Program Description

Recipient of the

Exemplary Program Award (2011)
Minnesota Council for Continuing Education
Customized Training (MnCCECT)
[The MnHIT practicum] is an outstanding opportunity to work with professional level HIT individuals and support a much needed training program to ensure our workforce is prepared to work in the dynamic and growing field of health information technology.

John Nesbitt  
Director, Information and Network Systems  
Volunteers of America
Program Background

Normandale Community College will be accepting applications (June, 2012) for the Minnesota Health IT Training Program (MnHIT), which is designed 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). This Act is a nationwide program designed to ensure that every U.S. citizen has an electronic medical record by 2014.

This program is appropriate for people with a background in:
- Information Technology Professions
- Healthcare Professions
- Health Information Technology Professionals
- Other related fields such a public health, software vendors, IT or healthcare consulting firms.

Why is HIT training critical?

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, physicians, IT vendors and others in the health care field as electronic healthcare systems are adopted.

Coursework Origin and Initial Funding

This program is sponsored by the Office of the National Coordinator for Health Information Technology (ONC). Curriculum has been developed by five universities: Oregon Health and Science University, University of Alabama (Birmingham), Johns Hopkins University, Columbia University and Duke University.

The ONC has designated five community college consortiums throughout the nation to train workers to deliver the HITECH training programs. Normandale is one of 17 community colleges in the Midwestern Community College Consortium to train health IT professionals.

Industry Relevance

Normandale has worked extensively with the Health IT industry from healthcare providers, software vendors, not-for-profits and state and national public health partners to ensure that the training, practical application and content are market relevant to both employers and students.

The MnHIT Leadership Council is comprised of local, state and national industry and educational partners including (but not exclusive):

- Advance IT Minnesota (Center of Excellence)
- Northwest Family Physicians
- Park Nicollet
- MHA (Minnesota Hospital Association)
- REACH – Regional Extension Center
- Stratis Health
- MN Department of Hlth - Rural Hlth & Primary Care
- Neighborhood Health Care Network
- HealthPartners
- Fairview Health Services
- SISU Medical Solutions
- Department Of Employment and Economic Dev.
- Stratis Health (Regional Extension Center and CMS for MN)
- MDH (Minnesota Department of Health)
- MHIMA (MN AHIMA Group)
- HealthForce MN (Center of Excellence)
- LSS Data (Meditech)
- Sogeti
- Olmstead Medical Center
**Program Description**

The MnHIT Training Program consists of skills training, fundamental health IT components, and work role specific components. Normandale also offers a variety of learning enrichment opportunities that provide students with additional skills to prepare for workplace success.

**Prerequisite Courses**

All students in the MnHIT Program must complete the course *Succeeding in the Workplace –Skills Training* course, which is a prerequisite for a course entitled *Fundamentals In Health IT* as depicted in the illustration below.

Download the [Work Skills and Fundamentals](#) course syllabus here or at mnhealthit.com/information.

After completing the *Fundamentals* course, students enter a work role-specific course. The four work roles from which they can choose are:

**Work Role 1: Practice Workflow and Information Management Redesign Specialist**

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 to improve health and care. The background of students in this role typically includes experience in health care (for example, as a practice administrator—but not as a clinician or practitioner) or in information technology.

Download the [Practice Workflow](#) course syllabus here or at mnhealthit.com/information.

**Work Role 2: Clinician/Practitioner Consultant**

This work role is similar to Work Role 1. But individuals in this role must be licensed clinical or public health professionals. In the case of public health, they bring to this work role significant experience in federal, state or local health agencies.

Download the [Clinician/Practitioner](#) course syllabus here or at mnhealthit.com/information.

**Work Role 3: Implementation Support Specialist**

Workers in this role provide on-site user support 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 assure that the technology functions properly and is configured to meet the needs of the redesigned practice workflow. Individuals training for this role will have a general background in information technology or health information management.

Download the [Implementation Support](#) course syllabus here or at mnhealthit.com/information.

