

GENERAL INFORMATION:

Normandale Community College is now accepting applications for health information technology training. Normandale is among a group of 17 community colleges that make up the Midwestern Consortium chosen to train workers to help healthcare facilities and medical practices meet the requirements of the newly passed Health Information Technology for Economic and Clinical Health Act (HITECH). Estimates based on data from the U.S. Bureau of Labor Statistics, the U.S. Department of Education, and independent studies indicate a national shortfall over the next five years of approximately 51,000 qualified health information technology workers required to meet the needs of hospitals and physicians as they move to adopt electronic healthcare systems.

Led by Cuyahoga Community College in Cleveland, OH, the *Midwestern Consortium Health IT Short-Term Training Program* is part of a nationwide effort to ensure that every U.S. citizen has an electronic medical record by 2014. Normandale Community College, along with its consortium peers, will use the grant funds to provide training to current and future healthcare workers who will integrate electronic health record information systems at hospitals, doctor's offices and other medical facilities throughout the nation. Each college will create training programs that can be completed in six months or less by individuals with appropriate prior education and/or experience.

Normandale Community College will train 300 students in four designated health information technology roles over the next 18 months:

1. Practice Workflow and Information Management Redesign Specialist
2. Clinician/Practitioner Consultant
3. Implementation Support Specialist
4. EHR Trainer

Students with appropriate prerequisite education and/or experience will be able to complete the training within approximately six months. Groups of students will be selected to begin the training over the next 12 months, with the first group to start by Sept. 30, 2010. The first group of students will be selected within the next two weeks and ongoing thereafter.

Why is this training critical?

This training initiative will address a pressing need in the job market and health care marketplace – the training of thousands of people to work in the growing field of health information technology (HIT).

- The entire Midwest consortium will recruit and train a minimum of 2,700 health career and information technology professionals and students annually, to assist them in becoming HIT professionals. Training will be provided to an average of 150 students per member college per year.
- Our target population includes currently employed health care and information technology professionals, recent health care and IT graduates, current health care and

IT students, displaced health care and IT workers, and returning veterans with health care and/or IT skills gained during military service.

- We will make a special effort to recruit professionals in health care and IT occupations with estimates of flat or declining annual openings. The grant will support program fee stipends for qualifying students with backgrounds in health care or IT.
- Trained professionals have an opportunity to work for a diverse range of employers, including health care providers and facilities, as well as electronic health record software and IT vendors. Though job placement is not guaranteed, the consortium is working on developing strong partnerships with regional extension centers and workforce investment programs, as well as physician practices and software vendors/consultants.
- Health information technology is a demanding, growing profession that requires specialized, practical and teachable skills. This program will provide people with the skills, confidence and connections to thrive in the health information technology field.
- Electronic health records (EHR) is a growing field, with a high, currently unmet demand for skilled workers – and further growth anticipated due to regulatory pressure (including implementation of the Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH Act)). Studies by the Bureau of Labor Statistics, Department of Education and other sources project that as many as 50,000 additional HIT professionals may be needed over the next five years.
- Participating in the Midwest community colleges' health information technology (HIT) training program is a chance to be part of something special – HIT professionals help improve the nation's health care system and patient care, which will benefit all of us.
- Electronic health records are essential for improving patient care and the performance, efficiency and cost effectiveness of the health care system.
- The Health Information Technology for Economic and Clinical Health Act of 2009 (HITECH Act), which creates incentives to spur the widespread deployment of electronic health records, is a key component of health care reform.
- Because the program is based regionally and works through community colleges, participants in this program will have a positive local impact – on the community colleges where they are trained, on the health care facilities and service providers they work for, and on patient care for their family and friends.
- Successfully completing the training program will enable health information technology professionals to serve their local community and work with people they know and with whom they share mutual respect – to the benefit of their fellow citizens.

HOW TO APPLY FOR THIS PROGRAM:

To apply for this training program, click on the link below (or copy and paste into your web browser) and complete the online form application. Please complete the application in its entirety. Incomplete applications will **NOT** be accepted.

<https://dynamicforms.ngwebsolutions.com/DisplayForm.aspx?RequestedDynamicFormTemplate=150da2ef-5aeb-4b7b-ba1b-adb5660fb81e&Clear=Y>

PLACEMENT INFORMATION:

Normandale will be training students in four work role areas. We will be placing students into these work role training programs based on the following criteria:

1. Student education, credentials and work experience
2. Employer preference/requirement (if sponsored by an employer)
3. Regional need (as defined by our advisory boards, work force investment boards, and other state and local groups)
4. Student preference

If you are placed in a work role training program and you are not interested in training in that work role (upon placement) please notify us immediately as we will remove your application from consideration.

