



This course supports the assessment for BNT1. The course covers 3 competencies and represents 4 competency units.

Introduction

The purpose of PPE II is to expound your experience by having you practice your future profession at the supervisory level. Any site where health information is used and you can be mentored by a department or facility manager is appropriate for PPE II.

Watch the following video for an introduction to this course:

Competencies

This course provides guidance to help you demonstrate the following 3 competencies:

- **Competency 732.4.1: Administration in the Healthcare Delivery Environment**
The graduate analyzes how the operational management of a healthcare organization adheres to government regulations, accreditation guidelines, and quality improvement initiatives.
- **Competency 732.4.2: Health Informatics and Information Management**
The graduate applies health informatics and information management skills at the managerial level at a healthcare organization.
- **Competency 732.4.3: Professional and Ethical Leadership**
The graduate exemplifies high professional standards, upholds confidentiality requirements, promotes guidelines of the American Health Information Management Association Code of Ethics, and demonstrates leadership skills as a health informatics professional at a healthcare organization.

AHIMA Domains/Subdomains and Knowledge Clusters

The Commission on Accreditation in Health Informatics and Information Management (CAHIIM) is the accrediting agency for health information technology (HIT) programs at the 2-year level and Health Information Management (HIM) programs at the baccalaureate and master's levels. The American Health Information Management Association (AHIMA) has developed standards for curriculum content that all programs are required to teach. The AHIMA content standards are found in each course of study; you may review the standards to see what content your courses have covered and what you may be applying during the PPE.

Course Instructor Assistance

As you prepare to successfully demonstrate competency in this subject, remember that course instructors stand ready to help you reach your educational goals. As subject matter experts, mentors enjoy and take pride in helping students become reflective learners, problem solvers, and critical thinkers. Course instructors are excited to hear from you and eager to work with you.

Successful students report that working with a course instructor is the key to their success. Course instructors are able to share tips on approaches, tools, and skills that can help you



apply the content you're studying. They also provide guidance in assessment preparation strategies and troubleshoot areas of deficiency. Even if things don't work out on your first try, course instructors act as a support system to guide you through the revision process. You should expect to work with course instructors for the duration of your coursework, so you are welcome to contact them as soon as you begin. Course instructors are fully committed to your success!

Preparing for Success

The information in this section is provided to detail the resources available for you to use as you complete this course.

Please watch the following getting started video to help prepare you for this course.

Learning Resources

The learning resources listed in this section are required to complete the activities in this course. For many resources, WGU has provided automatic access through the course. However, you may need to manually enroll in or independently acquire other resources. Read the full instructions provided to ensure that you have access to all of your resources in a timely manner.

Other Learning Resources

You will use the following learning resources for this course.

Make Study Preparations

Review this course of study **IN ITS ENTIRETY** as it will provide you with a complete look at the expectations of the PPE.

In planning for the PPE, consider the type of healthcare organization for which you would ultimately like to work. In many instances, PPE sites use these experiences as a recruitment opportunity and may even extend a job offer if they feel you are a good fit for their organization. Discuss your future plans with your program mentor or BSHI program director to select a site beneficial to your long-term goals. They will help you make a good choice for the PPE.

For you to be effective in this course of study, be involved in various features of the online course environment and understand how you will be evaluated. Review study notebooks from previous courses of study. You will not have quizzes or tests at the PPE site, but you will be expected to know basic HIIM information; asking questions shows your interest in what you are learning at the PPE site, so having basic understanding of the HIIM environment will help you ask intelligent questions.

Part 1: Preparing for the Professional Practice Experience

You have completed PPE I; the preparation for PPE II is similar, but in PPE II your experience will focus on the managerial aspect of healthcare. You will see how managers work together at an organization to accomplish strategic goals, how the management of health information



encompasses all departments, and how information is used for decision-making at higher levels.

Meet with the BSHI program director to discuss your ideas about potential PPE sites, and provide a list of sites to the PPE Manager.

Preparations for Your PPE

After the PPE manager has a verbal commitment from a PPE site, a contract will be signed between WGU and the PPE site. The PPE manager manages the contract negotiations and will notify you when the documents are signed. When the contract is signed by both parties, you may begin the PPE hours.

While you are waiting for the contract to be signed, the PPE manager will send you a PPE checklist of documents you will need to gather. If the documents you gathered for PPE I are the same needed for PPE II, there is no need to redo any immunizations or background check, as long as the documents are not older than one year. In some cases, and new PPE site might have different requirements. In that case, the PPE manager will notify you about what is needed.

