. Recommend clinical, administrative, and specialty service applications</td>
</tr>
<tr>
<td>3. Apply project management techniques to ensure efficient workflow and appropriate outcomes</td>
</tr>
<tr>
<td>4. Facilitate project management by integrating work efforts</td>
</tr>
</tbody>
</table>

| Subdomain VI.J. Vendor/Contract Management |
1. Evaluate vendor contracts  
2. Develop negotiation skills in the process of system selection

**Subdomain VI.K. Enterprise Information Management**

1. Manage information as a key strategic resource and mission tool

**Supporting Body of Knowledge (Pre-requisite or Evidence of Knowledge)**

1. Pathophysiology and Pharmacology  
2. Anatomy and Physiology  
3. Medical Terminology  
4. Computer Concepts and Applications  
5. Statistics

Bloom’s Taxonomy: Revised Version

1 = Remembering: Can the student recall or remember the information?  
2 =Understanding: Can the student explain ideas or concepts, and grasp the meaning of information?  
3 =Applying: Can the student use the information in a new way?  
4 =Analyzing: Can the student distinguish between the different parts, break down information, and infer to support conclusions?  
5 =Evaluating: Can the student justify a stand or decision, or judge the value of?  
6 =Creating: Can the student create new product or point of view?
## APPENDIX II

### Registered Health Information Administrator (RHIA) Examination Content Outline

**Number of Questions on Exam:**
- **180** multiple choice (160 scored/20 pretest)

**Exam Time:** 4 hours—Any breaks taken will count against your exam time

**DOMAIN 1 Data Content, Structure & Standards (Information Governance) (18–22%)**

**Tasks:**

A. **Classification Systems**
   - A1. Code diagnosis and procedures according to established guidelines

B. **Health Record Content & Documentation**
   - B1. Ensure accuracy and integrity of health data and health record documentation (paper or electronic)
   - B2. Manage the contents of the legal health record (structured and unstructured)
   - B3. Manage the retention and destruction of the legal health record

C. **Data Governance**
   - C1. Maintain data in accordance with regulatory requirements
   - C2. Develop and maintain organizational policies, procedures, and guidelines for management of health information

D. **Data Management & Secondary Data Sources**
   - D1. Manage health data elements and/or data sets
   - D2. Assist in the maintenance of the data dictionary and data models for database design
   - D3. Manage and maintain databases (e.g., data migration, updates)

**DOMAIN 2 Information Protection: Access, Disclosure, Archival, Privacy & Security (23–27%)**

**Tasks:**

A. **Health Law**
   - A1. Maintain healthcare privacy and security training programs
   - A2. Enforce and monitor organizational compliance with healthcare information laws, regulations and standards (e.g., audit, report and/or inform)

B. **Data Privacy, Confidentiality, and Security**
   - B1. Design policies and implement privacy practices to safeguard Protected Health Information
   - B2. Design policies and implement security practices to safeguard Protected Health Information
   - B3. Investigate and resolve healthcare privacy and security issues/breaches

C. **Release of Information**
   - C1. Manage access, disclosure, and use of Protected Health Information to ensure confidentiality
   - C2. Develop policies and procedures for uses and disclosures/redisclosures of Protected Health Information
Registered Health Information Administrator (RHIA) Examination Content Outline

DOMAIN 3 Informatics, Analytics & Data Use (22–26%)
Tasks:

A. Health Information Technologies
   A1. Implement and manage use of, and access to, technology applications
   A2. Evaluate and recommend clinical, administrative, and specialty service applications (e.g., financial systems, electronic record, clinical coding)
B. Information Management Strategic Planning
   B1. Present data for organizational use (e.g., summarize, synthesize, and condense information)
C. Analytics & Decision Support
   C1. Filter and/or interpret information for the end customer
   C2. Analyze and present information to organizational stakeholders
   C3. Use data mining techniques to query and report from databases
D. Healthcare Statistics
   D1. Calculate healthcare statistics for organizational stakeholders
   D2. Critically analyze and interpret healthcare statistics for organizational stakeholders (e.g., CMI)
E. Research Methods
   E1. Identify appropriate data sources for research
F. Consumer Informatics
   F1. Identify and/or respond to the information needs of internal and external healthcare customers
   F2. Provide support for end-user portals and personal health records
G. Health Information Exchange
   G1. Apply data and functional standards to achieve interoperability of healthcare information systems
   G2. Manage the health information exchange process entity-wide
H. Information Integrity and Data Quality
   H1. Apply data/record storage principles and techniques associated with the medium (e.g., paper-based, hybrid, electronic)
   H2. Manage master person index (e.g., patient record integration, customer/client relationship management)
   H3. Manage merge process for duplicates and other errors entity-wide (e.g., validate data sources)

DOMAIN 4 Revenue Management (12–16%)
Tasks:

A. Revenue Cycle & Reimbursement
   A1. Manage the use of clinical data required in reimbursement systems and prospective payment systems (PPS)
   A2. Optimize reimbursement through management of the revenue cycle (e.g., chargemaster maintenance, DNFB, and AR days)
B. Regulatory
   B1. Prepare for accreditation and licensing processes (e.g. Joint Commission, Det Norske Veritas (DNV), Medicare, state regulators)
Registered Health Information Administrator (RHIA) Examination Content Outline

B2. Process audit requests (e.g., RACs or other payors, chart review)
B3. Perform audits (e.g., chart review, POC)
C. Coding
   C1. Manage and/or validate coding accuracy
D. Fraud Surveillance
   D1. Participate in investigating incidences of medical identity theft
E. Clinical Documentation Improvement
   E1. Query physicians for appropriate documentation to support reimbursement
   E2. Educate and train clinical staff regarding supporting documentation requirements

