



HEALTH INFORMATION MANAGEMENT

STUDENT HANDBOOK

2018-2019

4000 Lancaster Drive NE
PO Box 14007
Salem, Oregon 97309-7070
www.chemeketa.edu

Chemeketa Community College is an equal opportunity, affirmative action institution.

PROGRAM CHAIR'S WELCOME

Welcome to the Health Information Management Program at Chemeketa Community College. I am pleased to have you as a student in our program. This program, of which you are now a part, answers a real need in the health care community of Marion, Polk counties, and many other areas in the Mid-Willamette Valley. Qualified graduates of this program will be able to make a contribution to the health profession.

Graduates of the professions within the Health Information Management Program find themselves at a very pivotal point in history. There are increasing professional opportunities. A report from the Bureau of Labor Statistics cites that this group of allied health professionals is projected to be one of the 20 fastest growing occupations in the country. This means that it is a great time to be a student and that more jobs will be available for you when you graduate!

The Health Information Management Program has an experienced, well-trained faculty who are here to facilitate your learning experience. The faculty can provide the tools and guidance in order to assist you on your journey. It is your job to provide the enthusiasm and the desire to learn and achieve. Together, faculty and students can make this an enjoyable experience.

As a reminder, “the Associate Degree Health Information Management Program is in Candidacy Status, pending accreditation review by the Commission on Accreditation for Health Informatics and Information management Education (CAHIIM).” We will keep you updated as we progress through the accreditation process.

This handbook is designed to answer some of your questions about the Health Information Management program. This is an exciting time in your life and you may be feeling some anxiety about this new adventure. Hopefully, we can allay some of these concerns with the information in this handbook.

Please contact me should you have further questions. I encourage you to phone, e-mail, or drop in to see me. I especially encourage you to visit your program advisor prior to each term's registration so we can keep you on track!

We wish you the very best in the coming academic years.

Jane Ellis, MAT, RHIT

Program Chair

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It is the policy of Chemeketa Community College and its Board that there will be no discrimination or harassment on the basis of race, religion, color, sex, age, national origin, ethnic origin, sexual orientation, gender identity, marital status, citizenship status, pregnancy and related conditions, family relationship, veteran's status, disabilities and tobacco usage in any educational programs, activities, or employment. Person having questions about opportunity/affirmative action should contact the Affirmative Action Officer at 4000 Lancaster Dr. NE, Salem, Oregon 97309-7070, or call 503.399.4784. To request this publication in an alternative format, please call 503.399.5192.

SECTION 1

Program Directory

<u>Name/Title</u>	<u>Program Area (s)</u>	<u>Office</u>	<u>Contact Information</u>
<i>Acting Vice President Instruction and Student Services</i> Jim Eustrom	All	3-272	503-399-5144 jim.eustrom@chemeketa.edu
<i>Executive Dean</i> Johnny Mack	Career & Technical Education	3-272	503-399-5145 Johnny.mack@chemeketa.edu
<i>Dean, Health Sciences</i> Sandra Kellogg, RN, MSN	Dental Assisting Health Information Management Nursing Pharmacy Technician Human Services	8-114	503-399-5058 sandra.kellogg@chemeketa.edu
<i>Academic Coordinator, Health Sciences</i> Paula Hendrix, RDH, MEd	Dental Assisting Health Information Management Nursing Pharmacy Technician Human Services	8-114	503-399-5058 Paula.hendrix@chemeketa.edu
<i>Administrative Assistant</i> Laura Chappell	Dental Assisting Health Information Management Nursing Pharmacy Technician Human Services	8-114	503-399-5058
<i>Program Instructors</i>			
Jane Ellis, RHIT, MAT Program Chair	Health Information Management	8-113D	503-589-7848 jane.ellis@chemeketa.edu
Brent Mobley, RHIT	Health Information Management	Adjunct	503-399-5058 bmobleyo@chemeketa.edu
Dana Nolan, RHIT, CPC, CPMA	Health Information Management	8-113X	503-399-7776 dana.nolan@chemeketa.edu

CHEMEKETA COMMUNITY COLLEGE GUIDING PRINCIPLES

We are a college community enriched by the diversity of our students and staff. The college will provide an environment that celebrates the freedom to learn and the freedom to teach. Each individual and group has the potential to contribute in our learning environment. Each has dignity. To diminish the dignity of one is to diminish the dignity of us all.

The college is committed to maintaining a climate where cultural and individual expression are not only allowed but encouraged. There is no tolerance for discrimination, harassment, language or behavior directed towards groups of individuals which mars intercultural or interpersonal understanding.

Statement of Strategic Intent

Chemeketa Community College is our community's resource for quality education in a changing world, delivering opportunities for adult literacy, opening the door to all levels of college, and creating centers of excellence in technical training, workforce development, and business support.

Vision, Mission, and Values Statement

Mission (Our purpose)

Chemeketa provides opportunities for students to explore, learn, and succeed through quality educational experiences and workforce training.

Vision: (What is accomplished by carrying out our mission)

Chemeketa will be a catalyst for individuals, businesses, and communities to excel in diverse and changing environments.

Values: (How we carry out our work; desired culture; our beliefs)

Collaboration - We collaborate to ensure purposeful, effective programs and services that support all students. We welcome diverse perspectives and encourage the free exchange of ideas.

Diversity - We are a college community enriched by the diversity of our students, staff, and community members. Each individual and group has the potential to contribute in our learning environment. Each has dignity. To diminish the dignity of one is to diminish the dignity of us all.

Equity- We promote a just and inclusive environment in which all individuals receive equitable support to reach their full potential. We do this through fair treatment, access, opportunity, and advancement for all, aiming to identify and eliminate barriers that have prevented the full participation of some groups.

Innovation - We innovate through reflection, analysis, and creativity. We design quality instruction, programs, and services to prepare students to meet the changing needs of our communities in a global society.