TRAINING CONTENT & WORK ROLE DESCRIPTIONS:

Work Role Descriptions:

Practice Workflow and Information Management Redesign Specialist

General Description

Workers in this role assist in reorganizing the work of a provider to take full advantage of the features of health IT in pursuit of meaningful use of health IT to improve health and care.

Suggested Background

Individuals in this role may have backgrounds in health care (for example, as a practice administrator) or in information technology, but are not licensed clinical professionals.

Competencies

Workers in this role will be able to:

- Document the workflow and information management models of the practice.
- Conduct user requirements analysis to facilitate workflow design.
- Develop revised workflow and information management models for the practice, based on meaningful use of a certified EHR product.
- Revised models will anticipate implementation of:
 - General practice automation (e.g. appointment scheduling) to the extent not yet implemented
 - Electronic documentation and results review
 - Computerized Provider Order Entry (CPOE)
 - Clinical decision support (CDS)
 - Health information exchange to include:
- Sending of lab orders and receipt of results using CPOE
- Quality improvement and reporting
- E-Prescribing
- Other EHR functionalities as required by the Stage 1 Meaningful Use definition for 2011 and its evolution into Stage 2 in 2013 and Stage 3 in 2015.
- As the practice implements the EHR, work directly with practice personnel to implement the revised workflow and information management model.
- Working with practice staff, develop a set of plans to keep the practice running if the EHR system fails.
- Working with practice staff, evaluate the new processes as implemented, identify problems and changes that are needed, and implement these changes.
- Design processes and information flows for the practice that accommodate quality improvement and reporting

Clinician/Practitioner Consultant

General Description

This role is similar to the "Practice Workflow and Information Management Redesign Specialists" role listed above; in addition to that role's set of competencies, this role brings to bear the background and experience of a professional licensed to provide clinical care or a public health professional.

Suggested Background

Individuals in this role will be licensed clinical or public health professionals; or in the case of public health, they would bring into the role significant experience in federal, state or local public health agencies.

Competencies

In addition to the activities noted above for the "Practice Workflow and Information Management Redesign Specialist" role, workers in this role will be able to:

- Analyze and recommend solutions for health IT implementation problems in clinical and public health settings, bringing clinical expertise directly to bear.
- Advise and assist clinicians in taking full advantage of technology, enabling them to make best use of data in electronic form, including data in registries, to drive improvement in the quality, safety and efficiency of care.
- Assist in selection of vendors and software by helping practice personnel to ask the right questions and evaluate the answers they receive.
- Advocate for users' needs, acting as a liaison between users, IT staff, and vendors.
- Ensure that the patient/consumer perspective is incorporated into EHR deployments and that full attention is paid in the deployment to critical issues of patient privacy.
- Train practitioners in best use of the EHR system, conforming to the redesigned practice workflow

Implementation Support Specialist:

General Description

Workers in this role provide on-site user support for the period of time before and during implementation of health IT systems in clinical and public health settings. These individuals will provide support services, above and beyond what is provided by the vendor, to be sure the technology functions properly and is configured to meet the needs of the redesigned practice workflow.

Suggested Background

Individuals training for this role will have a general background in information technology or health information management.

Competencies

Workers in this role will be able to:

- Execute implementation project plans, by installing hardware (as needed) and configuring software to meet practice needs.
- Incorporate usability principles into software configuration and implementation
- Test the software against performance specifications.
- Interact with the vendors as needed to rectify technical problems that occur during the deployment process.
- Proactively identify software or hardware incompatibilities.
- Assist the practice in identifying a data back-up and recovery solution, and ensure the solution is effective.
- Ensure that the mechanism for hardware/software recovery (e.g., data backup or redundant systems) and related capabilities are appropriately implemented to minimize system downtime.
- Ensure that privacy and security functions are appropriately configured and activated in hardware and software.
- Document IT problems and evaluate the effectiveness of problem resolution.
- Assist end users with the execution of audits

EHR Trainer:

General Description

Workers in this role design and deliver training programs, using adult learning principles, to employees in clinical and public health settings.

Suggested Background

The previous background of workers in this role includes experience as a health professional, health information management specialist, or medical librarian. . Experience as a trainer in the classroom is also desired.

