Instructor: Roger Kropf, Ph.D.
212-998-7458 (office)
212-995-4162 (fax)
roger.kropf@nyu.edu
www.nyu.edu/classes/kropf

Day, Time and Location: Wednesdays, 6:45-8:25 pm, 25W4, Room C-20
Prerequisites: P11.1833, Health Services Management, or HPAM-GP 4833 and 4834, or permission of the instructor.
Credits: 2 credits
Required of all health management specialization students

COURSE DESCRIPTION

This course describes the growing involvement of government in stimulating and directing the development of information technology in healthcare organizations. Included is a discussion of attempts to exchange information for the purposes of improving the quality of personal healthcare and public health. Methods for determining the financial value of information technology are described. Techniques for insuring the security and privacy of health information are presented. How information systems and technology can improve the quality of service provided to consumers and the clinical quality of health care is examined.

RELATED HEALTH MANAGEMENT COMPETENCIES

Competencies - Course Focus

- The ability to use information systems and evidence-based management principles for problem-solving, strategic planning and decision-making and implementing and measuring change

Relevant Content for the following competencies is also included

- The ability to hold people accountable to standards of performance and/or ensure organizational, professional and ethical compliance
• The ability to measure, monitor and improve safety, quality, access and system/care delivery processes in health care organizations
• The ability to communicate and interact productively (via listening, speaking and writing) on matters of healthcare with a diverse and changing industry, work force and citizenry
• The ability to present convincingly to individuals and groups the evidence to support a point of view, position or recommendation

LEARNING OBJECTIVES

At the end of this course, students will be able to:

1. describe the principal programs of the Federal government to encourage the adoption of information technology and data sharing among organizations;
2. identify the obstacles to achieving the objectives of those programs and describe potential ways to reduce their impact;
3. describe methods for sharing digital information among organization and be able to state the obstacles to increased sharing as well as potential solutions;
4. define the major risks to the security and privacy of information stored in computer-based information systems and identify measures for avoiding or reducing those risks;
5. describe methods for determining the financial value of information systems and identify the strengths and weaknesses of those methods;
6. identify information systems and technologies which could improve the satisfaction of consumers or the clinical quality of a health care service;

REQUIRED READINGS

All required readings are available via links on the course Blackboard website.

OPTIONAL COURSE MATERIALS

Those of you who feel the need to learn about (or update your knowledge of) information systems topics not specific to health services should review a recent text. An example is: Kenneth C. Laudon and Jane P. Laudon, Management Information Systems, 12th Edition (Upper Saddle River, N.J.: Prentice Hall, 2011, http://www.prenhall.com/laudon/). The important thing is to find a very recent text, since this field changes rapidly.

Three excellent reference sources for a range of healthcare IT topics are:


Karen A. Wager, Frances Wickham Lee and John P. Glaser, Health Care Information Systems:
INTERNET REFERENCE RESOURCES ON INFORMATION SYSTEMS

1. HIMSS Topics and Tools
   http://himss.org/ASP/topicsHome.asp
2. Journals and newsletters:
   Health Data Management http://www.healthdatamanagement.com/issues/
   iHealthBeat http://www.ihealthbeat.org A free daily email from the California Health Care Foundation.
   http://www.chcf.org
   Informatics Review http://www.informatics-review.com/
3. Webopedia, an on-line dictionary for computer and Internet terms.
   http://www.webopedia.com/
5. Kropf’s Favorite Links at www.nyu.edu/classes/kropf/favorite_links.htm
6. American Medical Informatics Association http://www.amia.org/
7. CMIO Magazine is aimed at Chief Medical Information Officers in healthcare organizations. A free newsletter is available. http://www.cmiomagazine.com/
8. Leapfrog Group http://www.leapfroggroup.org
11. Connected Health Initiative http://www.connected-health.org
    The Connected Health Initiative focuses on extending the care community beyond the traditional walls of healthcare institutions by bringing healthcare to the everyday surroundings of the health consumer and their families.
15. HIMSS, “Economic Stimulus for the Healthcare IT Industry” (a list of links to resources) http://www.himss.org/EconomicStimulus/
18. Office of the National Coordinator for Health Information Technology http://healthit.hhs.gov
19. National eHealth Collaborative’s NeHC University is a web-based education program designed to provide stakeholders with timely and relevant information on health
information technology and health information exchange in the United States. Some courses are free. [http://www.nationalehealth.org/NeHCUniversity.aspx](http://www.nationalehealth.org/NeHCUniversity.aspx)

**CIO Blogs**

1. John D. Halamka, MD, MS, is Chief Information Officer of the CareGroup Health System, Chief Information Officer and Dean for Technology at Harvard Medical School. [http://geekdoctor.blogspot.com/](http://geekdoctor.blogspot.com/)

**Wikis**

1. HIMSS, Computerized Provider Order Entry (CPOE) Wiki. [https://himscpoewiki.pbworks.com/w/page/10258531/FrontPage](https://himscpoewiki.pbworks.com/w/page/10258531/FrontPage)