Stewardship - We act with personal and institutional accountability for the responsible use of environmental, financial, and human resources to meet the needs of current students without compromising the needs of future generations of students.

Health Information Management Mission Statement

Chemeketa Community College Health Information Management program will develop professional members of the health care team through quality education and practical experience.

Health Information Management Program Outcomes

Students completing the Health Information Management AAS degree will:

- Apply advanced theoretical concepts of management to the health service organization.
- Analyze and interpret health care data and statistics for decision making in health care organizations.
- Identify characteristics of major health care systems to manage the health care environment.
- Apply skills in leadership, motivation, and team building in health care settings.
- Use technology, including hardware and software, to ensure data collection, storage, analysis, and reporting of information.
- Classify pharmaceuticals and name prototypes of drug classifications for therapeutics of diseases.
- Use health records to abstract, collect and analyze data for the use by a range of health care professionals and health related organizations.
- Apply current technology and basic assessment tools to manage and maintain health information.
- Use knowledge of structure, function, and terminology related to the human body to communicate in health care systems.
- Apply the principles of professional ethics and diversity to medical-legal matters, including confidentiality, health records management, release of information, patient rights, workplace rights, informed consents, and electronic information in the health care facility.
- Use interpersonal and communication skills that build and maintain cooperative working relationships in the health care profession.
- Use the specific skills associated with their scope of practice such as medical coding, medical reimbursement, health records management, or Health Information Management.
- Integrate and apply theory and skill in a health care organization through a work site experience.

SECTION 2

GENERAL PROGRAM POLICIES FOR:

HEALTH INFORMATION MANAGEMENT – AAS DEGREE

Note: *Course materials for courses in progress may contain information that updates policy information contained in this Handbook.*

Attendance (absence/lateness)

1. Students are expected to attend all classes (including orientations) and clinical sessions (including Skills Lab), report on time, and to submit all written work on time. For students in our programs, a high positive correlation has been demonstrated between regular attendance and satisfactory grades. Absence/lateness may interfere with a student's progression in the program.
2. Attendance for designated classes is critical for the following reasons:
 - Both lecture and laboratory course content are essential for building proficiency in essential skills and safety practices required for the workplace.
 - There is no scheduled repeat of a missed class or laboratory session (makeup sessions will not be provided to accommodate absence or lateness).
3. If an absence/lateness is unavoidable, students are expected to report their absence/lateness to their course instructor(s) immediately. Contact information is contained on page 6 of the Handbook.
4. Students are responsible for knowing the content of any classes, orientations, or labs missed no matter the reason for absence/lateness.
5. During off-campus practicum assignments, any time away from your assigned work station other than arranged breaks and meals, is considered an unexcused practicum absence. This includes arriving late, leaving early, and receiving and making phone calls not related to your assigned duties. Students are not permitted to use clinical time to deal with matters related to their work or personal lives. Extenuating circumstances will be considered on an individual basis by your program advisor.
6. If students miss practicum time because they are dismissed from a practicum site by an instructor (e.g., for excessive absences, workplace disturbances, or for substance use) these absences are unexcused.
7. There are no make-up days built into off-campus practicum schedules. Furthermore, faculty have no obligation to provide extra practicum days to accommodate students whose unexcused or excessive excused absences result in too few hours to meet the practicum requirement.
8. If a student is absent from class or practicum because of health reasons, it is the prerogative of the instructor to require the student to obtain a written clearance from a health care provider.
9. Because employers place a high value on dependable attendance and timeliness in submitting paperwork, faculty reserve the right to report unexcused and repeated practicum absences and repeated late submissions of required written work in any evaluation report or letter of reference requested by students/graduates for any prospective employers.

Attendance Policy for Inclement Weather Conditions

1. Students should follow College policy for campus classes. On mornings when weather may force the College to be closed, or classes delayed, radio and television stations will be notified of the closure by Public Safety, generally by 6:00 a.m. A recorded message will be put on the main campus telephone number (503-399-5000). Students are encouraged to sign up for Chemeketa's emergency notification system. Go to your MyChemeketa account, under services, click on notifications then click emergency notifications and register.
2. While at an assigned practicum site you will follow the site policy for attendance. You will need to exercise good judgment regarding your own safety before deciding to drive to either a practicum or campus when the weather is bad.

Harassment/Discrimination Policy

Chemeketa Community College prohibits unlawful discrimination based on race, color, religion, national origin, sex, marital status, disability, protected veteran status, age, gender, gender identity, sexual orientation, pregnancy, whistle blowing, or any other status protected by federal, state, or local law in any area, activity or operation of the College. The College also prohibits retaliation against an individual for engaging in activity protected under this policy, and interfering with rights or privileges granted under federal, state or local laws.

Under College policies, equal opportunity for employment, admission, and participation in the College's programs, services, and activities will be extended to all persons, and the College will promote equal opportunity and treatment through application of its policies and other College effects designed for that purpose.

Persons having questions or concerns about:

Title IX, Which includes gender-based discrimination, sexual harassment, sexual violence, interpersonal violence, and stalking; contact the Title IX coordinator at 503.365.4723, 4000 Lancaster Dr. NE, Salem, OR 97305, or <https://www.chemeketa.edu/complaints-and-concerns/report/>. Individuals may also contact the U.S. Department of Education, Office for Civil Rights (OCR), 810 3rd Avenue #750, Seattle, WA 98104, 206.607.1600. Equal Employment Opportunity or Affirmative action should contact the Affirmative Action Office at 503.399.2537, 4000 Lancaster Dr NE, Salem OR 97305.