Readiness for the Professional Practice Experience

The clinical mentor who will oversee your hours will receive the evaluation form from the PPE manager. You will receive a PPE time sheet to track your hours. Any information you need before you begin will be provided by the PPE manager.

It is your responsibility to call the site and speak to the clinical mentor approximately one week before you begin, to introduce yourself and confirm start time and date, location, dress code, parking, and any other information you need.

The first impressions you make will be lasting ones; many PPE sites use these experiences as a recruitment opportunity for new staff members. Remember, the site is committed to students. They want to share their knowledge and teach you. They know their staff grows professionally by teaching others and learning new ideas from students. Enjoy this experience.

Part 2: Beginning the Professional Practice Experience

Your PPE clinical mentor will have an evaluation document which contains suggested activities for you to complete while you are at your PPE site. These activities are included to help you meet the course competencies and complete the performance tasks. Sites vary when it comes to the hands-on experiences they will be able to offer, and your clinical mentor may include activities not listed on the evaluation form.

The BSHI program director will be in contact with your clinical mentor during your PPE. If there are any problems or concerns that arise, they will be addressed immediately. Your success in this experience is collaborative, and if there are any concerns, you should make the BSHI program director aware of any issues for quick resolution.

Competencies covered by this subject

732.4.1 - Administration in the Healthcare Delivery Environment

The graduate analyzes how the operational management of a healthcare organization adheres



to government regulations, accreditation guidelines, and quality improvement initiatives.

Administration in the Healthcare Organization

As you participate in various activities listed in the PPE checklist, look at these activities from a managerial perspective. When you are examining your organization's commitment to quality care and adherence to regulations, remember administrators consider the future when planning.

Your clinical mentor will help you select activities to support your understanding of how work duties are performed and processes are managed.

This topic addresses the following competency:

- **Competency 730.7.1: Adapting to the Healthcare Delivery Environment**

The graduate evaluates how operational components within healthcare organizations demonstrate adherence to government regulatory standards, accreditation guidelines, and quality improvement initiatives.

Questions to Guide Your Experience

In preparation for the activities for this competency, think about government regulations, accreditation standards, and quality improvement. Make notes for yourself in your study notebook and jot down questions for your clinical mentor.

- How does the case mix of this organization impact the budget of the department to which you have been assigned?
- Is there a coding audit program in place? If so, what are the elements of this program?
- How often do audits occur, who participates, and what recent changes have been made as a result of a regular audit?
- What are specific examples of quality improvement initiatives currently taking place within the organization? What prompted these initiatives?

Review Assignments

Review the activities listed under this competency, found on the PPE evaluation checklist. See which activities are available at the site, or use activities suggested by the clinical mentor.

Review the performance tasks now so you can gather the information you need to complete them. You can either begin writing the tasks during your PPE hours, or soon after you have completed them.

Part 3: Managing Health Informatics Processes

Unless you are already a veteran manager, it might be a challenge for you to see yourself as managing processes and people. However, this is the focus of many of your studies in the BSHI program. The ability to manage processes and visualize the need for change in the healthcare environment is a skill most managers develop over time. The supervisor, director, or manager of any department needs to keep one foot firmly planted in the present environment and another foot stepping toward the future, planning for improvement or for changes driven by external forces.



Focusing on Management

This PPE is your opportunity to experience how managers work together in the healthcare environment to reach organizational goals. The PPE checklist is developed to provide ideas to your clinical mentor regarding activities in which you could participate.

It is suggested you attend meetings at the supervisory level and meet with a variety of management-level staff. As you participate in meetings, notice how change occurring in one department or function has an impact on other parts of the organization.

Notice the interpersonal dynamics and how the different leadership styles complement or clash with each other. In your mind, keep returning to the mission, vision, or goals of the organization while watching the decision-making processes. Are the leaders true to the “big picture” plans?

As you meet with various managers, make notes for yourself as to which managers are flexible in their approach to problems, which managers seem comfortable with change and its stresses, and which managers excel in communicating their thoughts. Learn from everyone you meet.

You should be using information systems and assisting the clinical mentor with projects or data-gathering activities. Ask questions about financial reimbursement and the budget; understand how the revenue cycle works and note some of the organization’s challenges.

Review policies and make notes for yourself. Note staff policies for HIPAA non-compliance and policies for health information security. Does anything in policies seem unclear? If anything does seem unclear, make a question list for yourself and meet with your clinical mentor to discuss your questions. Ask your clinical mentor if you can spend time with the quality improvement manager, the risk management manager, and the utilization review manager. Learn the specifics of their job functions and how they differ in their direct function though they share the same focus: quality patient care and performance improvement.