**Work Role 4: EHR/Application Trainer**

Workers in this role will use adult learning principles to design and deliver training programs to employees in clinical and public health settings. The background of workers in this role includes experience as a health professional, health information management specialist, or medical librarian. Experience as a classroom trainer is desirable.

Download the [EHR Trainer](#) course syllabus here or at mnhealthit.com/information.
Learning Enrichment Opportunities

Discussion Group
The online discussion boards facilitate conversation among students. There are two purposes:

1. **Group Discussion.** This discussion board is for student use in discussing answers to quizzes, clarifying confusing content, assignments, making connections, and collaboration. Instructors participate as necessary to re-direct discussions and clarify difficult concepts.

2. **Module-Specific Discussions.** These facilitate the learning of content on specific topics. Participation in these discussions is expected of all students.

Student Gatherings
During the MnHIT Training Program, there are various opportunities for face-to-face gatherings of students to hear speakers from industry, meet peers, get acquainted with instructors, and continue learning.

CareerHITrac™
*CareerHITrac™* is a program uniquely designed for MnHIT Training Program students and supports them as they move from “Training” to “Employment”. It offers useful advice, tools, and resources to help launch a successful and meaningful HIT career search. The CareerHITrac™ includes:

**Four-Part Webinar Series**
Led by an expert trainer and facilitator of career exploration, identification, movement and success.

- **Planning & Preparation**
  Getting ready, setting targets, assessing & discovering your strengths

- **Exploration & Industry Assessment**
  Knowing the industry, researching the market

- **Mapping the Process**
  Identifying the gap between your aspirations and the market

- **Creating the Product**
  Defining yourself, creating your toolkit of communication, branding & strategy

**CareerHITrac™ Success Day**
- Mock job interviewing & resume reviews with HIT industry employers
- Personal/professional branding coaching
- Professional photo opportunities
- And much more!

Instructor Guidance
While The MnHIT Training Program is primarily self-paced online learning, within reasonable timelines instructors actively participate in advising students, monitoring course progress, curriculum alignment, and project development.
MnHIT Practicums
This program may have practicum opportunities for MnHIT students to connect with industry partners to apply newly learned knowledge and skills in a real-work setting. The practicum program is not a required part of the MnHIT Training Program and may not be available to all students, depending on availability of opportunities. We do not guarantee a practicum but will try very hard to connect with the opportunities.

Program Requirements

Reporting
By participating in Health IT Training Program (MnHIT), you are agreeing to submit quarterly employment reports to Normandale Community College for three quarters following the successful completion of this training program, as directed by Office of the National Coordinator for Health Information Technology (ONC).

Time Commitment
This is a rigorous program. The online learning is self-paced, with specific milestones and deadlines. Students should expect to commit 25+ hours per week for study and other course activities. If employed, students should get permission from his or her employer if any course work will be done during work hours.

The MnHIT Training Program will take 25 to 40 weeks to complete. Students are expected to be available for the training during that time.

All components of the program must be completed within the time allowed. With the instructor approval, however, students have the option of testing out of certain parts of the program.

If you are not capable of successfully completing the training program within the established time period and have received a fee stipend from Normandale Community College, you may be required to repay this scholarship to the college.

Technical Requirements
Because the MnHIT Training Program is primarily an online curriculum, there are technical requirements that students must meet to successfully participate.

Computer Skills
Students must be proficient in using the computer. This includes:

- Moderate proficiency in Microsoft Word, Excel, and PowerPoint.
- Skills in creating, saving, viewing, uploading and downloading files in common file formats, including Acrobat (PDF) format.
- Experience installing software programs onto a computer.
Technical Systems

Students are responsible for having the following technical systems and capabilities:

<table>
<thead>
<tr>
<th>Component</th>
<th>Windows</th>
<th>Mac</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Browser</td>
<td>Microsoft Internet Explorer 7 or higher&lt;br&gt;Firefox 3.5 or higher&lt;br&gt;&lt;br&gt;Google Chrome is NOT yet supported</td>
<td>Firefox 3.5 or higher Apple Safari 3.1 or 4&lt;br&gt;(Safari 5 is NOT yet supported)</td>
</tr>
<tr>
<td>Operating System</td>
<td>Windows XP, Vista or Windows 7</td>
<td>Mac OSX</td>
</tr>
<tr>
<td>System Memory</td>
<td>1GB or higher</td>
<td>1 GB or higher</td>
</tr>
<tr>
<td>Internet Connection</td>
<td>Broadband DSL or cable-modem</td>
<td>Broadband DSL or cable-modem</td>
</tr>
<tr>
<td>Audio</td>
<td>Sound card and speakers, also recommended: computer headphones with microphone</td>
<td>Sound card and speakers; also recommended: computer headphones with microphone</td>
</tr>
<tr>
<td>Video</td>
<td>SVGA or XVGA monitor capable of displaying 1280x720 or higher</td>
<td>SVGA or XVGA monitor capable of displaying 1280x720 or higher</td>
</tr>
<tr>
<td>Adobe Reader</td>
<td>Adobe Reader 8 or higher</td>
<td>Adobe Reader 7 or higher</td>
</tr>
<tr>
<td>Adobe Flash</td>
<td>Adobe Flash Player 10 or higher</td>
<td>Adobe Flash Player 10 or higher</td>
</tr>
<tr>
<td>Media Player</td>
<td>Windows Media Player (latest supported by Operating System)</td>
<td>Apple QuickTime 7 or latest version supported by OSX</td>
</tr>
<tr>
<td>Software</td>
<td>Microsoft Word or OpenOffice.Org Writer; recommended: Microsoft PowerPoint or OpenOffice.Org Impress</td>
<td>Microsoft Word or OpenOffice.Org Writer recommended: Microsoft PowerPoint or OpenOffice.Org Impress</td>
</tr>
<tr>
<td>Sun Java</td>
<td>JRE 1.5 or up; script enabled</td>
<td>Latest version for the OSX script enabled</td>
</tr>
<tr>
<td>Cookies</td>
<td>Enabled</td>
<td>Enabled</td>
</tr>
</tbody>
</table>

Program Costs and Financial Assistance

Program Costs

The cost of this comprehensive six-month program is $2,000 (subject to change) and includes all online training, webinars, onsite events, instructor support, and exams necessary for earning a Certificate of Completion. Also included is one voucher for taking the National HIT-Pro Competency Exam.

Non-covered costs include hardware, software, internet connection, phone calls, travel, lodging and food associated with the course and attending onsite events. These expenses will be the responsibility of the student.

Normandale Community College reserves the right to adjust the program costs at any time. If you are enrolled in the program and have already paid your fee, however, your fee will not change.
Financial Assistance

Grant Stipends

Financial scholarships may be available for the fall, 2012 cohort. Please join our email list-serv (ncal@normandale.edu, “MNHIT Info” in subject line) for updated information regarding the availability of these scholarships. Our last cohort received approximately $1,500 scholarships to cover a portion of the program costs for 150 students. Each student who received a scholarship was responsible for the remaining $500 of the tuition. We will also be accepting full-tuition applications as well, depending on the availability of scholarships.

WorkForce Centers and Employers

In some cases, all or part of the program costs may be paid by a WorkForce Center. As a federally-sponsored program, the MnHIT Training Program should qualify for dislocated worker and WIA funding. Contact your local WorkForce Center for more information. It is up to the student to explore and make these financial arrangements.

Employer Sponsorship

If you are currently working in a role that would benefit from this training, your employer may sponsor your program fee (or a portion of it). You will have an opportunity to indicate this on your application form. We encourage both students and employers to team up and cover the entire student cost of the MnHIT Training Program so more students can benefit from other forms of financial assistance.

Refunds and Repayments

Any scholarship granted to you reduces the amount of money available to other students who wish to enroll in the MnHIT Training Program. If you fail to successfully complete the MnHIT Program, you may be responsible for reimbursing the scholarship so that it may be granted to another student. Once a student begins the MnHIT Program, no refunds for any program costs will be refunded to a student or any other party paying on behalf of a student.