Academic Honesty

Learning is built on the fundamental qualities of honesty, fairness, respect and trust. At Chemeketa Community College, academic integrity is a shared endeavor characterized by truth, personal responsibility and high academic standards. Any violation of academic integrity devalues the individual and the community as a whole. Violations of academic honesty include, but are not limited, to the following:

Plagiarism

- ✚ presenting someone else's words, ideas, artistry, product or data as one's own
- ✚ presenting as new and original an idea or product derived from an existing source

Collusion/Inappropriate Assistance

- ✚ helping another commit an act of academic dishonesty
- ✚ knowingly or negligently allowing work to be used by others. It is a violation of Oregon state law to create and offer to sell part or all of an educational assignment to another person (ORS 1.65.114)

Cheating

- ✦ an act of deceit, fraud, distortion of truth or improper use of another person's effort to obtain an educational advantage
- ✦ includes but is not limited to unauthorized access to examination materials prior to the examination itself

Fabrication/Falsification/Alteration

- ✦ intentional misrepresentation, invention, exaggeration or alteration of information or data, whether written, verbalized or demonstrated

Unauthorized Multiple Submission

- ✦ using any work previously submitted for credit without prior permission of instructor

Sabotage and Tampering

- ✦ intentional altering or interfering with documents of other student's work
- ✦ intentional depriving others of academic resources

In the Health Information Management Program, any act of academic dishonesty may result in grade penalties, requirements to repeat assignments, and/or additional coursework. Furthermore, students who exhibit academic dishonesty are subject to dismissal from their respective program. If students have knowledge of occurrences of academic dishonesty, they are expected to report this to their course instructor. For additional information, go to <https://www.chemeketa.edu/students/student-rights-responsibilities/academic-honesty/>

Children and Pets

Arrangements must be made for children and pets. They **may not** be brought into class, labs, or practicum sites.

Course Requirements

1. Requirements of the Health Information Management Program courses include attendance as well as completion of assigned readings, computer assignments, written work, and examinations.
2. You are responsible for the course requirements as outlined in the individual course syllabus.

Criminal Background Checks/Other Agency Requirements

Upon acceptance into the Health Information Management Program, students are now required to pass a criminal background check which fulfills the requirements of clinical sites. If a student does not pass the criminal background check, continuation in the program will not be possible. Students may also be required to submit to a 10-panel drug screen urinalysis (UA) and/or an additional criminal background check prior to the second year's spring term practicum placement as requested by practicum sites.

If a student is arrested during the time he/she is enrolled in the first and second years of the Program, he/she must notify the Program Chair of the Health Information Management program of the arrest. The student's status in the Program will be reviewed by the Program Chair and the Health Sciences Dean's Office, and a possible outcome of review may be the student's inability to continue in the program. Be aware that there may be other specific Agency requirements for practicum, including drug testing, CPR certification, and current immunizations.

Electronic Devices

Usage of cell phones, pagers, iPods, MP3 players, or any other electronic devices are prohibited in all classrooms, labs, and practicum settings. Students must obtain permission in advance from their instructors to record lectures.

Grading

All assignments are due at the beginning of the class period. Communication is the first key to our willingness to accept late work. If student does not communicate that an assignment will be late **BEFORE** its due date, the acceptance and points awarded will be left to the instructor's discretion.

Incomplete/No Grade

An Incomplete ("I") grade may be given to those students who are unable to complete course requirements in a given term. As indicated in the College Catalog, an "I" grade is available only BY STUDENT REQUEST for students who have an essential requirement of the course to complete and who have demonstrated satisfactory quality of work. If progressing immediately into the next Health Information Management course, students have 30 days to complete requirements and clear the "I" grade; otherwise, they cannot remain enrolled in the course. Students choosing not to progress have one term to clear an "I." Failure to clear an "I" within one term will require that the course be repeated.

No-Show/Drop

Chemeketa Community College has a No-Show/Drop procedure. If a student does not attend or contact their instructor by the start of the second-class session (for Chemeketa Online this means participating by Wednesday of the first week of the term) they can be dropped by the instructor. If a student is dropped under this procedure, the student will be notified by e-mail informing them of the change to their schedule. Note: This may affect the student's eligibility for tuition assistance if he/she is a veteran, on financial aid, or sponsored by an agency.

Progression in Health Information Management Program

The Health Information Management program is an application-based, limited enrollment cohort.

1. Students who meet Program requirements for each term are guaranteed a position in their program of the subsequent term.
2. In order to graduate, students are required to have a “C” grade in all required courses. Students will not be allowed to move forward in series courses (eg. HM250-HM252) if a “C” grade or better is not met in the first and/or second courses of the series. Courses not met with a “C” grade or better will need to be retaken, which can have serious implications for student’s timely completion of program for courses only offered once a year.
3. The Health Information Management faculty is committed to promoting student success. Students will meet with their faculty advisor for evaluation purposes. If problems are detected, faculty informs students and assists them to develop a plan that identifies goals and actions for improved performance. Students are responsible for implementing the plan, including following up on referrals for help and arranging additional conferences with their advisor as needed to follow up on problems.

Faculty advisors inform students and document problems according to the following procedure:

Problem-Solving Record (PSR) is intended to call attention, as early as possible to a situation that, if uncorrected, could lead to academic failure. A PSR documents the problem identified by an instructor, a plan to remedy the problem, and the student-instructor conference to discuss the problem and plan. Students receive a copy of the PSR.

- ✚ **Non-Practicum PSR**—Faculty advisor meets with students whose classroom-related performance indicates a need for problem-solving. Examples of such performance include a cumulative grade average of below 70, a pattern of submitting assigned work late, exhibiting lack of professionalism in the classroom, and repeatedly missing or arriving late for tests.
- ✚ **Practicum Performance PSR**—Faculty advisor meets with students who practicum performance indicates a need for problem solving. Some examples of such performance are missed practicum time, or noncompliance with practicum rules, and missed skills check-offs.

Probation is used when a student has failed to follow a PSR plan, unsatisfactory scholastic performance, academic dishonesty, or demonstration of other unprofessional or unethical behavior. **Program dismissal** will result for failure to comply with probationary requirements, causing patient harm, breach of confidentiality, and/or illegal acts in the classroom, lab, or practicum site. For more information, refer to the [Student Rights and Responsibilities](#) document in the college catalog.