Participate in training sessions if those are made available to you. If the facility has a corporate compliance director, meet him or her to learn more about the job functions and how he or she interfaces with the health information management team. If there are any quality improvement programs taking place, take notes on how they were developed and what is being achieved.

Ask your clinical mentor if you can review the job descriptions of department staff and of various supervisors. After meeting with them, consider if their job descriptions reflect their true job responsibilities. Make note of the various types of credentials the different managers hold. Make note of the credentials held by the staff you are working with during this PPE.

By the completion of the 80-hour experience, you should have a broader understanding of the role of management staff, their various responsibilities, and how they work together to achieve organizational goals. You should be able to identify the important role that health data and information has across the organization.

This topic addresses the following competency:



- **Competency 730.7.2: Application of Basic Health Informatics/ Information Management Skills**

The graduate applies appropriate basic health informatics and information management skills based on organizational need within the healthcare organization.

Questions to Guide Your Experience

Think about the activities you want to experience. Make notes for yourself in your study notebook, and jot down questions for your clinical mentor. Let your clinical mentor know what your goals are for this PPE.

- What specific health information management/informatics/management skills would you like to practice during this 80-hour experience?
- Which members of management staff would you like to meet with to learn more about their work?
- Which departments would you like to visit to see how health information is used?
- If this organization is using an electronic environment to manage health information, which applications would you like to practice with or use?
- Are there any projects the organization is working on at this time you would like to participate in while at the PPE?
- What types of statistical data or reports would you like to see in order to gain a greater understanding of how health information is used for decision-making?
- Does your clinical mentor have any suggestions for activities based on what has been successful with other students in the past?

Goal Setting and Scheduling

Review the checklist for this competency pertaining to management and the use of health informatics in this organization. Make of a list of your goals and discuss them with the clinical mentor. Identify people to meet or work with, and plan your hours in concert with your clinical mentor. Your clinical mentor will know best who is available to you and what tasks and activities you will be able to practice.

Part 4: Management and Professionalism

The final competency of the PPE asks you to reflect on your professionalism. Your clinical mentor will be evaluating you on your professional and ethical behaviors and will be commenting on your ability to assume entry-level supervisory skills. You will be evaluated on leadership strengths demonstrated in your overall demeanor.

Make notes to yourself on what you learned about management and professionalism during this PPE. Consider skills you observed in managers and supervisors you spent time with. Was there



a commonality seen in their organizational skills, communication styles, or ability to manage stressful situations? What seemed to be their biggest challenges? Were these challenges reflected in the larger organization, or were they contained departmentally because of strong management skills?

Reflections on Leadership

This PPE should have prepared you to enter the workforce with a certain level of confidence, even if this is your first or second experience in the healthcare delivery environment. If you are a seasoned healthcare worker, hopefully you were exposed to challenging situations and developed new skills.

Skills in managing health information are learned over time, with practice, and sometimes through difficult experiences.

Take some time as you complete your PPE hours to make notes about the professionals you worked with and the leadership qualities you observed.

This topic addresses the following competency:

- **Competency 730.7.3: Professionalism, Confidentiality, and Ethical Behavior**
The graduate displays the qualities and demeanor of professionalism, practices reflection, recognizes the need for and adheres to requirements for confidentiality, and engages in ethical behaviors as an independently functioning health informatics professional.

Questions to Guide Your Experience

Review the PPE checklist and consider the various ways you have made a positive, professional impression during this PPE. Make notes for yourself in your study notebook, and jot down questions for your clinical mentor.

- In retrospect, if you could change anything about the professional practice experience, what would you change?
- What leadership or managerial qualities in your clinical mentor or supervisory staff most impressed you?
- Did you have the opportunity to witness or experience any ethical dilemmas? If so, how were they resolved? What did you learn about yourself from the experience?
- If someone asked you to explain what health informatics is today, how would your answer differ from when you began the BSHI program?



- What evidence of collaborative behavior at the managerial level did you observe?
- How does this organization support professional development?
- Regarding the staff you worked with, what credentials do they hold and what is their commitment to professional growth?
- What do you see as the biggest challenges facing this organization within the next five years?
- What do you see as the biggest challenges you face in the next five years?

Self-Evaluation

Use the PPE checklist to evaluate yourself in your professional behaviors before you meet with your clinical mentor for your evaluation. Make notes in your study notebook as you reflect on your experiences while the thoughts are still fresh in your mind.

Final Steps

Congratulations on completing the activities in this course! This course has prepared you to complete the assessment associated with this course. If you have not already been directed to complete the assessment, schedule and complete your assessment now.