**ASSIGNMENTS AND GRADING**

The assignments and due dates are:

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<thead>
<tr>
<th>Assignment</th>
<th>Percent of Grade</th>
<th>Date Distributed</th>
<th>Date Returned</th>
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<tbody>
<tr>
<td>Memo Assignment</td>
<td>20%</td>
<td>Dates distributed on 9/7/11</td>
<td>As assigned</td>
</tr>
<tr>
<td>Final Exam</td>
<td>80%</td>
<td>10/12/11</td>
<td>10/26/11</td>
</tr>
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</table>

**INCOMPLETES**

See the Wagner School’s policy on Incomplete Grades at: [http://wagner.nyu.edu/current/policies/incompletes.php](http://wagner.nyu.edu/current/policies/incompletes.php)

**STATEMENT OF ACADEMIC INTEGRITY**

As members of the NYU Wagner community, we are all expected to adhere to high standards of intellectual and academic integrity. You can view our Academic Code at: [http://wagner.nyu.edu/current/policies/](http://wagner.nyu.edu/current/policies/). This is a good resource for issues of academic integrity, especially regarding writing.

**COURSE OUTLINE & READING ASSIGNMENTS**
September 7  Class 1: Introduction; Government Initiatives to Support Healthcare IT


Additional Resources/Optional Reading:

1. Office of the National Coordinator for Health Information Technology
http://healthit.hhs.gov
2. The Official Web Site for the Medicare and Medicaid Electronic Health Records (EHR) Incentive Programs http://www.cms.gov/EHRIncentivePrograms/
4. HIMSS, “Economic Stimulus for the Healthcare IT Industry” (a list of links to resources) http://www.himss.org/EconomicStimulus/

September 14  Class 2: Integrating Health Systems Through Technology: Federal and Local Initiatives

4. Visit the websites of two local HIEs.
   - The New York Clinical Information Exchange (NYCLIX), Inc., is a RHIO for the New York Metro area
   - The Brooklyn Health Information Exchange (BHIX)
       http://www.bhix.org/index.html

Other Resources/Optional Reading:

1. HIMSS RHIO/Health Information Exchange Resources
   http://himss.org/ASP/topics_rhio.asp

September 21 Class 3: HIPAA: Security And Privacy

2. Kate Huvane Gamble, “High Stakes - HITECH's privacy provisions will make costly security breaches even more painful to bear” Healthcare Informatics (July 2009) Full-text available at:
3. Deborah Gage and Kim Nash, “Identity Theft: Providence Health’s Serious Pain,” Baseline Magazine (December 6, 2006). Full-text available at:
   http://www.baselinemag.com/article2/0,1540,2069952ddd,00.asp
4. RSA SecurID Two-Factor (BB) - a “two-factor” security solution (BB)
5. 3M™ VeriMe™ Biometric Verification Device factsheet (BB) - a “three-factor
security solution.

Additional Resources/Optional Reading:
1. HIMSS Privacy/Security/ resource
http://www.himss.org/asp/topics_privacy.asp
2. HIMSS Privacy & Security Toolkit
2. Official HHS websites on HIPAA. http://www.hhs.gov/ocr/hipaa/ and
http://aspe.hhs.gov/admsimp
3. HIMSS, “A Quick Guide to Navigating the Privacy and Security Provisions of
Full-text at:
http://www.himss.org/content/files/QuickGuide_ARRA_PS_20091125.pdf

September 28 Class 4: Assessing Value Before Implementation

Information Technology Work (BB). Chapter 1, 3 and Case Study - NextCare
Urgent Care.
a Computerized Physician Order Entry System." Journal of the American Medical
Informatics Association 13, no. 3 (May/June 2006). (BB)
Primary Care." The American Journal of Medicine 114 (April 1 2003): 397-403.
(BB)

Additional Resources/Optional Reading:
1. Gary Baldwin, “Measuring ROI” Health Data Management (June, 2009) Full-
2. Milt Freundenheim, “As Medical Charts Go Electronic, Rural Doctor Sees
Healthy Change ” New York Times April 10, 2009). Full-text at:
ords&st=cse
3. GAO, Information Technology: Benefits Realized for Selected Health Care
October 5  Class 5: Improving Healthcare Service Quality Through Technology


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October 12  Class 6: Improving Clinical Quality Through Information Technology (Part I)

**Final Exam Distributed - Due October 26, 2011**


Additional Resources/Optional Reading:

2. Fran Turisco and Jared Rhoads, “Equipped for Efficiency: Improving Nursing Care Through Technology” (Oakland: California Healthcare
October 19  Class 7: Improving Clinical Quality (Part II: Managing The Use of Drugs)


Additional Resources/Optional Reading:


Final Exam Due October 26, 2011. Give a paper copy to Prof. Kropf in class and submit a copy on Blackboard in the Assignments section.