Grade Appeals for Health Sciences Students

Students wishing to appeal a progression decision made by the faculty should submit a written statement including their concerns and proposed resolution to the Dean of Health Sciences within 10 business days. Please note, the appeal process for Health Sciences students is shorter than other Chemeketa students due to the need to begin practicum/clinical rotations at the beginning of the following term. Students who appeal the faculty's decision regarding their continuation in the program are allowed to attend theory class until the appeal is concluded. A follow up appointment should be scheduled with the Dean of Health Sciences. The Dean of Health Science's decision shall be final. Students may not attend practicum/clinical experiences while their appeal is pending.

Statement of Insurance

Students are not covered by health and accident insurance by the College. The College does provide workers' compensation coverage for student illnesses or injuries that directly result from activities required by course objectives at off-campus practicum sites. This coverage is not available for on-campus classroom or laboratory activities. Student health and accident insurance is available through the College. Information is available in Enrollment Services in Building 2.



Grade Appeal

To appeal the grade you have received in a course:

1. Carefully read over the instructions on page one.
2. Complete this appeal form and submit it along with documentation of the facts cited in your appeal.
3. Your appeal must be submitted no later than 10 days after the end of the academic term of the dispute.
4. **Submit your appeal to the Executive Dean of Student's office where it will be forwarded to the appropriate Academic Dean/Director for review.**
 - a. Salem Campus, Bldg 3, Room 272B
5. You will be contacted regarding the decision within 30 calendar days of receipt of the appeal
6. The decision of the Academic Dean/Director is final, and there will be no further appeal beyond this point.

Student ID (K#): Date: - -

Name: _____
Last, First, Middle

Address: _____
Street, City, State Zip

Phone Number with Area Code: _____ Cell Phone: _____ Home Phone: _____

Course Subject & #: _____ Term: _____
(example MTH 095) (example Fall 2014)

Instructor's Name: _____

Provide answers to the following questions and provide documentation as requested. You may attach separate sheets if the space provided is not sufficient.

- 1) Please cite facts supporting your appeal including specific dates or situations that affected your grade (e.g. classroom participation, exams, coursework, etc...). Attach documentation supporting the facts that you have cited.

2) Prior to submitting this appeal how have you attempted to resolve this situation?

3) What grade do you believe that you have earned? _____

Student Signature: _____

For Office Use Only:

Date Appeal Received: _____ Appeal Received By: _____

Supervisor's Summary of Investigation & Decision:

Supervisor's Printed Name: _____

Supervisor's Signature: _____ Date: _____

Copy Sent To: Student Instructor

**Chemeketa Community College
Health Information Management Program
Sample PSR Form**

Student: _____ **Date:** _____

Course: _____

Problem	Action Plan
<p>Student has missed the following days and assignments/exams:</p> <p>October 7, 2017 October 8, 2017 October 11, 2017 Exam #1 October 14, 2017 Check-off #1 October 22, 2017 Exam #2 October 25, 2017 October 27, 2017 Check-off #2 October 28, 2017 Check-off #3 October 29, 2017</p> <p>Student is currently failing the lab portion of HMXXX at 0/43 points.</p> <p>Student is currently at 47% in HMXXX.</p> <p><u>Student Perception:</u></p>	<ol style="list-style-type: none"> 1. Student will make up missed check-offs in HMXXX at 50% credit no later than December 2, 2017. 2. Student will be present for and participate in all future classes, examinations, and check-offs. Any additional late assignments, late examinations, or late check-offs may result in a failing grade in HMXXXX. 3. Student will demonstrate professional and ethical behavior in all classroom and lab settings. 4. Instructor will monitor student attendance at exams and check-offs.

This plan will be in effect through _____. When the above conditions have been successfully carried out, the probationary status will be considered resolved. In the event that the student does not carry out the above probationary plan, the student will receive an "F" grade in HMXXX and will not continue to winter term in the program.

Student Signature	Date	Faculty Signature	Date
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Student Reference Request Form

Student Name (*Please print*)

Chemeketa Student ID Number

I request that _____, (“Employee”) serve as a reference for me. This reference is for the following purpose(s):
(Please check all that apply)

- application/reference for employment
- admission to other educational institution
- all forms of scholarship or honorary award
- Other (please specify)

The reference may be given in the following form(s),
(Please check one or both)

- written
- oral

I authorize release of any and all information from my education records, as defined in the Family Educational Rights and Privacy Act (FERPA) relating to my education at Chemeketa Community College (including but not limited to grades, coursework, clinicals/practica, job duties, job performance, Cooperative Work Experience (CWE), interpersonal skills, performance evaluations or related information) to the following, **(Please check one)**

- all** prospective employers, and/or educational institutions to which I seek admission and all organizations considering me for an award or scholarship **OR**
- only** those specific employers, educational institutions and/or organizations listed on the reverse side of this form
- other _____

I understand and agree that authorization for this reference will remain in effect until revoked by me, in writing, and delivered to Employee; however, any such revocation will not affect previous disclosures. Further, I agree to hold harmless the Employee and Chemeketa Community College, for any claim arising out of, or related to, any reference or information provided as a result of this request.

Signature of Student

Date

Please list all of the specific employers, educational institutions and/or organizations to which you authorize the release of information by Employee:

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

(Attach additional sheets if necessary)

SECTION 3

HEALTH INFORMATION MANAGEMENT

Health Information Management offers a wide array of professional opportunities in many different health care settings including hospitals, clinics, managed care providers, insurance companies, commercial vendors, long term care, and government agencies.

Training, Qualifications, and Advancement

The Health Information Management program provides a convenient and accessible educational opportunity for students seeking new career opportunities. The program combines liberal arts, basic sciences, and business and professional courses with a specialization in developing management skills and applying those skills in a variety of health information settings.

