University of Florida
College of Public Health & Health Professions Syllabus
HSA 6198: Information Management in Health Administration (3 credit hours)
Semester: Spring 2024
Delivery Format: Online Asynchronous
Course Website or E-Learning: elearning.ufl.edu

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Preferred Course Communications: UF Email
The instructor and assistant have office hours by appointment for extra help. Note, though, that these are not intended as a venue for, in essence, re-teaching the course. The instructional staff is more than willing to help, but students must first do their due diligence to check the syllabus and website before reaching out for help. Our goal is to answer all e-mails within two business days; however, there may be a delay. For weekend e-mails, we will try to respond to them on Monday. We will send out an announcement if students have the same question about an issue.

Prerequisites: None

PURPOSE AND OUTCOME

Course Overview
This course provides an introduction to the management of healthcare information systems. Topics include analyzing system requirements, system design and evaluation, selecting computer resources, and managing the implementation process.

Course Objectives and/or Goals and Relation to Program Outcomes
Upon successful completion of the course, students will be able to manage the analysis, planning, design, implementation, and evaluation of a health information system.

1. Manage the planning, analysis and design activities of a health information system solution [competencies: LP-1, LP-2, LP-3, LP-4, HOP-1, HOP-2, HOP-4, BAT-1, BAT-3]
2. Manage the implementation, support and evaluation activities of a health information system solution [competencies: BAT-1, BAT-2, BAT-3, HOP-1, HOP-4, LP-2]
3. Research and assess the impact of policy, technology, market and human resource capabilities on an organization's health information system adoption and use [competencies: HOP-4, HEC-1, HEC-2]
4. Research and describe the fundamental technological components of today's health information systems [competency: [HOP-4]

*A comprehensive map of MHA program competencies, course objectives and assessments can be found at the end of this syllabus.

Instructional Methods

The course is housed in UF e-Learning in Canvas and there is no regular meeting time. Students will be assigned readings, videos, or assessments contained within a module hosted on e-Learning. The modules represent a week's worth of course content. All the activities on a given module within that must be completed each week. Students may complete them at any time before the end of week (Sunday Midnight) for a given module. Certain activities will be assigned as group deliverables. For all group assignments, students are required to coordinate with each other to complete the tasks.

DESCRIPTION OF COURSE CONTENT

Course Schedule

Week	Date	Topic	Textbook
1	1/8	Introductions; Course syllabus; Introduction to Health Information Systems	Balgrosky – Chapter 1
2	1/15	The Scope, Definition and Conceptual Model of HIS and its Alignment in the Dynamic Healthcare Environment	Balgrosky – Chapters 2, 3
3	1/22	HIS Strategic & Tactical Planning	Balgrosky – Chapters 4, 5
4	1/29	Applications Systems and Technology	Balgrosky – Chapter 6
5	2/5	HIS Management and Technology Services	Balgrosky – Chapter 7
6	2/12	Managing Change – HIS Implementation	Balgrosky – Chapter 8
7	2/19	Adopting New Technologies	Balgrosky – Chapter 9
8	2/26	Data	Balgrosky – Chapter 10
9	3/4	Analytics, Business Intelligence and Clinical Intelligence	Balgrosky – Chapter 11
10	3/11	Spring Break	
11	3/18	HIS and Digital Health here and Around the Globe	Balgrosky – Chapter 12, 13
12	3/25	Future HIS: Key Issues and Opportunities	Balgrosky – Chapter 14
13	4/1	Review	
14	4/8	Project Preparation	
15	4/15	Final Case Presentations & Reports	
16	4/22	Exam	

Readings
(Required) Balgrosky, Jean A. (2020). Understanding Health Information Systems for the Health Professions. Burlington, MA: Jones & Bartlett Learning. ISBN: 9781284148626.

Each week, selected chapters from the required textbook will be assigned for required reading. These will be supplemented by other readings as designated on the module page. Students are responsible for all of the reading content on the content for each week.

Lectures
Each module contains lectures that correspond to the assigned textbook readings. Additional lectures specific to the course content will also be delivered. Students are required to watch all lecture materials on the module for each week.