DOMAIN 5 Leadership (12–16%)
Tasks:

A. Leadership Roles
   A1. Develop, motivate, and support work teams and/or individuals (e.g., coaching, mentoring)
   A2. Organize and facilitate meetings
   A3. Advocate for department, organization and/or profession
B. Change Management
   B1. Participate in the implementation of new processes (e.g., systems, EHR, CAC)
   B2. Support changes in the organization (e.g., culture changes, HIM consolidations, outsourcing)
C. Work Design & Process Improvement
   C1. Establish and monitor productivity standards
   C2. Analyze and design workflow processes
   C3. Participate in the development and monitoring of process improvement plans
D. Human Resources Management
   D1. Perform human resource management activities (e.g., recruiting staff, creating job descriptions, resolving personnel issues)
E. Training & Development
   E1. Conduct training and educational activities (e.g. HIM systems, coding, medical and institutional terminology, documentation and regulatory requirements)
F. Strategic & Organizational Management
   F1. Monitor industry trends and organizational needs to anticipate changes
   F2. Determine resource needs by performing analyses (e.g., cost benefit, business planning)
   F3. Assist with preparation of capital budget
G. Financial Management
   G1. Assist in preparation and management of operating and personnel budgets
   G2. Assist in the analysis and reporting on budget variances
H. Ethics
   H1. Adhere to the AHIMA code of ethics
I. Project Management
   I1. Utilize appropriate project management methodologies
J. Vendor/Contract Management
   J1. Evaluate and manage contracts (e.g., vendor, contract personnel, maintenance)
K. Enterprise Information Management
   K1. Develop and support strategic and operational plans for entity-wide health information management
APPENDIX III

Social Media

Web-based tools that allow interactive and highly accessible communication between individuals are broadly referred to as social media. Social media and the use of electronic devices have the potential to improve and strengthen the knowledge and understanding of the student, instructor and client. Health professions students have the responsibility to understand the benefits, responsibilities and potential consequences of their participation in social media. The use of social media by health professions students reflect on his/her individual professional self-image and that of the global image of health care professionals. All use of social media should reflect positively on the individual and the profession.

Types of Social Media: (examples included, but are not limited to the following)

- Blogging – Blogger
- Micro blogger – Foursquare, Google, Twitter
- Post casting – Blueberry
- Social networking – Facebook, MySpace
- Social networking sharing - Reddit
- Social bookmarking/Social tagging – Google Reader
- Video hosting – YouTube
- Photo sharing – Instagram, Snapchat

Standards of Social Media for Health Professions Students:

- Health professions students should be aware of the potential impact of each post made with the understanding that contacts may view the post as a reflection of the individual health professional and entire health profession.

- Health professions students should not “check in” on Facebook or other media sites via electronic devices while at clinical sites.

- Health profession students must be informed about privacy setting of the social media sites that use because those settings may change frequently.

- Health professions students who use social networking sites should be aware of how their professionalism may be affected by the use of same sites by friends or peers.

- Health professions students must recognize his/her ethical and legal obligations to always maintain the privacy and confidentiality of the client. Transmission of any client or institution-related image that might be reasonably anticipated to violate the client’s rights or the institution’s privacy or would cause embarrassment is prohibited.
• Any images of health professions students in uniform posted on social media sites must reflect a positive image.

• Health profession students must use extreme care about having online social contact with clients because the distinction between professional and personal relationships may become blurred.

• Health professions students must not post unfavorable remarks about any academic or clinical institution, faculty, staff or patients.

• Health profession students must not use any form of social media to make threatening, harassing, profane, obscene, sexually explicit, racially derogatory or homophobic posts. This also includes making comments about individuals or groups with disabilities or individuals or groups with certain religious or political views.

• Social media policies may vary among clinical sites. Rules for the use of personal devices (i.e., cell phones, lap tops) in the clinical setting or classroom must be followed for each institution.

Consequences:

Disciplinary action for the inappropriate use of social or electronic media will be determined on a case-by-case basis. Improper use of social media may violate state and/or federal laws and may result in both civil and criminal penalties, including possible fines and possible imprisonment. Defamation suits, invasion of privacy or harassment claims may also result in personal liability for the student. If the student’s conduct violates the policies of an educational or clinical institution, additional consequences up to and including dismissal from the program may occur.

Approved by DONAH 12-07-12
APPENDIX IV

TITLE IX—Harassment, Discrimination, and Sexual Misconduct

Consistent with its mission, Missouri Western seeks to assure all community members learn and work in a welcoming and inclusive environment. Title VII, Title IX and University policy prohibit harassment, discrimination and sexual misconduct. Missouri Western encourages anyone experiencing harassment, discrimination or sexual misconduct to talk to someone from the Campus and Local Resources list found on the Title IX Policies and Procedures Resources tab: https://www.missouriwestern.edu/titleix/resources/about what happened so they can get the support they need and Missouri Western can respond appropriately.

There are both confidential and non-confidential resources and reporting options available to you. Missouri Western is legally obligated to respond to reports of sexual misconduct, and therefore we cannot guarantee the confidentiality of a report, unless made to a confidential resource. Responses may vary from support services to formal investigations. As a faculty member, I am required to report incidents of sexual misconduct and thus cannot guarantee confidentiality. I must provide our Title IX coordinator with relevant details such as the names of those involved in the incident. For more information about policies and resources or reporting options, please visit the following website: https://www.missouriwestern.edu/titleix/sexual-misconduct-policy/

Students have received information via email regarding training regarding Title IX. Student employees may have additional required training. Please follow the link in the email sent to your MWSU student account to complete the training. Students who do not complete the training will receive a hold on their account, prohibiting future semester enrollment until the training is complete. These training courses will ensure that all students are appropriately educated about these important regulations.