After completion of the Health Information Management AAS Degree, students may transfer to Portland Community College, Central Oregon Community College, or other AHIMA-accredited college to earn an associate's degree as an accredited records technician. This allows the student to sit for the AHIMA national RHIT exam. However, the Health Information Management program at Chemeketa is currently in the accreditation process with AHIMA. Should we be successful in gaining accreditation from AHIMA (we anticipate a positive outcome), current students will be able to sit for the RHIT exam at that time.

This career choice is right for you **IF YOU:**

- aspire to work in a healthcare-related field that does not involve direct patient care
- want to work with a multitude of healthcare professionals in a variety of health settings
- desire a career with a diverse variety of opportunities
- seek a profession with excellent opportunities for professional growth

Employment Opportunities

HEALTH INFORMATION MANAGEMENT (HSM) AAS DEGREE

- Hospital Health Information Dept./Medical Records
- Hospital Admitting/Access Services
- Hospital Coding
- Hospital Billing
- Hospital Release of Information Clerk
- Hospital Administrative Functions in a variety of areas
- Dr's Office Reception
- Dr's Office Billing and Coding
- Dr's Office Referral Clerk
- Dr's Office Medical Records
- Large Outpatient Clinic Reception
- Large Outpatient Clinic Billing
- Large Outpatient Clinic Coding
- Large Outpatient Clinic Medical Records
- Insurance Company
- Long Term Care Facilities (Administrative Functions)
- Health Maintenance Organizations (HMOs)
- Marion County Public Health Dept.
- State of Oregon (they prefer AAS degrees)
- Disability Determination Services
- Chemeketa Community College Administrative areas
- Hospital Staff Credentialing
- Oregon State Hospital Administrative Areas

Earnings

The Health Information Management associate degree profession offers unlimited opportunities for those energized to pursue advanced opportunities in the field. You have the opportunity to continue your education at a university level for a Bachelors Degree in Health Services Administration, pursue a certification in medical coding, medical billing, or as a health administrative assistant. A recent published salary survey indicates the starting salary is \$15.00+ an hour for these professions. According to the American Association of Professional Coders, the national average salary for non-certified coders is \$25,000-\$30,000 whereas the national average salary for certified coders is \$30,000-\$35,000 and certified specialty coders \$35,000-\$40,000. More salary information can be seen at www.ahima.org/careers/careerprep

Code of Ethics

The program abides by the AHIMA Code of Ethics, which can be found on the following pages.

American Health Information Management Association Code of Ethics

Preamble

The ethical obligations of the health information management (HIM) professional include the protection of patient privacy and confidential information; disclosure of information; development, use, and maintenance of health information systems and health records; and the quality of information. Both handwritten and computerized medical records contain many sacred stories that must be protected on behalf of the individual and the aggregate community of persons served in the healthcare system. Healthcare consumers are increasingly concerned about the loss of privacy and the inability to control the dissemination of their protected information. Core health information issues include what information should be collected, how the information should be handled, who should have access to the information, and under what conditions the information should be disclosed.

Ethical obligations are central to the professional's responsibility, regardless of the employment site or the method of collection, storage, and security of health information. Sensitive information (genetic, adoption, drug, alcohol, sexual, and behavioral information) requires special attention to prevent misuse. Entrepreneurial roles require expertise in the protection of the information in the world of business and interactions with consumers.

Professional Values

The mission of the HIM profession is based on core professional values developed since the inception of the Association in 1928. These values and the inherent ethical responsibilities for AHIMA members and credentialed HIM professionals include providing service, protecting medical, social, and financial information, promoting confidentiality, and preserving and securing health information. Values to the health care team include promoting the quality and advancement of healthcare, demonstrating HIM expertise and skills, and promoting interdisciplinary cooperation and collaboration. Professional values in relationship to the employer include protecting committee deliberations and complying with laws, regulations, and policies. Professional values related to the public include advocating change, refusing to participate or conceal unethical practices, and reporting violations of practice standards to the proper authorities. Professional values to individual and professional associations include obligations to be honest, bringing honor to self, peers and profession, committing to continuing education and lifelong learning, performing Association duties honorably, strengthening professional membership, representing the profession to the public, and promoting and participating in research.

These professional values will require a complex process of balancing the many conflicts that can result from competing interests and obligations of those who seek access to health information and require an understanding of ethical decision-making.

Purpose of the American Health Information Management Association Code of Ethics

The HIM professional has an obligation to demonstrate actions that reflect values, ethical principles, and ethical guidelines. The American Health Information Management Association (AHIMA) Code of Ethics sets forth these values and principles to guide conduct. The code is relevant to all AHIMA members and CCHIIM credentialed HIM professionals, regardless of their professional functions, the settings in which they work, or the populations they serve. These purposes strengthen the HIM professional's efforts to improve overall quality of healthcare.

Code of Ethics 2011 Ethical Principles

Ethical Principles: The following ethical principles are based on the core values of the American Health Information Management Association and apply to all AHIMA members and certificants.

A health information management professional shall:

1. *Advocate, uphold, and defend the individual's right to privacy and the doctrine of confidentiality in the use and disclosure of information.*
2. *Put service and the health and welfare of persons before self-interest and conduct oneself in the practice of the profession so as to bring honor to oneself, their peers, and to the health information management profession.*
3. *Preserve, protect, and secure personal health information in any form or medium and hold in the highest regards health information and other information of a confidential nature obtained in an official capacity, taking into account the applicable statutes and regulations.*
4. *Refuse to participate in or conceal unethical practices or procedures and report such practices.*
5. *Advance health information management knowledge and practice through continuing education, research, publications, and presentations.*
6. *Recruit and mentor students, peers and colleagues to develop and strengthen professional workforce.*
7. *Represent the profession to the public in a positive manner.*
8. *Perform honorably health information management association responsibilities, either appointed or elected, and preserve the confidentiality of any privileged information made known in any official capacity.*
9. *State truthfully and accurately one's credentials, professional education, and experiences.*
10. *Facilitate interdisciplinary collaboration in situations supporting health information practice.*
11. *Respect the inherent dignity and worth of every person.*

Extensive review of AHIMA Code of Ethics can found on AHIMA.org website.