Discussions
Each week, students will be required to reflect on the course content in the context of their own professional experience. Students will be provided a discussion prompt from which they will respond with an original composition. These compositions will not be graded for accuracy. Rather, they will graded for participation (they provided a good faith response) and completion. These discussions are designed to help students reflect and integrate the course material in a manner that will best encourage professional development.

Quizzes
Students will complete short quizzes throughout the semester based entirely on the textbook readings. These quizzes are meant to help students monitor their ongoing understanding and comprehension of the assigned course materials and be prepared for in-class lectures, discussions, and activities each week.

Below are the details for the quizzes:
- Each quiz will contain 5 multiple-choice or true/false questions.
- Students have 5 minutes to complete the quiz.
- There are 12 quizzes corresponding to the assigned textbook chapters.
- Students must complete the quizzes individually with no aids including but not limited to class notes, books, online resources, or other people.
- Students may not share any information about the quizzes with their classmates until after the quiz due date/time has passed.
- Each student's lowest quiz grade will be dropped from the final grade calculation.
- The quizzes must be completed via the course website prior to the close of the module.
- Potential schedule conflicts preventing a student from completing a quiz by the due date should be reported to the instructor as soon as possible before the quiz becomes available on the course website.
- Any technical issues should be initially reported via email to the instructor prior to the quiz end date/time. Make-up quizzes due to technical difficulties will not be considered otherwise.

Assignments

Students are responsible for completing six group assignments throughout the semester. Through these assignments students will gain experience in managing the planning, analysis, design, implementation, support, and evaluation activities of a health information system solution for a real-world problem. Students will also be practicing teamwork in a setting designed to mimic the health IT industry setting. Details of each assignment will be provided throughout the semester.

Final Exam

A final cumulative exam questions based entirely on the textbook readings will be conducted at the end of the semester. Below are the details for the exam:
- The exam will contain 50 multiple-choice or true/false questions.
- Students have 90 minutes to complete the quiz.
- Questions are taken directly from the assigned textbook chapters.
- Proctoring software will be required to complete the exam. Details will be provided in the course website.
- Students must complete the exam individually with no aids including but not limited to class notes, books, online resources, or other people.
- Students may not share any information about the exam with their classmates until after the quiz due date/time has passed.
- The quizzes must be completed via the course website prior to the posted end date to the course.
- Potential schedule conflicts preventing a student from completing the exam by the due date should be reported to the instructor as soon as possible before the quiz becomes available on the course website.
- Any technical issues should be initially reported via UF Help desk and then to the instructor. Make-up exams due to technical difficulties will not be considered otherwise.

Required Equipment

Computer with high-speed internet access, webcam, microphone, and use of a supported browser. To access this course, you will use your Gatorlink ID and password to log in to the course (via Canvas).

Technical Support

For technical support for this class, please contact the UF Help Desk at:
- helpdesk@ufl.edu
- (352) 392-HELP - select option 2
- https://helpdesk.ufl.edu/

ACADEMIC REQUIREMENTS AND GRADING

Grading Distribution

Requirement	Due date	Points or % of final grade (% must sum to 100%)
Quizzes	Weekly (Sunday Midnight)	10%
Discussions	Weekly (Sunday Midnight)	10%
Assignments	Week 14	30%
Presentation	Week 15	25%
Final Exam	Week 16	25%

Points System and Letter Grades

Point system used (i.e., how do course points translate into letter grades). Example:

Points Earned	93-100	90-92	87-89	83-86	80-82	77-79	73-76	70-72	67-69	63-66	60-62	Below 60
Letter Grade	A	A-	B+	B	B-	C+	C	C-	D+	D	D-	E

Please be aware that a C- is not an acceptable grade for graduate students. The GPA for graduate students must be 3.0. In all 5000 level courses and above to graduate. A grade of C counts toward a graduate degree only if a sufficient number of credits in courses numbered 5000 or higher have been earned with a B+ or higher. In addition, the Bachelor of Health Science and Bachelor of Public Health Programs do not use C- grades.