Competencies

Workers in this role will be able to:

- Be able to use a range of health IT applications, preferably at an expert level.
- Communicate clearly both health and IT concepts as appropriate, in language the learner/user can understand.
- Apply a user-oriented approach to training, reflecting the need to empathize with the learner/user
- Assess training needs and competencies of learners.
- Accurately assess employees' understanding of training, particularly through observation of use both in and out of classroom.
- Design lesson plans, structuring active learning experiences for users and creating use cases that effectively train employees through an approach that closely mirrors actual use of the HIT in the patient care setting.
- Maintain accurate records of training events.
- Maintain accurate training records of the users and develop learning plans for further instruction

Coursework Origin & Alignment:

This training program will be structured to be completed in approximately 30-35 consecutive weeks (7-8 consecutive months). Timeline is subject to change.

The training will be divided into three core areas and into four work roles. Students will be assigned work roles upon application review.

Core training sections:

1. Workplace Success Skills
2. Fundamental Health IT Competencies
3. Work Role Specific Competencies

The curriculum for this training program has been developed in partnership with several of the nation's leading academic institutions including: John Hopkins University, Columbia University, Duke University, Oregon Health & Science University and the University of Alabama Birmingham.

Normandale has partnered with local and regional industry specialists and work force leaders to identify core skill and knowledge areas unique to the Minnesota region and have customized the training program to meet those specific regional needs.

Course topics for individual work role training programs are as follows (topics are subject to change and not all topics are included in the matrix below):

Upon successful completion, each student will receive a certificate of completion.

Core Training Areas	WORK ROLE			
	Practice Workflow and Information Management Redesign Specialist	Clinician/Practitioner Consultant	Implementation Support Specialist	EHR/HER/Application Trainer
	Succeeding in the Work Place – Skills Training			
	Fundamental Health IT Competencies Introduction to Health Care and Public Health In the US The Culture of Health Care Terminology in Health Care and Public Settings Introduction to Information and Computer Science History of Health Information Technology in the U.S. Health Management Information Systems			
Work Role Specific Competencies	Fundamentals of Health Workflow Process Analysis & Redesign Quality Improvement Usability & Human Factors	Working with Health IT Systems Fundamentals of Health Workflow Process Analysis & Redesign Quality Improvement Planning, Management and Leadership for Health IT	Working with Health IT Systems Installation and Maintenance of Health IT Systems Networking and Health Information Exchange Configuring EHRs	Usability & Human Factors Professionalism/Custom er Service in the Health Environment Training & Instructional Design

PROGRAM STRUCTURE:

Delivery: Mostly online/distance learning with some face-to-face sessions

Dates: As the program will be mostly online, the training will be formatted to be self-paced with specific milestones and deadlines. Topic specific sessions such as industry specialists, etc. will be scheduled for in-class meetings and dates and times will be announced at the start of the program and throughout the training.

Duration: The program will last approximately 30-35 weeks, beginning Sept 30th and completing in late May to early July, 2011. Each student should expect between 15-25 hours of coursework each week.

Schedule may be adjusted to reflect the program mix of students and other factors.

PROGRAM COSTS:

Total Cost: \$1,650.00

Financial Assistance: As part of the grant, we are offering fee stipends to individuals based off of need. The maximum stipend amount is \$1,150.00 per student. Any fee remaining will be the responsibility of the student.

Dislocated Workers: This program is a federally sponsored training program and should qualify for dislocated training funding. Contact your local work force center for more information.

Employer Sponsored: If you are currently working in a role that would benefit from this training, and your employer is sponsoring your program fee, please indicate this on your application form.

We reserve the right to adjust the program fee at any time. If you are enrolled in the program and have already paid your fee, your fee will not change.

STUDENT COMMITMENT:

Time and Effort: This is a rigorous training program. As a participant, you will be expected to commit to at least 15-25 hours per week of coursework, homework or research. We expect that you have permission from your employer if you are planning on participating in this program if you are currently employed and will be doing coursework during work hours.

The training is estimated to be between 30-35 consecutive weeks in duration and it is our expectations that you will be available for the entire duration of the training.

Financial Commitment: Once the program begins, you will NOT be eligible for a refund. Please make sure that you can commit the time and resources to this program as we are unable to refund your program fee after the first course begins.

If you receive a fee stipend for the training program and are not capable of successfully completing the training program for the given time period in which you are enrolled, you will be required to reimburse the college the entire amount of the stipend.

Technical Requirements: This program will be delivered online with additional face-to-face sessions. Each student will be required to have specific technical resources and capabilities to successfully complete the training. These requirements will be posted at a later date, upon acceptance into the program.

WHO TO CONTACT WITH QUESTIONS:

If you have questions regarding this training program, please email us at: ncal@normandale.edu and we will respond to you as quickly as possible. Please know that we are screening numerous emails a day and may not be able to respond within 48 hours. When submitting your question, please be clear and detailed in your question.