SECTION 4

PRACTICUM INFORMATION

Practicum courses (referred to as Practicum in this document) are actual "on the job" experiences in a work setting. Since these programs are broad in nature, the work setting could be in a variety of locations.

The HEALTH INFORMATION MANAGEMENT Practicum (HM230) course is 160 hours of non-paid experience. These hours are accumulated over a 10 week period which makes 16 hours per week or two full days each week schedule a practicum days are typically Monday, Wednesday and/or Friday. If the student, the Practicum instructor and the job site agree, students may work more hours per week and end their practicum earlier in the term. All HEALTH INFORMATION MANAGEMENT students will take a seminar class during the term of practicum (HM231).

Steps in preparation for your practicum experience:

1. Think about your strengths, where you would like to eventually work, and what type of setting would suit you the best.
2. Make a copy of your current unofficial CCC transcript or any other transcripts that apply to your graduation requirements. Apply for graduation at the first of the term BEFORE you plan to do your practicum. There is a closing date, usually the last Friday of January for spring term graduation, when this form must be into the Registrar's Office.
3. During winter term, make an appointment with the Program Advisor or the Practicum Instructor at the first of the term BEFORE you are ready to do your practicum. **All students must have completed required courses and will need to be "cleared" by the Practicum Instructor before being eligible to sign up for practicum.** At this time, you will also be discussing possible practicum sites.
4. The Practicum Instructor will make the final site contact, but you are more than welcome to do informational interviews and make initial contacts at locations where you are interested in doing your practicum.

Practicum experiences should not be completed at a student's current place of business, performing regular job duties. This practice may introduce a concern of liabilities by the employer and the college, fairness to students, and the ability to provide the student with a well-rounded practicum experience.

However, the student may use their current employer if the student is allowed to fulfill the practicum experience;

1. in another department,
2. that is completely removed from the normal job duties, and
3. under the supervision other than the student's immediate supervisor.

PRACTICUM COURSE POLICIES

ATTENDANCE AND TARDINESS: You are expected to adhere to the attendance policies Section 2 of this handbook. If you be unable to attend your practicum, you **MUST** notify both the site supervisor and the practicum instructor. If you find that you are unable to complete the practicum due to some serious extenuating circumstance, you must call the practicum instructor for approval and make arrangements to take an “Incomplete” in the course. Failure to follow this procedure will result in an “F” grade.

FACILITY POLICIES AND PROCEDURES: Students must adhere to facility policies and procedures at all times. Site supervisors will evaluate students in their compliance.

PROFESSIONALISM: Dress appropriately. A good rule of thumb is to dress professionally and not over dress. (No jeans or denims, no Capri pants, no bare midriffs, no hip huggers, no flip flops, no open-toe shoes, no cleavages, and no revealing slits.) Keep in mind that the facility is a potential employer and that first impressions can make all the difference. Remember that professionalism is exhibited in dress, manner, and speech.

- **Wear your name badge at all times.**
- **Do not** wear perfume, cologne or after shaves. Most facilities have polices in place to limit the impact of odors on those who might be allergic.
- **Do not** chew gum.
- **Do not** wear flashy or inappropriate jewelry. Some sites may restrict piercings and visible tattoos.
- **File** your fingernails so that their length does not interfere with the work you have to do.
NOTE: students may not wear artificial nails as per the Centers for Disease Control and Prevention (CDC) and OSHA infection control guidelines
- **Turn your cell phone OFF.**
- **Use professional language at all times. Do not use profanity.**
- **Exhibit** professionalism in your dress (including make-up), manner, and speech.

TRANSPORTATION: Students are responsible for their own transportation to and from practicum sites. You may be required to travel to a site that takes ½ hour or more to and from campus. Students assume all costs involved with practicum travel.

CONFIDENTIALITY POLICY: You have learned in your classes how vital the concept of confidentiality is in our profession. The practicum experience is where you must put this knowledge into practice. You must be especially aware of the confidential nature of the information to which you will have access. Take responsibility for any forms that you might be given to illustrate an educational point. You are expected to keep that information confidential. That means not sharing it with anyone else or any other facility. **WARNING: In the event of a breach of confidentiality caused by a practicum student, consequences may include a failing grade to be given for the practicum or expulsion from the program with a failing practicum grade.**

PRACTICUM CHECKLIST AND TIMELINE

HEALTH INFORMATION MANAGEMENT

To be completed before your practicum begins:

- Make contact with your site and complete any orientations, background checks, immunizations or other Human Resource issues needed to comply with their needs.
- Have an informal interview to learn about dress codes, location of the site and to set up your work schedule. Most sites will want to meet you before even agreeing to take you as a student.
- Leave a 3-page Practicum Agreement (contract) to be signed by the work site representative. (This is needed for all new work sites.) Obtain this contract from the practicum instructor.

To be done within the first week of practicum:

- Complete your portion of the Practicum Agreement Addendum and leave it for signature by the work site.
- Complete and sign THREE copies of the confidentiality form. Leave one with the work site, give one to the practicum instructor and keep one for yourself.
- Complete the Student Data page and give to practicum instructor.
- Begin recording your hours on your time sheet. This will be your responsibility to be sure you get the required number of hours.

To be done within the first three (3) weeks of practicum:

Draft three (3) measurable objectives for your practicum experience and add these to your objective page. Check these with your site supervisor and give a copy or email to the practicum instructor.

