

PROFESSIONAL PRACTICE: HEALTH INFORMATICS INTERNSHIP
Curriculum Content Frameworks

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Professional Practice: Health Informatics Internship

Grade Level: 11-12

Prerequisites: Computer Business Applications
Introduction to Health Informatics
Medical Terminology
Medical Office Procedures

Course Description: Internship is a capstone course for all students in programs of study leading to a career goal. Internships rely on well-defined partnerships between high schools, business communities, and post-secondary institutions and apprenticeship programs. The purpose of the program is to help students successfully transition from high school to their chosen career field. Individualized and “real world” experiences that are competency based enhance the internship program.

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Unit 1: Health Informatics Systems

Hours: 5

Terminology: American Health Information Management Association (AHIMA), American Medical Informatics Association (AMIA), Certification, Job description, Licensure, Networking, Occupational Outlook Handbook, Policies, Professional development

- 1.1 Define terminology related to Health Informatics organizations
 - 1.1.1 Match terms with correct definitions
- 1.2 List the types and functions of Health Informatics organizations
 - 1.2.1 Describe the types and functions of Health Informatics organizations
 - 1.2.2 Discuss the types and functions of Health Informatics organizations
 - 1.2.3 Explain the interactions and functions of departments within the healthcare organization
- 1.3 Define terms related to Health Informatics occupations
 - 1.3.1 Match terms to correct definitions
- 1.4 Discuss the crucial role of Health Informatics jobs in the healthcare industry
 - 1.4.1 Identify the array of occupations in Health Informatics
 - 1.4.2 Understand skills and expectations of Health Informatics occupations
- 1.5 Research Health Informatics career opportunities
 - 1.5.1 Explore Health Informatics career opportunities based on individual career plans
 - 1.5.2 Evaluate Health Informatics career opportunities

Unit 2: Introduction to the Health Informatics Internship Program

Hours: 3

Terminology: Career pathway, Competency, Compliance, Contract, Environmental Protection Agency (EPA), Ergonomics, Intern, Internship, Hazardous, Occupational Safety and Health Administration (OSHA), Performance evaluation, Physical limitations, Portfolio, Reference, Student youth organizations, Training agreement, Training station

- 2.1 Define terminology related to Health Informatics internship program
 - 2.1.1 Match terms to correct definitions
- 2.2 Discuss the rules and regulations for the Health Informatics internship program
 - 2.2.1 Explain the consequences of non-compliance with rules and regulations of the program
 - 2.2.2 Comply with rules and regulations of the program
- 2.3 Explain the components of the Health Informatics internship contract
 - 2.3.1 Explain the consequences of not fulfilling one's obligations to contract terms
- 2.4 Identify forms used in the Health Informatics Internship Program (job application, résumé, etc.)
 - 2.4.1 Use appropriate technology to accurately complete forms used in the Health Informatics Internship program
- 2.5 State the objectives of a Health Informatics career portfolio
 - 2.5.1 Describe the purpose and benefits of developing a Health Informatics career portfolio
 - 2.5.2 Create a Health Informatics career portfolio including: résumé, cover letter, writing samples, performance evaluation, competency checklist, educational plan, etc.
- 2.6 Discuss practices and policies that promote health and safety in the Health Informatics training station
 - 2.6.1 Identify practices and policies that promote health and safety in the Health Informatics training station
 - 2.6.2 Describe appropriate responses to emergency situations

Unit 3: Succeeding on the Job

Hours: 4

Terminology: Adaptability, Appearance, Commitment, Confidentiality, Cooperation, Dependability, Honesty, Initiative, Loyalty, Performance, Perseverance, Policy, Positive work attitude, Procedure, Punctuality

- 3.1 Define terms related to succeeding on the job at the Health Informatics training station
 - 3.1.1 Match terms with correct definitions
- 3.2 Discuss healthcare employer expectations
 - 3.2.1 Develop a list of employer expectations from personal training station
 - 3.2.2 Write a narrative describing benefits to employers and employees when employer expectations are met
 - 3.2.3 Meet employer expectations
- 3.3 Identify rules and regulations at the Health Informatics training station
 - 3.3.1 Develop a list of rules and regulations from personal training station
 - 3.3.2 Discuss the benefits of complying with rules and regulations at the training station
 - 3.3.3 Write a narrative describing benefits to the worker and the training station when rules and regulations are observed
 - 3.3.4 Follow rules and regulations at personal training station
- 3.4 Identify appropriate appearance
 - 3.4.1 Analyze employee's compliance with the company's dress and appearance standards
 - 3.4.2 Dress appropriately at the training station
- 3.5 Discuss desirable personal qualities of an effective healthcare employee
 - 3.5.1 View, analyze, discuss, and write a critique of situations regarding effective employee traits
 - 3.5.2 Compare and contrast appropriate and inappropriate work attitudes
 - 3.5.3 Demonstrate admirable employee traits

