

HIM 510 Milestone One Guidelines and Rubric

Overview: This is your first opportunity to begin working on your final project, which asks you to design and develop training materials.

Recall that you identified a problem early on: staff's common practice of forgetting to log off computers in public or clinical spaces, potentially allowing unauthorized persons to access protected PHI. Now, another serious issue involving the clinical staff has arisen. Various regulatory violations have been levied against the hospital. Specifically, the violations assert that discharge paperwork is not being completed correctly, with some not being properly signed.

You realize that you need to create new policies addressing these issues and train your staff to comply with them. The Joint Commission mandates healthcare organizations include a set of standard components in their discharge summaries, such as reason for visit/hospitalization, diagnoses/findings, discharge conditions, patient and family instructions, and the provider's signature. The discharge summary is an invaluable document that facilitates continuity, coordination, and transition of care. It should be fully assembled, analyzed, and completed within 30 days of discharge unless state law specifies another time frame.

Prompt: Integrate your knowledge of properly completing discharge paperwork with your research on regulations designed to protect PHI. You may also want to conduct additional research on training processes and methods. Then present a clear strategy including well-defined policy statements and an effective training plan for putting these requirements into practice.

Use the [Milestone One Template](#) document to complete the steps listed below:

- Develop clear policy statements for Mercy Vale. Based on your research, write clear, comprehensive policies addressing the two issues:
 - Protecting PHI on public and clinical computers
 - Completing discharge paperwork fully and correctly
- Explain how your policies guide staff in keeping patient health information secure.
- Explain how your policies provide procedures for management to track access to patient health information.
- Explain how your policies align with appropriate health laws to further improve the organization's compliance with standard-setting agencies.
- Explain how your training plan recommends leadership strategies that foster improved ethical practices of employees when working with health information.
- Recommend leadership strategies that encourage effective collaboration between members of the health information management team and other staff members in the organization.
- Explain how your training plan clearly demonstrates to employees the steps of new procedures that employees must now perform and follow, supporting with examples of how employees will act out procedures.
- Explain how your training plan clearly demonstrates how these new procedures will improve compliance with regulations and standard-setting agencies.
- Explain how your training plan clearly demonstrates the importance of these new procedures in terms of patient safety and security of patient information.

- Explain how your training plan recommends leadership strategies that could be used by management in disseminating and enforcing these new procedures.
- Outline a training plan to gain buy-in from staff on complying with the new policies.

Rubric

Guidelines for Submission: Fill in the Milestone One Template. Use APA formatting to cite all sources used.

Critical Elements	Exemplary (100%)	Proficient (90%)	Needs Improvement (70%)	Not Evident (0%)	Value
New Policy and Procedures: Secure	Meets “Proficient” criteria and demonstrates keen insight into how to improve compliance through new policy creation	Develops a new policy for the organization that guides employees in keeping patient health information secure	Develops a new policy for the organization that guides employees in keeping patient health information secure but policy is cursory or illogical	Does not develop a new policy for the organization that guides employees in keeping patient health information secure	10
New Policy and Procedures: Track	Meets “Proficient” criteria and demonstrates keen insight into how to improve compliance through new policy creation	Develops a new policy for the organization that provides procedures for management to track access to patient health information	Develops a new policy for the organization that provides procedures for management to track access to patient health information but policy is cursory or illogical	Does not develop a new policy for the organization that provides procedures for management to track access to patient health information	10
New Policy and Procedures: Health Laws	Meets “Proficient” criteria and demonstrates keen insight into how to improve compliance through new policy creation	Develops a new policy for the organization that aligns with appropriate health laws to further improve the organization’s compliance with standard-setting agencies	Develops a new policy for the organization that aligns with appropriate health laws to improve the organization’s compliance with standard-setting agencies but policy is cursory or illogical	Does not develop a new policy for the organization that aligns with appropriate health laws to further improve the organization’s compliance with standard-setting agencies	10
New Policy and Procedures: Ethical Practices	Meets “Proficient” criteria and demonstrates a sophisticated awareness of strategies leaders can use to foster improved ethical practices among employees	Recommends leadership strategies that foster improved ethical practices of employees when working with health information	Recommends leadership strategies that foster improved ethical practices of employees when working with health information but recommendations are cursory or illogical	Does not recommend leadership strategies that foster improved ethical practices of employees when working with health information	10

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Critical Elements	Exemplary (100%)	Proficient (90%)	Needs Improvement (70%)	Not Evident (0%)	Value
New Policy and Procedures: Collaboration	Meets “Proficient” criteria and demonstrates a sophisticated awareness of strategies leaders can use to foster improved collaboration among employees	Recommends leadership strategies that encourage effective collaboration between members of the health information management team and other staff members in the organization	Recommends leadership strategies that encourage effective collaboration between members of the health information management team and other staff members in the organization but recommendations are cursory or illogical	Does not recommend leadership strategies that encourage effective collaboration between members of the team and other staff members in the organization	10
Training Materials: Steps	Meets “Proficient” criteria and supporting examples are especially illustrative of how employees will act out the new procedures	Designs training materials that clearly demonstrate to employees the steps of new procedures that employees must now perform and follow, supporting materials with examples of how employees will act out procedures	Designs training materials that demonstrate to employees the steps of the new procedures that employees must now perform and follow, supporting materials with examples of how employees will act out procedures, but training materials are cursory or examples provided are illogical or irrelevant	Does not design training materials that demonstrate to employees the steps of the new procedures that employees must now perform and follow	10
Training Materials: Improve Compliance	Meets “Proficient” criteria and demonstrates keen insight into how to clearly demonstrate how the new procedures will improve compliance	Designs training materials that clearly demonstrate how these new procedures will improve compliance with regulations and standard-setting agencies	Designs training materials that demonstrate how these new procedures will improve compliance with regulations and standard-setting agencies but training materials are cursory or examples provided are illogical or irrelevant	Does not design training materials that demonstrate how these new procedures will improve compliance with regulations and standard-setting agencies	10
Training Materials: Importance	Meets “Proficient” criteria and demonstrates keen insight into how to clearly demonstrate the importance of these procedures in terms of patient safety and security of patient information	Designs training materials that clearly demonstrate the importance of these new procedures in terms of patient safety and security of patient information	Designs training materials that demonstrate the importance of these new procedures in terms of patient safety and security of patient information but training materials are cursory or examples provided are illogical or irrelevant	Does not design training materials that demonstrate the importance of these new procedures in terms of patient safety and security of patient information	10

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Critical Elements	Exemplary (100%)	Proficient (90%)	Needs Improvement (70%)	Not Evident (0%)	Value
Training Materials: Leadership Strategies	Meets “Proficient” criteria and demonstrates sophisticated awareness of leadership strategies that management could employ to enact new policies and procedures	Recommends leadership strategies that could be used by management in disseminating and enforcing these new procedures	Recommends leadership strategies that could be used by management in disseminating and enforcing these new procedures but recommendations are cursory or illogical	Does not recommend leadership strategies that could be used by management in disseminating and enforcing these new procedures	10
Writing (Mechanics/Citations)	Includes no errors related to organization, grammar and style, and APA citations	Includes minor errors related to organization, grammar and style, and APA citations	Includes some errors related to organization, grammar and style, and APA citations, but errors do not impede understanding	Includes major errors related to organization, grammar and style, and APA citations that impede understanding of the submission	10
Total					100%