No financial assistance other than the federal grant scholarships is available from Normandale Community College for the MnHIT Training Program.

Application Criteria

Application criteria are based on skill sets that are developed through education and/or experience specifically related to health information technology, information technology or healthcare.

If you do not have either the healthcare or IT qualifications, please consider Normandale’s new A.A.S. Degree in Health Informatics.

http://www.normandale.edu/continuingEducation/healthcare-and-wellness/index1.cfm
**Information Technology Professionals**

Must have at least one of the following*:

- Associate degree or higher in Information Technology
- Four years or more of relevant experience working with information systems, database management systems, or other related fields.

**Healthcare Professionals**

Must have at least one of the following*:

- Associate degree or higher in a healthcare-related field; i.e., RN, respiratory therapist, etc.)
- Four years of experience directly related to the daily processes of Health Information Management, including documentation analysis, release of information, health information systems implementation, etc. and software knowledge and proficiency

**Health Information Technology Professionals**

Must have at least one of the following*:

- Associate degree or higher in Health Information Technology or Health Information Systems
- Four years or more experience directly related to health information management processes, database management or information technology in a hospital, clinical or physician’s office which may include medical assistant, nurse practitioner, health informatics, software trainer, coding and billing professionals

**Other Related Fields:**

- Education, experience and credentials will be reviewed on a case-by-case basis
- May include experience in fields where above skills are transferable

**Military (current or veterans)**

- Must have one or more of the following:
- Two years or more of relevant experience in information systems, database management systems, networks or wireless communications, IT technicians, or other related fields in health information or electric data interchange AND/OR
- Currently employed at the VA, Dept. of Defense, Indian Health Systems, or military base in Health Information or Information Technology Department, minimum one year experience.

**Legal Requirements**

You must be legally eligible to work in the United States of America.

**Criminal Record**

Many health care positions restrict felons or others with criminal offenses. If you have had a criminal record, you may want to check with legal advisors to see if you might be disqualified.

*Industry training such as certification and licensure may also be considered.
Application Process

The application and instructions WILL BE available at the end of June, 2012 at http://www.mnhealthit.com/ It is not available yet, we appreciate your patience. You must complete and submit the application online when it is ready. To receive alerts regarding the opening of applications, please email us at: ncal@normandale.edu, “MnHIT Info” in subject line. Please note:

- There are a limited number of openings in the MnHIT Training Program and the application process is very competitive. Students should submit an application early, as applications are scored and approved in the order of submission.

- Students will be notified by email when accepted or not accepted. Please do not contact us for status reports on your application as we are unable to respond to such requests.

- Applicants who are accepted will not be registered as students until full payment for program costs is received by Normandale, or until a Training Authorization form is received from a WorkForce Training Center.

---

I have found that our practicum student from the Normandale program not only possesses excellent communication and problem-solving abilities, but also, a strong technical background. Because our student brings experience in IT implementations and vendor relationships, she will assist me with communications between our internal implementation team and our vendor. Through intensive project work and participation in vendor-led training sessions, our practicum student will gain excellent on-the-job experience in many challenging aspects of our EMR implementation project.

Amy Smith
Director, Admissions & Health Information Management
St. David’s Center for Child & Family Development
MN Health Alum:

“I was in process of getting laid off when I came across this program at Normandale Community College. After the layoff, I spent five months unemployed, looking for a job, doing the MN Health IT coursework and watching my kids at home. I was able to gain a contracting job towards the end of the program, and six months later I was hired on full time with UnitedHealth Group, whom I was contracting/consulting at. I believe the MN Health IT program exposed me to areas of health IT that I was not aware of or familiar with. This in turn gave me areas to do some self-study in, such as teaching myself how to write SQL queries (which was my first project when I became a contractor). It also helped me stay fresh on healthcare and related HIT terminology, concepts and technology so that I was better prepared for interviews. The online learning format helped me obtain this knowledge on my own schedule and pace.”

Darin Coleman
Practice Workflow & Info Mgmt Redesign Specialist
2011 MN Health IT Cohort