This course supports the assessment for Professional Practice: Management Portfolio II. 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.

**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 Education (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, instructors 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.

**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 you are a good fit for their organization. Discuss your future plans with your program mentor or BSHI PPE course instructor 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 successful at the PPE, review course content or return to any course areas you feel unsure about. 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, and understanding the HIIM environment will help you ask intelligent questions.

**Part 1: Preparing for the Professional Practice Experience**

PPE II focuses on management and supervision at your selected PPE site. 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 PPE course instructor to discuss your ideas about potential PPE sites, and work closely with the Field Placement Office to secure your site.

**Preparations for Your PPE**

After the Field Placement Office has a verbal commitment from a PPE site, a contract will be signed between WGU and the PPE site. The Field Placement Office manages the contract negotiations and will notify you when the contract is signed.
While you are waiting for the contract to be signed, the Field Placement Office will confirm that all immunizations and documents from PPE I are still current. You will be informed if anything further is required. You will be notified of your start date by the Field Placement Office.

Readiness for the Professional Practice Experience

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

We suggest you call the site and speak to the PPE Preceptor 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. Remember, the site is committed to students. They want to share their knowledge and teach you. Enjoy this experience.

Part 2: Beginning the Professional Practice Experience

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

The PPE course instructor will be in contact with both you and your Preceptor during your PPE. If there are any questions 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 PPE course instructor aware of any issues for quick resolution.

Administration in the Healthcare Organization

As you participate in various activities listed in the PPE Evaluation form, 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 Preceptor 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 performance assessments for this course, think about government regulations, accreditation standards, and quality improvement. Make notes for yourself in a notebook and jot down questions for your Preceptor.

**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 Preceptor.

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**

The ability to manage processes and visualize the need for change in the health informatics 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 PPE environment to reach organizational goals. The PPE checklist is developed to provide ideas to your Preceptor 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 PPE Preceptor 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. Learn about any accrediting bodies or external agencies the organization works with. How do their organizational policies respond to any directives or requirements from these outside agencies?

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 Preceptor to discuss your
questions. Ask if you can spend time with other department managers to see how their work differs from your PPE Preceptor’s.

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 their work affects all departments. If there are any quality improvement projects taking place, take notes on how they were developed and what is being achieved.

Ask your Preceptor 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.

**Goal Setting and Scheduling**

Review the checklist for this competency on the PPE Evaluation form. Make a list of your goals and discuss them with your Preceptor. Identify people to meet or work with, and discuss with your Preceptor who is available to you and what tasks and activities you will be able to experience.

**Part 4: Management and Professionalism**

The final competency of the PPE asks you to reflect on your professionalism. Your Preceptor will evaluate 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 prepare you to enter the workforce with a certain level of confidence, and a
A stronger understanding of the management role. Skills in managing health information, people, and projects, 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.

**Self-Evaluation**

Use the PPE checklist to evaluate yourself in your professional behaviors before you meet with your Preceptor for your evaluation. Make notes 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.