Letter Grade	A	A-	B+	B	B-	C+	C	C-	D+	D	D-	E	S-U
Grade Points	4.0	3.67	3.33	3.0	2.67	2.33	2.0	1.67	1.33	1.0	0.67	0.0	0.0

More information on UF grading policy may be found at:

http://gradcatalog.ufl.edu/content.php?catoid=10&navoid=2020#grades

STUDENT EXPECTATIONS, POLICIES, AND OPPORTUNITIES FOR INPUT

Expectations Regarding Course Behavior
This course is designed for masters' students in professional programs and basic standards of professional behavior are expected. This also means that students are given freedom to participate professionally in a manner that best fits their learning needs.

Policy Related to Make-up Work
Any requests for make-ups due to technical issues MUST be accompanied by the ticket number received from the help desk when the problem was reported to them. The ticket number will document the time and date of the problem. You MUST e-mail me within 24 hours of the technical difficulty if you wish to request a make-up.

Policy for Late Submissions
Late submissions are not encouraged but will be accepted for up to 7 days, but with the following policies and penalty schedule:

Graders will not contact you about missing or incomplete assignments. It is your responsibility to check that the correct assignment has been submitted to Canvas on time. It may be possible to avoid a late penalty if

you contact the instructor at least 24 hours in advance. This is particularly important if you are absent for a test because approved makeup tests are on the next scheduled testing date if you contacted the instructor. You should e-mail both the instructor and your teaching assistant and explain what issue (e.g., bereavement, illness) necessitates lateness. In some cases, documentation may be requested. If a lateness allowance is agreed to, this applies to a single assignment only. It does not allow you to delay future assignments.

If your assignment is late, you will lose 10% each day. Thus, if an assignment is worth 30 points, you will lose 3 points for each late day. "Late" begins one minute after the due time (e.g., an assignment due at 8:34 am is considered late at 8:35 am). Penalties are as follows:

1 minute to 24 hours late	10% of maximum deducted from the achieved grade
1 day + 1 minute late to 48 hours late	20% of maximum deducted from the achieved grade
2 days + 1 minute late to 72 hours late	30% of maximum deducted from the achieved grade
3 days + 1 minute late to 96 hours late	40% of maximum deducted from the achieved grade
4 days + 1 minute late to 120 hours late	50% of maximum deducted from the achieved grade
5 days + 1 minute late to 144 hours late	60% of maximum deducted from the achieved grade
6 days + 1 minute late to 168 hours late	70% of maximum deducted from the achieved grade
7 days + 1 minute late or longer	100% of maximum deducted from the achieved grade

Policies Related to Recording Within the Course:
Students are allowed to record video or audio of class lectures. However, the purposes for which these recordings may be used are strictly controlled. The only allowable purposes are (1) for personal educational use, (2) in connection with a complaint to the university, or (3) as evidence in, or in preparation for, a criminal or civil proceeding. All other purposes are prohibited. Specifically, students may not publish recorded lectures without the written consent of the instructor.

A "class lecture" is an educational presentation intended to inform or teach enrolled students about a particular subject, including any instructor-led discussions that form part of the presentation, and delivered by any instructor hired or appointed by the University, or by a guest instructor, as part of a University of Florida course. A class lecture does not include lab sessions, student presentations, clinical presentations such as patient history, academic exercises involving solely student participation, assessments (quizzes, tests, exams), field trips, private conversations between students in the class or between a student and the faculty or lecturer during a class session.

Publication without the permission of the instructor is prohibited. To "publish" means to share, transmit, circulate, distribute, or provide access to a recording, regardless of format or medium, to another person (or persons), including but not limited to another student within the same class section. Additionally, a recording, or transcript of a recording, is considered published if it is posted on or uploaded to, in whole or in part, any media platform, including but not limited to social media, book, magazine, newspaper, leaflet, or third-party note/tutoring services. A student who publishes a recording without written consent may be subject to a civil cause of action instituted by a person injured by the publication and/or discipline under UF Regulation 4.040 Student Honor Code and Student Conduct Code.

Policy on Collaboration
Unless otherwise stated explicitly by written instructions, the preparation of all coursework should be done individually. If you are unsure about what level of collaboration is appropriate, ask the instructor before beginning any graded assignment.

