



Rowan College
at
BURLINGTON COUNTY

HEALTH INFORMATION TECHNOLOGY

CODE: HIT 230

TITLE: Training and Instructional Design in Healthcare

DIVISION: Health Science

COURSE DESCRIPTION: This course develops the skills necessary to communicate effectively across the full range of roles that will be encountered in healthcare and public health settings. It also provides an overview of learning management systems, instructional design software tools, teaching techniques and strategies, evaluation of learner competencies, maintenance of training records, and measurement of training program effectiveness.

PREREQUISITE: HIT 105, HIT 120, HIT 121

CREDITS: 4 cr.

REQUIRED MATERIALS (CHECK BOOKSTORE FOR LATEST EDITION):

Click on the bookstore for the supplies which you are attending each class.

Rcbc.edu/bookstore

COURSE LEARNING OUTCOMES:

Upon completion of this course, students will be able to:

- Demonstrate key elements and appropriate behaviors of health IT customer service including core elements of effective written and oral communication with emphasis on ethical and cultural aspects of communication and common techniques used to resolve conflicts.
- Evaluate technology-based instruction according to sound instructional design models and principles.
- Describe the training cycle by the Instructional Systems Design method and the phases of the ADDIE model of instruction design given a population of adult learners.
- Plan an instructional needs assessment given a specific population of users in a health care setting.
- Write a lesson plan using appropriate instructional methods and approaches, given a specific population of learners.

- Construct an instructional product (simple online tutorial) using the appropriate media based instructional method, such as customized images, customized video (e.g., EHR screen captures).
- Design a training program in LMS and/or using Web 2.0 technologies that adhere to ADA standards in online learning.
- Create and present a custom training session including student assessment and program evaluation and using effective PowerPoint design, effective public speaking skills and proper operation of computer and AV equipment.

GENERAL EDUCATION OUTCOMES IN THIS COURSE:

Written and Oral Communication: Communication	* Students will logically and persuasively support their points of view or findings.
Technological Competency or Information Literacy: Technology	<p>* Students will demonstrate competency in office productivity tools appropriate to continuing their education.</p> <p>* Students will use critical thinking skills for computer-based access, analysis, and presentation of information.</p> <p>* Students will demonstrate the skills required to find, evaluate, and apply information to solve a problem.</p>

CORE COURSE CONTENT:

- Customer Service in Healthcare IT
- Professional Behavior in the Healthcare Environment
- Overview of Communication Relevant to Health IT
- Key Elements of Effective Communication
- Regulatory Issues: HIPAA and Standard Precautions
- Team and Small Group Communication
- Conflict Resolution
- Ethical and Cultural Issues Related to Communication and Customer Service
- Personal Communications and Professionalism
- Introduction to Training and Adult Learning
- Needs Analysis
- Creating a Lesson Plan
- Selecting and Working with Media

- Building & Delivering Effective PowerPoint Presentation
- Assessments
- Learning Management Systems
- Web 2.0 and Social Networking Tools

COURSE ACTIVITIES:

Course activities vary from course to course and instructor to instructor. Below is a listing of some of the activities students can anticipate in this course:

- ▶ Writing assignments: students will analyze current issues in the field using current articles from the popular press as well as library research including electronic resources databases.
- ▶ Speaking assignments: students will present research individually or in groups using current technology to support the presentation (e.g., PowerPoint presentation); students will participate in discussions and debates related to the topics in the lessons. Discussions may also focus on cross-cultural and legal-ethical dilemmas as they relate to the course content.
- ▶ Simulation activities: Trends and issues will analyzed for their ethical as well as social or legal significance. Students might role-play common situations for classmates to analyze. Current news articles may be used to generate discussion.
- ▶ Case Studies: Complex situations and scenarios will be analyzed in cooperative group settings or as homework assignments.
- ▶ Lectures: This format will include question and answer sessions to provide interactivity between students and instructor.
- ▶ Speakers: Representatives from various related fields may be invited to speak.
- ▶ Videos: Related topics will provide impetus for discussion.

EDUCATIONAL TECHNOLOGY:

Rowan College at Burlington County advocates a technology enhanced teaching and learning environment. Advanced technological tools may be used in any course section to facilitate instruction. Many of our sections are web-enhanced, which means that some of your work will be submitted or completed online. Web enhancements may include on-line materials, grade books, testing and quizzes and assignment submission. Many students enjoy the flexibility and convenience that these online enhancements have provided, however if you have concerns about the technology involved, please speak to your instructor immediately.

STUDENT EVALUATIONS:

The student will be evaluated on the degree to which student learning outcomes are achieved. A variety of methods may be used such as tests, quizzes, class participation, projects, homework assignments, presentations, etc.

See individual instructor's course handouts for grading system and criteria (point value for each assessment component in course, e.g. tests, papers, presentations, attendance etc.), number of papers and examinations required in the course, and testing policy including make ups and/or retests.

GRADING STANDARD:

- A Mastery of essential elements and related concepts, plus demonstrated excellence or originality.
- B+ Mastery of essential elements and related concepts, showing higher level understanding.
- B Mastery of essential elements and related concepts.
- C+ Above average knowledge of essential elements and related concepts.
- C Acceptable knowledge of essential elements and related concepts.
- D Minimal knowledge of related concepts.
- F Unsatisfactory progress. This grade may also be assigned in cases of academic misconduct, such as cheating or plagiarism, and/or excessive absences.

For other grades, see the current ROWAN COLLEGE AT BURLINGTON COUNTY catalog.

COLLEGE POLICIES:

The current college catalog and student handbook are important documents for understanding your rights and responsibilities as a student in the RCBC classroom. Please read your catalog and handbook as they supplement this syllabus, particularly for information regarding:

- ▶ Academic Integrity Code
- ▶ Student Conduct Code
- ▶ Student Grade Appeal Process

OFFICE OF STUDENT SUPPORT AND DISABILITIES SERVICES:

RCBC welcomes students with disabilities into the college's educational programs. Access to accommodations and support services for students with learning and other disabilities is facilitated by staff in the Office of Student Support (OSS). In order to receive accommodations, a student must contact the OSS, self-identify as having a

disability, provide appropriate documentation, and participate in an intake appointment. If the documentation supports the request for reasonable accommodations, the OSS will provide the student with an Accommodation Plan to give to instructors. Contact the Office of Student Support at 609-894-9311, ext. 1208 or visit the website at: www.rcbc.edu/studentsupport

ADDITIONAL SUPPORT/LABS:

RCBC provides academic advising, student support personal counseling, transfer advising, and special accommodations for individuals with disabilities free to all students through the Division of Student Services. For more information about any of these services, visit the Laurel Hall on the Mt. Laurel Campus, or call (609) 894-9311 or (856) 222-9311, then dial the desired extension:

- Ext. 1557 Academic Advisement and Counseling
- Ext. 1803 Special Populations
- Ext. 2737 Transfer Center

Or visit the following websites:

Academic Advising www.rcbc.edu/advising
Student Support Counseling www.rcbc.edu/counseling
Transfer Center www.rcbc.edu/transfer

RCBC offers a free tutoring for all currently enrolled students. For more information regarding The Tutoring Center call Extension 1495 at (609) 894-9311 or (856) 222-9311 or visit the Tutoring Center Website at www.rcbc.edu/tutoring

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