

Appendix A.5

ELECTRONIC HEALTH RECORDS SPECIALIST

**WORK PROCESS SCHEDULE
AND
RELATED INSTRUCTION OUTLINE**

Appendix A.5

WORK PROCESS SCHEDULE ELECTRONIC HEALTH RECORDS SPECIALIST O*NET-SOC CODE: 15-1151.00 RAPIDS CODE: 2024HY (Health IT Specialist)

This schedule is attached to and a part of these Standards for the above identified occupation.

1. TYPE OF OCCUPATION

Time-based Competency-based Hybrid

2. TERM OF APPRENTICESHIP

The term of the hybrid occupation is one year with an OJL attainment of 2000 - 2200 hours, and supplemented by the required hours of related instruction.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

Consistent with proper supervision, training, safety, continuity of employment throughout the apprenticeship, the ratio of apprentices to journeyworker mentors will be:

Two (2) apprentices may be employed at each clinical/job site for each regularly employed Office or Business Manager, or Supervisor. Apprentices will be supervised in-person and via phone, internet, text or email to ensure that a mentor is available to answer questions and monitor their progress throughout their apprenticeship under the Alaska Primary Care Association registered apprenticeship program.

4. APPRENTICE WAGE SCHEDULE

Apprentices are paid a progressively increasing schedule of wages during their apprenticeship based on the acquisition of increased skill and competence on the job and in related instruction courses. Before an apprentice is advanced to the next segment of training or to journeyworker completion status, the program sponsor will evaluate all progress to determine whether advancement has been earned by satisfactory performance in their on-the-job learning (OJL) and in related instruction courses. In determining whether satisfactory progress has been made, the sponsor shall be guided by the work experience and related instruction records and reports.

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly Electronic Health Records Specialist journeyworker completion wage rate, which is: \$21.50 per hour.

Period	Percent	Hourly Wage	OJL Hours	Related Instruction
1 st	60%	\$12.90	500 hours	Satisfactory progress
2 nd	70%	\$15.05	500 hours	Satisfactory progress
3 rd	80%	\$17.20	500 hours	Satisfactory progress
4 th	90%	\$19.35	500 – 700 hours	Satisfactory progress
	100%	\$21.50	2000 – 2200 hours	Completion

Subject to approval by the program sponsor and registration agency, the current base Electronic Health Records Worker journeyworker completion wage rate may be adjusted regionally by a participating employer if they pay a higher wage rate, and the adjusted base rate will apply equally to all apprentices who are hired by that employer. Such wages will become part of the approved Appendix-E Employer Acceptance Agreement.

5. WORK PROCESS SCHEDULE (See attached Work Process Schedule)

6. RELATED INSTRUCTION OUTLINE (See attached Related Instruction Outline)

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**WORK PROCESS SCHEDULE
ELECTRONIC HEALTH RECORDS SPECIALIST
O*NET-SOC CODE: 15-1151.00 RAPIDS CODE: 2024HY (Heath IT Specialist)**

During the term of apprenticeship, the Apprentice shall receive such instruction and experience, in all branches of the occupation, as is necessary to develop a practical and versatile worker. Major processes in which Apprentices will be trained (although not necessarily in the order listed) and approximate hours (not necessarily continuous) to be spent in each are as follows:

Electronic Health Records Specialist Work Processes	OJL Hours
A. Onboarding Training <ol style="list-style-type: none">1. Classroom and practical training in common ambulatory practice operations, processes, and workflows.2. Introduction to practice analysis, benchmarking tools, and dashboard tools.3. Introduction to standard operating policies for the ambulatory practice setting.4. Introduction to common remedial recommendations.5. Successfully complete basic tests.	85 - 115
B. Data Analysis <ol style="list-style-type: none">1. Conduct practice interviews.2. Collect operational and financial data.3. Use analytical tools and benchmarking tools to create standard practice operational profiles.4. Identify priority areas for on-site assessment and further evaluation.	625 - 675
C. Process Assessment <ol style="list-style-type: none">1. Participate in on-site practice process assessments and operational evaluations.2. Prepare written reports summarizing data analysis and process assessment results.3. Recommending remedial actions.	625 - 675
D. Remediation <ol style="list-style-type: none">1. Assist with development of recommendations and remediation plans.2. Assist in training practices on remediation and implementing dashboards for tracking performance.3. Evaluate quarterly follow up reports and evaluate compliance with remediation.4. Develop recommendations to address variances.	625 - 675

E. Written Report <ol style="list-style-type: none"> 1. Research and compose a whitepaper recommending an improvement to practice operations derived from an actual experience. 2. Onboarding training derived from an actual experience. 	40 - 60
Total Hours	2,000 - 2,200

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**RELATED INSTRUCTION OUTLINE
ELECTRONIC HEALTH RECORDS SPECIALIST
O*NET-SOC CODE: 15-1151.00 RAPIDS CODE: 2024HY (Health IT Specialist)**

Related Instruction Provider: Alaska Primary Care Association
Method: Online, Electronic Media

Louise Crago, BGS, CMA (AAMA), CPhT, HIT
Health Education Coordinator
Alaska Primary Care Association
1231 Gambell St, Ste. 200
Anchorage, AK 99501
Phone: 907-212-6584 Direct
E-mail: louisec@alaskapca.org
Website: www.alaskapca.org | www.apcaapprentice.com

Instructional References:

- *Certified Electronic Health Record Specialist*, National Healthcare Association
- *Essentials of Health Information Management* 3rd Edition, Bowie/Green, 2016.