Electronic Device Policy

- Do not engage in unauthorized communication or entertainment (web surfing, instant messaging, chat room chatting, DVD viewing, music playing, game playing, etc.) during the Zoom class unless it is part of the lesson.
- The expectation is any use of technology will be conducted professionally and appropriately.

When the use of electronic devices is permitted, please adhere to the following-

- Charge your device fully before coming to class.
- Set your laptop volume control to mute or off before coming to class.
- Remember to always keep your laptop closed during presentations and other specific in-class activities.
- During class, do not engage in unauthorized communication or entertainment (web surfing, instant messaging, chat room chatting, DVD viewing, music playing, game playing, etc.) unless it is part of the lesson.
- The expectation is any use of technology will be conducted professionally and appropriately.

Online Etiquette

For further clarification about appropriate e-mails, threads, chats and online collaborations, please visit *Netiquette Guidelines: http://teach.ufl.edu/wp-content/uploads/2012/08/NetiquetteGuideforOnlineCourses.pdf*

Zoom Etiquette

When attending a Zoom class or meeting:

- Do not share your Zoom classroom link or password with others.
- Even though you may be alone at home, your professor and classmates can see you! So while attending class in your pajamas is tempting, remember that wearing clothing is not optional. Dress appropriately.
- Your professor and classmates can also see what is behind you, so be aware of your surroundings. Make sure the background is not distracting or something you would not want your classmates to see.
- When in doubt, use a virtual background.
- If you choose to use one, you should test the background out first to make sure your device can support it.
- Your background can express your personality, but be sure to avoid using backgrounds that may contain offensive images and language.
- Mute is your friend, especially when you are in a location that can be noisy. Don't leave your microphone open if you don't have to.
- If you want to speak, you can raise your hand (click the "raise hand" button at the center bottom of your screen) and wait to be called upon.

Academic Integrity

Students are expected to act in accordance with the University of Florida policy on academic integrity. As a student at the University of Florida, you have committed yourself to uphold the Honor Code, which includes the following pledge:

> "We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity."

You are expected to exhibit behavior consistent with this commitment to the UF academic community, and on all work submitted for credit at the University of Florida, the following pledge is either required or implied:

> "On my honor, I have neither given nor received unauthorized aid in doing this assignment."

It is your individual responsibility to know and comply with all university policies and procedures regarding

academic integrity and the Student Honor Code. Violations of the Honor Code at the University of Florida will not be tolerated. Violations will be reported to the Dean of Students Office for consideration of disciplinary action. For additional information regarding Academic Integrity, please see Student Conduct and Honor Code or the Graduate Student Website for additional details:

> https://www.dso.ufl.edu/sccr/process/student-conduct-honor-code/
> http://gradschool.ufl.edu/students/introduction.html

Please remember cheating, lying, misrepresentation, or plagiarism in any form is unacceptable and inexcusable behavior.

Policy Related to Publication of Course Content

Students are allowed to record video or audio of class lectures. However, the purposes for which these recordings may be used are strictly controlled. The only allowable purposes are (1) for personal educational use, (2) in connection with a complaint to the university, or (3) as evidence in, or in preparation for, a criminal or civil proceeding. All other purposes are prohibited. Specifically, students may not publish recorded lectures without the written consent of the instructor.

A "class lecture" is an educational presentation intended to inform or teach enrolled students about a particular subject, including any instructor-led discussions that form part of the presentation, and delivered by any instructor hired or appointed by the University, or by a guest instructor, as part of a University of Florida course. A class lecture does not include lab sessions, student presentations, clinical presentations such as patient history, academic exercises involving solely student participation, assessments (quizzes, tests, exams), field trips, private conversations between students in the class or between a student and the faculty or lecturer during a class session.

Publication without permission of the instructor is prohibited. To "publish" means to share, transmit, circulate, distribute, or provide access to a recording, regardless of format or medium, to another person (or persons), including but not limited to another student within the same class section. Additionally, a recording, or transcript of a recording, is considered published if it is posted on or uploaded to, in whole or in part, any media platform, including but not limited to social media, book, magazine, newspaper, leaflet, or third party note/tutoring services. A student who publishes a recording without written consent may be subject to a civil cause of action instituted by a person injured by the publication and/or discipline under UF Regulation 4.040 Student Honor Code and Student Conduct Code.

