

| | | Education/Technology Knowledge | | | | | | |
|---|--|--|--|---|--|--|--|--|
| Employees with 'DESIGN' and/or 'INNOVATE' knowledge? | DESIGN | IT Professional Development Certifications: Master Black Belt Six Sigma, Masters in Systems Engineering/Systems Development System Development Strategies Traditional Development Tools and Techniques Object Oriented Tools and Techniques Business Modeling/Workflow Techniques Quality, Safety Redesign Techniques Enterprise/System Interoperability and Coordination Techniques Project Management and Change Management Database Design and Administration IT Workforce Development | | | | | | |
| | | Goals. Health reform will be a multi-faceted effort. Changes will come in medical practice, supporting technologies and expectations regarding costs, outcomes and relationships. The pace of change will vary and will be impacted by many internal and external pressures. Professionals in this category require the greatest flexibility as well as a broad range of expertise. Solutions will often involve stakeholders from the diversity of healthcare as well as government, payers and consumers. | | | | | | |
| Employees with 'INTEGRATE' knowledge? | INTEGRATE | Advanced Technical Track Certification: CHPS Network Design, Deployment and Management Fast Track IT (Network +, MCSE) CCNA (Cisco) Certification Other Advanced Certifications | Informatics (Clinical, Nursing, Medical, etc.) Certification: CHPS, CHDA, CHPS Clinical informatics integration of information technology to ensure the effective provision and to support the business objectives of clinicians. Nursing informatics applies technology to the work of nurses. Medical informatics is the application of information technology to medicine. | Advanced Development Track Certification: CPHIE, CHPS, CHDA, Black Belt Six Sigma Advanced Programming Advanced Federated Database Concepts Structured Query Language (SQL) Workflow Documentation Six Sigma Techniques Lean Six Sigma Techniques | | | | |
| | | Goals. Continuous improvement and 'appropriately fit' information technology are the central themes of professionals in the integrate category. There is substantial expertise and knowledge about the workflow, techniques and technologies used by a particular healthcare provider. Integration with outside sources is likely but is considered primarily in the context of enhancing the efficiency, outcomes or cost management of this provider. | | | | | | |
| Employees with 'BUILD' knowledge? | BUILD | Basic Technical Track Certifications: CPHIT, RHIT <table border="1"> <thead> <tr> <th>Hardware</th> <th>Network</th> </tr> </thead> <tbody> <tr> <td>Microcomputer Hardware A+ Certification</td> <td>Networking Fundamentals Network + Certification Inet + Certification</td> </tr> </tbody> </table> | | Hardware | Network | Microcomputer Hardware A+ Certification | Networking Fundamentals Network + Certification Inet + Certification | Basic Development Track Certifications: CPEHR, RHIA, Green Belt Six Sigma Interface construction, interoperability management |
| | | Hardware | Network | | | | | |
| Microcomputer Hardware A+ Certification | Networking Fundamentals Network + Certification Inet + Certification | | | | | | | |
| Goals. Maintaining the information technology capability of a provider includes working with a myriad of technologies as well as interfacing between technologies. It is not uncommon then to find the primary IT expertise in a healthcare provider is focused at this build capability where technology is maintained, enhanced or adapted to fit specific needs. | | | | | | | | |
| Employees with 'USE' knowledge? | USE | Office Applications Certifications: MOUS | | | | | | |
| | | Word Processing Word | Spreadsheets Excel | Presentations Powerpoint | Data Management Access | Electronic Communicate Email Wireless | | |
| | | Clinical Application Use Certifications: CCA, CCS, CCS-P Electronic Medical Record Use and Data Entry/Transcription | | | | | | |
| | | Basic Appreciation and Use Knowledge | | | | | | |
| | | Data Entry Skills Keyboarding, etc. | Conceptual Introduction Computer Concepts | Operating Systems Windows, Unix, Linux, Apple | Web Concepts Internet Use, Search Strategies | | | |
| | | Goals. The majority of users in a healthcare provider are users of data and information. In many instances users are found in the business office but may also be found in any number of clinical departments. Baseline technologies that are found in any business are also typical of a healthcare provider. Clinical areas though focus and specific needs of a clinical department and may require specific knowledge of technology but also about the medical specialty of the department. | | | | | | |