To be done by the 5th week of practicum:

- Turn in the completed Objective Page. Your site supervisor will add the number rating and sign. You will sign and give a COPY to your practicum instructor. KEEP your original, as you will need this for the final objective process.
- Turn in a COPY of your completed Mid-Term Evaluation form to your practicum instructor. Keep the original for your files. These are often good forms to add to your job portfolio.

To be done by the Tuesday of finals week:

- Signed time sheet
- Final score & signature on Objective Page
- Final Evaluation paper (see syllabus for criteria)
- Copy of current resume
- Sample cover letter
- Send a thank you note or card

Practicum Learning Objectives

Student: _____ Site Supervisor: _____

College Program: _____ Chemeketa Instructor: _____

Student Learning Objectives:

The site supervisor, instructor and student agree to the following learning objectives for this work experience. These objectives are potential goals from the work experience. They may be in the form of: accomplishments, skills, knowledge, or behavior outcomes. Each objective should be clearly stated in measurable terms with a time frame.

Evaluation will be completed with the appropriate number and signed by the site supervisor at the midterm and again at the end of the training.

Evaluation Criteria: (5) Exceptional (4) Exceeds Expectations (3) Satisfactory (2) Needs Improvement (1) N/A		
	Evaluation	
Learning Objective 1: (What are you planning to achieve? How do you intend to accomplish this? How will the completion of the objective be measured? When are you going to complete the objective?)	Midterm	Final
Learning Objective 2: (What are you planning to achieve? How do you intend to accomplish this? How will the completion of the objective be measured? When are you going to complete the objective?)	Midterm	Final
Learning Objective 3: (What are you planning to achieve? How do you intend to accomplish this? How will the completion of the objective be measured? When are you going to complete the objective?)	Midterm	Final
Midterm signatures:		
Student: _____ Date: _____ Site Supervisor: _____ Date: _____		
Chemeketa Instructor: _____ Date: _____		
Final signatures:		
Student: _____ Date: _____ Site Supervisor: _____ Date: _____		
Chemeketa Instructor: _____ Date: _____		

Mid-Term Evaluation

Student: _____ Site: _____

A. Has the student:	Yes	Needs Improvement	Comments
1. Maintained a regular work schedule?			
2. Notified supervisor if absent or late to work?			
3. Reviewed and shown understanding of policies and procedures of agency?			
B. Does the student:			
1. Exhibit enthusiasm for the job?			
2. Cope well with the repetitious aspects of the job?			
3. Pay attention to detail?			
4. Follow written and verbal instructions well?			
5. Exhibit self-starter traits (show initiative, looks for things to do)?			
6. Accept constructive feedback and suggestions for improvement?			
7. Complete an appropriate amount of work on a consistent basis?			
8. Use appropriate technologies?			
9. Show promise of further growth and the ability to move to the next stage of learning?			
10. Works well with co-workers, clients and customers?			
11. Ask appropriate questions for clarification and seek guidance when appropriate?			
12. Dress appropriately for the job setting?			
13. Understand and exhibit ethical and professional behavior in all areas?			
Additional Comments:			

Signature of Site Evaluator: _____ Date: _____

**Chemeketa Community College
Practicum Agreement (Student Sample)
Health Information Management Programs**

This agreement is by and between _____, hereinafter called Agency and Chemeketa Community College hereinafter called College.

1.0 RECITALS

The College has established training programs in Health Information Management, Health Information Technology, and Medical Transcription which require the facilities of hospitals, clinics, dental and physicians' offices, long term care nursing facilities, community health departments, and others for clinical practice. These are unpaid practicum positions.

The Agency has Practicum facilities suitable for educational needs of the program. Parties agree mutual benefits will result from ensuring that students have opportunities for Practicum education prior to entry employment as Health Information, Medical Coding, Insurance Billing, Medical Office Specialists, and Health Management.

2.0 PURPOSE OF AGREEMENT

It is the intention of the parties by and through this agreement to prepare students, assigned to the program(s) established by this agreement for entry level positions requiring entry level, administrative, clerical, billing, and transcription skills. Students are expected to acquire the needed skills through participation with the parties of this agreement.

Specific student assignments shall be made according to a separate student practicum site agreement attached as Attachment A.

3.0 TERM OF AGREEMENT

The parties agree that the terms of this agreement shall be effective as of the date of the last signature by all parties and shall continue for an initial term of one year. Thereafter, this agreement shall renew automatically in one year increments for a period not to exceed five years from the end of the initial contract term unless either party notifies the other of its intention not to renew by giving written notice 90 days in advance of the renewal period.

4.0 CONSIDERATION

In consideration of the mutual benefits and obligations contained in this agreement the parties agree that:

- 4.1 UNDER THE TERMS OF THIS AGREEMENT, THE COLLEGE AGREES TO:
- a. assume full responsibility for offering an approved educational program.
 - b. assume responsibility for approving the schedule of student assignments in coordination with the Agency, including the dates, number of students and the type of experience.
 - c. provide general supervision and counseling for all students and the overall coordination of training activities.
 - d. provide and plan for initial orientation and subsequent opportunities for participating College faculty and Agency personnel to discuss and evaluate the practicum students.
 - e. ensure that students assigned to the Agency meet both College and Agency standards of health and have the academic ability to profit from the experience.
 - f. assure that the established course outline is followed.
 - g. respect the confidential nature of patients and Agency records.
 - h. provide Workers' Compensation Insurance coverage for registered students "on-site."
 - i. maintain, in the amount of \$1,000,000 per occurrence and \$3,000,000 in the aggregate, professional and general liability insurance for College and College's

- students participating in practicum placement and provide Agency with a certificate of insurance evidencing the coverage required by this agreement upon request;
- j. indemnify, defend and hold harmless Agency, its officers, directors, employees and members of its Staff who participate in the pharmacy education program offered through College at Agency from and against all claims, damages, losses and liabilities arising from the acts or omissions of College or College's faculty or students with respect to the Health Information Management education program offered at Agency;
 - k. provide students and instructors with training about federal HIPAA regulations.
 - l. require students and faculty to review the Agency's HIPAA guidelines and to use its policies during their practicum at the Health facility.