Unit 4: Interpersonal Skills

Hours: 8

Terminology: Communication, Checking account, Coping, Emotions, Health/Fitness, Integrity, Maturity, Moral, Negligence, Negotiate, Organizational skills, Problem solving, Respect, Self-discipline, Self-esteem, Sociability, Stress, Teamwork, Workplace politics

- 4.1 Define terms related to interpersonal skills
 - 4.1.1 Match terms with correct definitions

- 4.2 Identify interpersonal skills needed at the training station
 - 4.2.1 Brainstorm a list of interpersonal skills needed at the training station
 - 4.2.2 Discuss appropriate response to praise and criticism
 - 4.2.3 Analyze and describe appropriate responses to anger
 - 4.2.4 Demonstrate appropriate interpersonal skills at the training station

- 4.3 Discuss the importance of self-management to success at the training station
 - 4.3.1 Compose an individualized definition of self-management
 - 4.3.2 Brainstorm examples of self-management
 - 4.3.3 Demonstrate qualities of self-management

- 4.4 Discuss all forms of discrimination at the training station
 - 4.4.1 Identify examples of sexual, racial, age, and religious discrimination along with discrimination against handicapped individuals and discuss response(s) and process(es) for solution(s)

- 4.5 Discuss the process of conflict resolution
 - 4.5.1 Identify the conflict(s) and possible solution(s) to a problem scenario

- 4.6 Describe the value of diversity at the training station
 - 4.6.1 Identify an example of diversity at the training station and explain how it benefits the employee and employer

- 4.7 Discuss characteristics of an effective team and effective team member
 - 4.7.1 Demonstrate effective skills as a team member

Unit 5: Managing Resources

Hours: 8

Terminology: ATM card, Bonus, Budget, Checking account, Commission, Corporation, Credit, Debit, Debit/Credit card, Decision making, E-mail, Expense, Fiscal year, Fixed resources, Free enterprise, Fringe benefits, Gross income, Insurance, Limited resources, Long-range goal, Materials, Net income, Online banking, Overhead, Partnership, Piecework, Retirement, Revenue, Salary, Short-range goal, Shrinkage, Sick leave, Social Security, Supply/Demand, Tax return, Technology, Tip, Unemployment insurance, Vacation accrual, Wage, Withholding

- 5.1 Define terms related to managing resources
 - 5.1.1 Match terms with correct definitions

- 5.2 Discuss importance of time-management to success at the training station
 - 5.2.1 Analyze a specified period as to effective and ineffective time allocation
 - 5.2.2 Demonstrate the ability to manage time in class and at the training station

Unit 6: Planning for your Career/Education Future

Hours: 8

Terminology: Advancement, Application, Apprenticeship, Aptitude, Career, Career ladder, Cover letter, Entrepreneur, Entry-level job, Follow-up letter, Interview, Job, Job lead, Job search, Lifestyle, Networking, O*Net, Post-secondary, Promotion, Resume, Transition

- 6.1 Define terms related to planning for your future
 - 6.1.1 Match terms with correct definitions

- 6.2 Discuss the component(s) of a career/educational plan
 - 6.2.1 Revise and update personal career/educational plan to include information up to four years past high school graduation
 - 6.2.2 Update personal resume

- 6.3 Discuss employability skills
 - 6.3.1 Use technology to locate job leads for an appropriate career pathway
 - 6.3.2 Complete an online job application
 - 6.3.3 Develop job-interviewing skills

**Off-Site Internship
Hours: 24**

Glossary

Unit 1: Health Informatics Systems

1. American Health Information Management Association (AHIMA) – the premier association of health information (HIM) professionals; AHIMA’s members are dedicated to the effective management of personal health information needed to deliver quality healthcare to the public
2. American Medical Informatics Association (AMIA) – is the professional home for biomedical and Health Informatics. AMIA is dedicated to the development and application of informatics in support of patient care, public health, teaching, research, administration, and related policy
3. Certification – means that a person has fulfilled requirements of education and performance and meets the standards and qualifications established by the professional association or government agency that regulates a particular career
4. Job description – specific information about a job
5. Licensure – a designation that means a person has been granted permission to legally perform certain acts
6. Networking – making and maintaining connections among people or groups that a person comes in contact with
7. Occupational Outlook Handbook (OOH) – a nationally recognized source of career information, designed to provide valuable assistance to individuals making decisions about their future work lives. The online and hardcopy publication provides career information regarding training, education, earnings, expected, job prospects, job duties and conditions
8. Policy – rules established and followed by an organization
9. Professional development – training and education needed to maintain and enhance knowledge and increase the skill level of employees