Online Faculty Course Evaluation Process

Students are expected to provide professional and respectful feedback on the quality of instruction in this course by completing course evaluations online via GatorEvals. Guidance on how to give feedback in a professional and respectful manner is available at https://gatorevals.aa.ufl.edu/students/. Students will be notified when the evaluation period opens, and can complete evaluations through the email they receive from GatorEvals, in their Canvas course menu under GatorEvals, or via https://ufl.bluera.com/ufl/. Summaries of course evaluation results are available to students at https://gatorevals.aa.ufl.edu/public-results/.

SUPPORT SERVICES

Accommodations for Students with Disabilities

If you require classroom accommodation because of a disability, it is strongly recommended you register with the Dean of Students Office http://www.dso.ufl.edu within the first week of class or as soon as you believe you might be eligible for accommodations. The Dean of Students Office will provide documentation of accommodations to you, which you must then give to me as the instructor of the course to receive accommodations. Please do this as soon as possible after you receive the letter. Students with disabilities should follow this procedure as early as possible in the semester. The College is committed to providing reasonable accommodations to assist students in their coursework.

Counseling and Student Health

Students sometimes experience stress from academic expectations and/or personal and interpersonal issues that may interfere with their academic performance. If you find yourself facing issues that have the potential to or are already negatively affecting your coursework, you are encouraged to talk with an instructor and/or seek help through University resources available to you.

- The Counseling and Wellness Center 352-392-1575 offers a variety of support services such as psychological assessment and intervention and assistance for math and test anxiety. Visit their web site for more information: http://www.counseling.ufl.edu. On line and in person assistance is available.
- You Matter We Care website: http://www.umatter.ufl.edu/. If you are feeling overwhelmed or stressed, you can reach out for help through the You Matter We Care website, which is staffed by Dean of Students and Counseling Center personnel.
- The Student Health Care Center at Shands is a satellite clinic of the main Student Health Care Center located on Fletcher Drive on campus. Student Health at Shands offers a variety of clinical services. The clinic is located on the second floor of the Dental Tower in the Health Science Center. For more information, contact the clinic at 392-0627 or check out the web site at: https://shcc.ufl.edu/
- Crisis intervention is always available 24/7 from:
  Alachua County Crisis Center:
  (352) 264-6789
  http://www.alachuacounty.us/DEPTS/CSS/CRISISCENTER/Pages/CrisisCenter.aspx
- University Police Department: Visit UF Police Department website or call 352-392-1111 (or 9-1-1 for emergencies).
- UF Health Shands Emergency Room / Trauma Center: For immediate medical care call 352-733-0111 or go to the emergency room at 1515 SW Archer Road, Gainesville, FL 32608; Visit the UF Health Emergency Room and Trauma Center website.

Do not wait until you reach a crisis to come in and talk with us. We have helped many students through stressful situations impacting their academic performance. You are not alone so do not be afraid to ask for assistance.

College of Public Health and Health Professions Inclusive Learning Environment

Public health and health professions are based on the belief in human dignity and on respect for the individual. As we share our personal beliefs inside or outside of the classroom, it is always with the understanding that we value and respect diversity of background, experience, and opinion, where every individual feels valued. We believe in, and promote, openness and tolerance of differences in ethnicity and culture, and we respect differing personal, spiritual, religious and political values. We further believe that celebrating such diversity enriches the quality of the educational experiences we provide our students and enhances our own personal and professional relationships. We embrace The University of Florida's Non-Discrimination Policy, which reads, "The University shall actively promote equal opportunity policies and practices conforming to laws against discrimination. The University is committed to non-discrimination with respect to race, creed, color, religion, age, disability, sex, sexual orientation, gender identity and expression, marital status, national origin, political opinions or affiliations, genetic information and veteran status as protected under the Vietnam Era Veterans' Readjustment Assistance Act." If you have questions or concerns about your rights and responsibilities for inclusive learning environment, please see your instructor or refer to the Office of Multicultural & Diversity Affairs website: www.multicultural.ufl.edu