

# ONLINE LECTURE SERIES

## Technical/Software Support Staff

### Component 4: Introduction to Information and Computer Science

Unit No.	Unit Title	Lectures
1	Basic Computing Concepts, Including History	<a href="#">1A</a> , <a href="#">1B</a> , <a href="#">1C</a> , <a href="#">1D</a> , <a href="#">1E</a>
2	Internet and the World Wide Web	<a href="#">2A</a> , <a href="#">2B</a> , <a href="#">2C</a> , <a href="#">2D</a>
3	Computer Hardware	<a href="#">3A</a> , <a href="#">3B</a> , <a href="#">3C</a>
4	Computer Software	<a href="#">4A</a> , <a href="#">4B</a> , <a href="#">4C</a>
5	Computer Programming	<a href="#">5A</a> , <a href="#">5B</a> , <a href="#">5C</a> , <a href="#">5D</a> , <a href="#">5E</a>
6	Databases and SQL	<a href="#">6A</a> , <a href="#">6B</a> , <a href="#">6C</a> , <a href="#">6D</a>
7	Networks	<a href="#">7A</a> , <a href="#">7B</a> , <a href="#">7C</a> , <a href="#">7D</a> , <a href="#">7E</a>
8	Security	<a href="#">8A</a> , <a href="#">8B</a> , <a href="#">8C</a>
9	Information Systems	<a href="#">9A</a> , <a href="#">9B</a> , <a href="#">9C</a> , <a href="#">9D</a>
10	Future of Computing	<a href="#">10A</a> , <a href="#">10B</a>

### Component 7: Working with HealthIT Systems

Unit No.	Unit Title	Lectures
1	Introduction & Overview: Components of HIT Systems	<a href="#">1A</a>
2	Under the Hood	<a href="#">2A</a> , <a href="#">2B</a>
3	Understanding Information Exchange in HIT Systems	<a href="#">3A</a>
4	The Effective IT System	<a href="#">4A</a>
5	Fundamentals of Usability in HIT Systems—What Does It Matter?	<a href="#">5A</a> , <a href="#">5B</a>
6	HIT Facilitated Error—Cause and Effect	<a href="#">6A</a> , <a href="#">6B</a>
7	Protecting Privacy, Security, and Confidentiality in HIT Systems	<a href="#">7A</a> , <a href="#">7B</a>
8	HIT System Planning, Acquisition, Installation, & Training: Practices to Support & Pitfalls to Avoid	<a href="#">8A</a> , <a href="#">8B</a>
9	Potential Issues with Adoption and Installation of an HIT system	<a href="#">9A</a>
10	HIT and Aspects of Patient-Centered Care	<a href="#">10A</a> , <a href="#">10B</a>
11	Health IT in the Future	<a href="#">11A</a> , <a href="#">11B</a>

### Component 8: Installation and Maintenance of Health IT Systems

Unit No.	Unit Title	Lectures
1	Elements of a Typical EHR System	<a href="#">1A</a> , <a href="#">1B</a>

2	System Selection – Software and Certification	<a href="#">2A</a>
3	System Selection – Functional and Technical Requirements	<a href="#">3A</a>
4	Structured Systems Analysis and Design	<a href="#">4A</a>
5	Software Development Life Cycle	<a href="#">5A</a>
6	System Security Procedures and Standards	<a href="#">6A</a> , <a href="#">6B</a>
7	System Interfaces and Integration	<a href="#">7A</a>
8	Troubleshooting, Maintenance and Upgrades, and Interaction with Vendors, Developers, and Users	<a href="#">8A</a> , <a href="#">8B</a>
9	Creating Fault Tolerant Systems, Backups, and Decommissioning	<a href="#">9A</a> , <a href="#">9B</a> , <a href="#">9C</a>
10	Developing a Test Strategy and a Test Plan	<a href="#">10A</a>
11	Pilot Testing and Full-Scale Deployment	<a href="#">11A</a>