4.2 UNDER THE TERMS OF THIS AGREEMENT THE AGENCY AGREES TO:

- a. provide practicum facilities, supervision, and guided work experience.
- b. provide the minimum clock hours per term of practicum experience required by the program.
- c. maintain approved standards of health care practice.
- d. make available the necessary equipment and supplies for student experience, including the personal protective clothing, gloves, masks, equipment, etc., that are needed to protect against exposure to bloodborne pathogens, as necessary for students.
- e. assume responsibility for the testing of a source person in case of an occurrence in the Agency of an exposure incident for bloodborne pathogens for either students or faculty.
- f. advise the college about any site-specific training needs for students and instructors related to protection from bloodborne pathogens and from hazardous chemicals and wastes.
- g. assist with evaluation of student performance.
- h. follow established course outline which is attached as Attachment B.

5.0 AMENDMENTS

The terms of this agreement shall not be waived, altered, modified, changed, supplemented, or amended in any manner whatsoever except by written instrument signed by the parties.

6.0 TERMINATION

This agreement may be terminated by mutual consent of both parties, or by either party, upon 90 days notice in writing, delivered by first class mail or in person. Any such termination of this contract shall be without prejudice to any obligations or liabilities of either party accrued prior to such termination. Agency reserves the right to terminate the continuation of any student who is deemed by Agency not to have adequate qualifications to continue the Program or is not conforming with applicable policies, procedures or directions from Agency personnel involved in their clinical training experience. College and its students shall conform to all applicable Agency policies and procedures in connection with the clinical education program offered by Agency.

7.0 NONDISCRIMINATION

The Parties agree to comply with all applicable requirements of Federal and State civil rights and rehabilitation statutes, rules, and regulations in the performance of this agreement.

8.0 OTHER AGENCY REQUIREMENTS

Criminal background checks are conducted on Health Information Management students by the college. Students will follow other requests as necessary to meet requirements of the Agency, including drug testing, CPR certification, and immunizations.

9.0 MERGER CLAUSE

Parties concur and agree that this agreement constitutes the entire agreement between the parties. No waiver, consent, modification or change to the terms of this agreement shall bind either party unless in writing and signed by both parties. There are no understandings, agreements, or representations, oral or written, not specified herein regarding this agreement. Parties, by the signatures below of their authorized representatives, hereby agree to be bound by its term and conditions.

10.0 NOTICES

All notices and other communication hereunder shall be in writing and deemed to be given if delivered or mailed by first class mail to the addresses shown herein for each of the parties.

SIGNATURES

FOR THE AGENCY:

FOR THE COLLEGE:

Chemeketa Community College
4000 Lancaster Drive NE
PO Box 14007
Salem OR 97309-7070
Phone: 503-399-5058

FOR THE AGENCY:

Signature

Name (please print)

Title

Signature date

FOR THE COLLEGE:

Signature
Sandra Kellogg, RN, MSN
Name (printed)
Dean, Health Sciences
Title

Signature date

APPENDIX A
Chemeketa Community College
4000 Lancaster Drive NE
PO Box 14007
Salem, OR 97309

Health Information Management Programs
Practicum Agreement Addendum (Student Sample)

Agency:

Practicum Program:

Name

Program Title

Address

Student's Name

City, Zip

Student's Telephone Number

Telephone Number

Student Signature & Date

Authorized Signature and Date

Student Emergency Contact: name & phone

The above-named agency will serve as a practicum site, in accordance with the Practicum Agreement already established.

The above-named student will begin the week of _____
Month/Day/Year

for 160 hours for 10 weeks, ending: _____
Month/Day/Year

The agency supervisor will be: _____,
Name

Title

Telephone Number

The college instructor for this practicum site will be: _____,
Name

Instructor
Title

Telephone Number

Chemeketa Community College
CONFIDENTIALITY STATEMENT

_____ (*facility name*) has a legal and ethical responsibility to safeguard the privacy of all patients and protect the confidentiality of their health information.

In the course of my practicum at _____ (*facility name*), I may come into possession of confidential patient information, even though I may not be directly involved in providing patient services.

I understand that such information must be maintained in the strictest confidence. As a condition of my practicum, I hereby agree that, unless directed by my supervisor, I will not at any time during or after my practicum with _____ (*facility name*) disclose any patient information to any person whatsoever or permit any person whatsoever to examine or make copies of any patient reports or other documents prepared by me, coming into my possession, or under my control, or use patient information, other than as necessary in the course of my practicum. When patient information must be discussed with other health care practitioners in the course of my practicum, I will use discretion to ensure that such conversations cannot be overheard by others who are not involved in the patient's care.

I understand that violation of this agreement may result in corrective action, up to and including discharge.

Signature of Student

Date

A copy of this signed form will be maintained by the practicum site, instructor and student on or before the first day of practicum. Please circle the appropriate copy.

PRACTICUM COPY

CCC INSTRUCTOR COPY

STUDENT COPY

HANDBOOK STATEMENT

My signature below indicates that I:

- 1) Have read the 2018-2019 Health Information Management Program Student Handbook,
- 2) Understand the policies related to the criminal background check and/or drug screening process, as well as other Agency requirements, for practicum placement,
- 3) Have asked program staff to clarify any questions concerning policies found within this Handbook, and therefore I understand its contents and provisions, and
- 4) Have made an appointment with my advisor (Dana or Jane) before the completion of Spring term. The date of the appointment is noted below, and
- 5) Agree to comply with the Chemeketa Community College Health Information Management program policies and procedures as stated in this Student Handbook.

Name (please print): _____

Signature: _____

Date Signed: _____

Advisor: _____

Appointment Date: _____

Return this signed copy to your course instructor.