Unit 2: Introduction to the Health Informatics Internship Program

1. Career pathway – a group of occupations with common knowledge and skills
2. Competency – the knowledge that enables one to comprehend and complete a task
3. Compliance – the act or process of complying with a desire, demand, or proposal
4. Contract – a legally binding agreement between two or more people
5. Environmental Protection Agency (EPA) – a government agency that works to eliminate environmental hazards, such as air and water pollution
6. Ergonomics – the study of the effects of the work environment on the health and well-being of employees
7. Hazardous – involves risk or danger
8. Intern – an advanced student gaining supervised practical work experience
9. Internship – a program provided by the local school whereby the student may gain supervised work experience in the student’s career pathway
10. Occupational Safety and Health Administration (OSHA) – provides research, information, education, and training in the field of occupational safety and health
11. Performance evaluation – the process of rating how well an employee is doing on the job
12. Physical limitations – bodily restrictions that prevent a person from performing certain work activities
13. Portfolio – samples of assignments and/or professional work, achievements/awards, letters of recommendation, and other professional-quality items that would support the statements made in a résumé and demonstrate competencies in an interview
14. Reference – a person who knows the job applicant well and who can discuss the applicant’s personal and job qualifications with the employer (a person to whom another may refer for recommendations when seeking employment)
15. Student Youth Organization – the organization that relates to student career majors and provides leadership training
16. Training agreement – a document that outlines the purpose of a work-based learning program and defines the responsibilities of the student, the parent(s) or guardian(s), the coordinator, and the employer
17. Training station – the job site where a student is assigned or employed to learn through work experience

Unit 3: Succeeding on the Job

1. Adaptability – the ability to change or adjust in order to complete a task
2. Appearance – the outward look of a person, especially involving the aspect of personal hygiene and grooming
3. Commitment – an agreement or pledge to do something
4. Confidentiality – the act or process of keeping restricted information private
5. Cooperation – willingness to work well with everyone on the job to reach a common goal
6. Dependability – the quality of being reliable or trustworthy; doing what one says he/she will do
7. Honesty – the quality or condition of refraining from lying, stealing, or misleading another in any way
8. Initiative – the power, ability, or instinct to begin or to follow through with a plan or a task
9. Loyalty – faithfulness; believing in and being devoted to something
10. Performance – the ability to accomplish or carry out a task
11. Perseverance – the quality of finishing what one starts
12. Policy – rules established and followed by an organization
13. Positive work attitude – an outlook that sees work as exciting, worthwhile, and enjoyable
14. Procedure – a particular, often prescribed manner or method of proceeding in a process or a course of action
15. Punctuality – being on time, arriving at meetings promptly, and meeting deadlines

Unit 4: Interpersonal Skills

1. Communication – the exchange of thoughts, messages, or information or the process used to send and interpret messages
2. Checking account – a bank account from which payments can be ordered by a depositor
3. Coping – dealing with problems or troubles, somewhat successfully
4. Emotions – strong feelings
5. Health/Fitness – well being; condition of being sound in mind, body, and spirit; state of the body being ready and prepared, free of disease
6. Integrity – the quality of having and adhering to high moral principals or professional standards
7. Maturity – the ability to face reality and deal with situations in a positive, productive manner
8. Moral – relating to issues of right and wrong and generally accepted standards of behavior
9. Negligence – failure to give care that is normally expected, resulting in injury to another person
10. Negotiate – to attempt to resolve differences in order to reach agreements
11. Organizational skills – the abilities that improve the probability of achieving personal, social, academic, and career needs
12. Problem solving – a technique involving the use of thinking skills to suggest or choose solutions to problems or situations
13. Respect – to show polite consideration for
14. Self-discipline – controlling one's desires, actions, and habits
15. Self-esteem – one's perception of her/his merit as an individual
16. Sociability – the disposition of being friendly and pleasant
17. Stress – the body's reaction to any stimulus that requires a person to adjust to a changing environment
18. Teamwork – cooperation among members of a group
19. Workplace politics – the organizational culture of a work environment; internal competition that can be either detrimental or healthy to productivity