The related instruction outlines the courses that provide the technical ability that supplements the on-the-job training. It is through the combination of both the on-the-job training and the related technical instruction that the apprentice can reach the skilled level of the occupation. Under a registered apprenticeship, 144 hours of related instruction each year of the apprenticeship is recommended. The following is the suggested course curriculum during the term of apprenticeship.

ESSENTIALS OF HEALTH INFORMATION MANAGEMENT	Hours
CHAPTER 1: HEALTH CARE DELIVERY SYSTEMS 1. Key Terms 2. Introduction 3. History of Medicine 4. Health Care Delivery in the United States 5. Continuum of Care 6. Health Care Facility Ownership 7. Health Care Facility Organizational Structure & Operation 8. Licensure, Regulation, & Accreditation	15 hours
CHAPTER 2: HEALTH INFORMATION MANAGEMENT PROFESSIONALS 1. Introduction 2. Health Information Management Careers 3. Professional Practice Experience	15 hours

<p>CHAPTER 3: HEALTH CARE SETTINGS</p> <ol style="list-style-type: none"> 1. Introduction 2. Acute Care Facilities (Hospitals) 3. Ambulatory & Outpatient Care 4. Behavioral Health Care Facilities 5. Home Care & Hospice Facilities 6. Long-Term Care Facilities 7. Federal, State, & Local Health Care Facilities 	<p>18 hours</p>
<p>CHAPTER 4: INTRODUCTION TO THE PATIENT RECORD</p> <ol style="list-style-type: none"> 1. Introduction 2. Definition & Purpose of the Patient Record 3. Provider Responsibilities 4. Development of the Patient Record 5. Patient Record Formats 6. Archived Records 7. Patient Record Completion Requirements 	<p>24 hours</p>
<p>CHAPTER 5: ELECTRONIC HEALTH RECORDS</p> <ol style="list-style-type: none"> 1. Introduction 2. Overview of Computer Terms 3. Evolution of Electronic Health Records 4. Electronic Health Record Systems 5. Regional Health Information Organization 6. Components of Electronic Health Record Systems Used in Health Care 7. Beyond Health Data & Health Information 	<p>15 hours</p>
<p>CHAPTER 6: PATIENT RECORD DOCUMENTATION GUIDELINES: INPATIENT, OUTPATIENT, AND PHYSICIAN OFFICE</p> <ol style="list-style-type: none"> 1. Introduction 2. General Documentation Issues 3. Hospital Inpatient Record: Administrative Data 4. Hospital Inpatient Record: Clinical Data 5. Hospital Outpatient Record 6. Physician Office Record 7. Forms Control & Design 	<p>24 hours</p>
<p>CHAPTER 7: NUMBERING & FILING SYSTEMS AND RECORD STORAGE & CIRCULATION</p> <ol style="list-style-type: none"> 1. Introduction 2. Numbering Systems 3. Filing Systems 4. Filing Equipment 5. File Folders 6. Filing Controls 	<p>15 hours</p>

<ul style="list-style-type: none"> 7. Loose Filing 8. Circulation Systems Security of Health Information 	
<p>CHAPTER 8: INDEXES, REGISTERS, AND HEALTH DATA COLLECTION</p> <ul style="list-style-type: none"> 1. Introduction 2. Indexes 3. Register & Registries 4. Case Abstracting 5. Health Data Collection 	24 hours
<p>CHAPTER 9: LEGAL ASPECTS OF HEALTH INFORMATION MANAGEMENT</p> <ul style="list-style-type: none"> 1. Introduction 2. Legal & Regulatory Terminology 3. Maintaining the Patient Record in the Normal Course of Business 4. Confidentiality of Information & HIPPA Privacy & Security Provisions 5. Legislation that Impacts Health Information Management 6. Release of Protected Health Information 	15 hours
<p>CHAPTER 10: INTRODUCCION TO CODING AND REIMBURSEMENT</p> <ul style="list-style-type: none"> 1. Introduction 2. Clinical Classification Systems 3. Third-Party Payers 4. Reimbursement Methodologies 5. Processing Insurance Claims 	15 hours
Total Hours	144