### Component 9: Networking and Health Information Exchange

Unit No.	Unit Title	Lectures
1	ISO Open Systems Interconnection (OSI)	<a href="#">1A</a> , <a href="#">1B</a>
2	Network Media and Hardware Communication Devices	<a href="#">2A</a> , <a href="#">2B</a> , <a href="#">2C</a>
3	National and International Standards Developing Organizations	<a href="#">3A</a> , <a href="#">3B</a> , <a href="#">3C</a>
4	Basic Health Data Standards	<a href="#">4A</a> , <a href="#">4B</a> , <a href="#">4C</a> , <a href="#">4D</a> , <a href="#">4E</a> , <a href="#">4F</a>
5	EHR Functional Model Standards	<a href="#">5A</a> , <a href="#">5B</a> , <a href="#">5C</a>
6	Health Data Interchange Standards	<a href="#">6A</a> , <a href="#">6B</a> , <a href="#">6C</a>
7	Supporting Standards for EHR Applications	<a href="#">7A</a> , <a href="#">7B</a> , <a href="#">7C</a> , <a href="#">7D</a>
8	Enterprise Architecture Models	<a href="#">8A</a>
9	Privacy, Confidentiality, and Security Issues and Standards	<a href="#">9A</a> , <a href="#">9B</a>
10	Health Information Exchange	<a href="#">10A</a>

### Component 11: Configuring Electronic Health Records

Unit No.	Unit Title	Lectures
1	Migration to an Electronic Health Record System	<a href="#">1A</a> , <a href="#">1B</a>
2	Patient Care Clinical Workflow; Multiple Perspectives of Patient Care (VistA Demo)	<a href="#">2A</a>
3	Implementing Clinical Decision Support (VistA Demo)	<a href="#">3A</a>
4	Building Order Sets (VistA Demo)	<a href="#">4A</a>
5	Creating Data Entry Templates (VistA Demo)	<a href="#">5A</a>
6	Health Summary and Clinical Reminder Reports (VistA Demo)	<a href="#">6A</a>
7	Privacy and Security in the US	<a href="#">7A</a> , <a href="#">7B</a> , <a href="#">7C</a> , <a href="#">7D</a> , <a href="#">7E</a> , <a href="#">7F</a>
8	Meaningful Use and Implementation	<a href="#">8A</a> , <a href="#">8B</a>

### Component 14: Vendor-Specific Systems

<b>Unit No.</b>	<b>Unit Title</b>	<b>Lectures</b>
1	Common Commercial Electronic Health Record (EHR) Systems Used in Ambulatory and Inpatient Care Settings	<a href="#">1A</a>
2	Certification of Commercial EHRs	<a href="#">2A</a>
3	How Do Organizations Select an EHR? Lessons From the Front Lines	<a href="#">3A</a>
4	Electronic Health Record Functionality	<a href="#">4A</a>
5	System and Database Architectures Used in Commercial EHRs	<a href="#">5A</a>
6	Vendor Strategies for Terminology, Knowledge Management, and Data Exchange	<a href="#">6A</a>
7	Assessing Decision Support Capabilities of Commercial EHRs	<a href="#">7A</a>
8	EHR Go-Live Strategies	<a href="#">8A</a>

### **Component 16: Professionalism/ Customer Service in the Health Environment**

<b>Unit No.</b>	<b>Unit Title</b>	<b>Lectures</b>
1	Customer Service in Healthcare IT	<a href="#">1A</a> , <a href="#">1B</a>
2	Professional Behavior in the Healthcare Environment	<a href="#">2A</a>
3	Overview of Communication Relevant to Health IT	<a href="#">3A</a>
4	Key Elements of Effective Communication	<a href="#">4A</a> , <a href="#">4B</a> , <a href="#">4C</a>
5	Regulatory Issues: HIPAA and Standard Precautions	<a href="#">5A</a>
6	Team and Small Group Communication	<a href="#">6A</a> , <a href="#">6B</a>
7	Conflict Resolution	<a href="#">7A</a> , <a href="#">7B</a>
8	Ethical and Cultural Issues Related to Communication and Customer Service	<a href="#">8A</a> , <a href="#">8B</a>
9	Personal Communications and Professionalism	<a href="#">9A</a>