Unit 5: Managing Resources

1. Bonus – extra payment given in addition to what is usual or due
2. Budget – the plan you use to manage your money; a plan that outlines income and expenses
3. Commission – an amount paid to a salesperson, usually based on a percentage of the total sales
4. Corporation – a business owned by people known as stockholders who buy part, or shares, of the company
5. Credit – (1) a financial contract that allows consumers to buy goods and services now and pay for them later (2) in accounting, an entry made to increase an account balance, as with a deposit
6. Debit – an entry that decreases an account balance
7. Decision making – the process of choosing between two or more alternatives or options; a logical series of steps can be used to identify and evaluate possibilities and arrive at a workable choice
8. Expense – money that must be paid for goods or services
9. Fiscal year – any accounting period of twelve months' duration; frequently coincides with the calendar year
10. Fixed resources – time, money, material, information, facilities, and people needed to perform a job that do not vary from one expense period to the next
11. Free enterprise – a type of economic system in which individual businesses buy and sell and set prices with little intervention by the government
12. Fringe benefits – an equivalent to a payment over and above the basic wage paid by an employer (i.e., paid holiday, pension contribution, health insurance, dental insurance, etc.)
13. Gross income – the total amount of money earned for a pay period before any taxes and deductions are subtracted from the paycheck
14. Insurance – a financial precaution against injury, loss, or damage; the insured pay a relatively small amount of money at regular intervals to guarantee that a claimant will receive compensation should an injury or loss occur
15. Limited resources – restricted time, money, material, information, facilities, and people needed to perform a task
16. Long-range goal – the desired outcome of one's actions and efforts; long-range goals are usually five or more years in the future
17. Materials – elements or substances necessary for doing or making something
18. Net income – gross pay minus taxes and other deductions

19. Online banking – banking transactions performed while logged onto the Internet
20. Materials – elements or substances necessary for doing or making something
21. Online banking – banking transactions performed while logged onto the Internet
22. Overhead – operating costs not directly related to producing a product (e.g., rent on building, utilities)
23. Partnership – a business in which two or more people combine their assets and skills
24. Retirement – a financial arrangement that provides for a predetermined amount to be paid to a person withdrawing from an occupation
25. Revenue – an increase in owner’s equity resulting from the operation of a business
26. Salary – the money paid for employee services
27. Short-range goal – goals or targets that are reachable within a short or brief period of time
28. Sick leave – leave of absence from duty granted because of illness; absence with pay for time lost due to a bona fide nonwork-related illness or injury, pregnancy, or medical appointment as defined in the employer’s personnel policies
29. Social Security – a federal program for providing income when a worker’s earnings are reduced or stopped because of retirement, disability, or death
30. Supply/Demand – the amount of goods and services available for sale (when the supply is plentiful, the price generally decreases) /the willingness of consumers to buy goods and services (when demand increases, the price generally goes up)
31. Technology – the use of computers and other electronic equipment to manage information
32. Unemployment insurance – insurance that provides benefits to workers who have involuntarily lost their jobs
33. Vacation accrual – time off with pay earned according to employee’s date of hire; may increase or accumulate over time
34. Wage – a set amount that an employee receives for hourly work
35. Withholding – earnings that are deducted from employees’ paychecks for federal income taxes, federal Social Security taxes, and state and local income taxes in some states and localities

Unit 6: Planning for Your Career/Education Future

1. Advancement – promotion or improvement in a job or career
2. Application – a document that employers use to screen applicants
3. Apprenticeship – a student or worker who learns a specialized trade or craft through hands-on experience under the guidance of a skilled worker
4. Aptitude – one’s potential for learning a certain skill
5. Career – a series of related jobs built on a foundation of interest, knowledge, training, and experience
6. Career ladder – a group of related occupations with different skill levels displayed in a ladder-type diagram
7. Cover letter – a letter of introduction often accompanying a résumé
8. Entrepreneur – one who owns his or her own business; a self-employed person
9. Entry-level job – the first jobs that individuals get
10. Follow-up letter – a letter that the interviewed applicant writes expressing interest in the job, appreciation for the time of the interviewer, and any additional qualifications not discussed in the interview; a thank you letter
11. Interview – a question-and-answer session conducted by the employer to screen and eventually hire applicants
12. Job – work that a person does for pay
13. Job lead – information about a job opening
14. Job search – identification of jobs for which one is qualified and then securing such a position through a variety of resources including friends, family, contacts, professional associations, career services, and academic mentors
15. Lifestyle – the way a person uses his or her time, energy, and resources
16. Networking – making and maintaining connections among people or groups that a person comes in contact with
17. O*Net – “The Occupational Information Network”, an online resource produced by the government that provides occupational information
18. Post-secondary – refers to types of occupational or educational training available to an individual after high school
19. Promotion – job advancement to a position of greater responsibility and authority
20. Resume – organized listing of personal contact information, work experience, education information, school/activities/professional organizations, and references
21. Transition – passage from one place, state, or topic to another