

RYERSON UNIVERSITY



**Health Services Management  
&  
Health Information Management**

**PRECEPTOR HANDBOOK**

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# INTRODUCTION TO THE PROGRAMS

## *Health Services Management*

A key goal of the program is to develop the management and leadership capabilities of health practitioners who currently hold or in the future may hold entry level, or middle management responsibilities in health facilities or in the community. Management skills and knowledge are developed within the context of a broad understanding of the needs and rights of clients and their communities, and the social, economic, political, and ethical factors influencing rapid change in the health system.

Students accepted into the Health Services Management program must have a three-year diploma in applied health science (e.g. nursing, medical laboratory technology, chiropractic, radiology) from an Ontario College of Applied Arts and Technology (CAAT), or the equivalent, plus at least two years of healthcare related work experience. Alternately, students may also apply with a bachelor's degree or higher in a field related to health sciences, and at least two years of professional experience in the health services field.

The curriculum design incorporates four goals:

- educating health practitioners to assume entry-level or middle management responsibilities
- contributing to the evolution of a multidisciplinary, holistic health community
- building a broader understanding of the diverse non-medical factors which shape the health system
- providing a basis for advanced studies

The final piece of the program is a **Practicum**, which is considered the 'capstone' of the program. It is designed to facilitate the integration of management theory and practice in a work setting.

## *Health Information Management*

The Health Information Management program is concerned with health-related information and the management of systems to collect, store, process, retrieve, analyze, disseminate, and communicate information related to the planning, provision, research and evaluation of health care services. The health information management professional plays a vital role in the management of information resources and/or technologies that support clinical, administrative and financial information systems in health care.

Students accepted into the Health Information Management program must be graduates of health record/health information accredited or recognized programs, having at least two years related experience in the field of health information. Documentation of professional registration/certification with the Canadian Health Information Management Association (CHIMA) is also required. Alternately, students with other post-secondary academic backgrounds and extensive work experience in the field are considered on an individual basis.

The curriculum design incorporates the following goals:

- responding to societal needs and emerging trends in health information management
- developing individuals with the balance of knowledge and practical skills required to effectively manage in the environment of health information management
- providing individuals with a clear understanding of the role of health information in health and related environments

- preparing individuals to apply data analysis techniques to assess clinical outcomes and assure the cost effectiveness of the health care services
- preparing individuals to apply organizational management techniques to improve the efficiency of departmental functions and services
- preparing individuals to address emerging legislative, regulatory or other external party actions that could potentially impact the collection and use of health data
- assisting individuals in developing ethical and professional ideals which foster success, self-respect and harmonious interpersonal relationships
- preparing individuals in meeting the educational requirements of the governing body for health information management professionals

The final piece of the program is a **Practicum**, which is considered the ‘capstone’ of the program. It is designed to facilitate the integration of management theory and practice in a work setting.

## **CURRICULUM**

### ***Health Services Management***

The HSM program is a degree completion program, meaning that students are required to complete the equivalent of years 3 and 4 of a four-year bachelor’s degree. Students are required to complete 22 one-semester courses.

The courses are broken down into 4 categories

- Professionally Required courses (13 courses)
- Professionally Related Electives (4 courses)
- Upper Level Liberal Studies Electives (3 courses)
- Practicum and Practicum Seminar (2 courses)

### ***Health Information Management***

The HIM program is a degree completion program, meaning that students are required to complete the equivalent of years 3 and 4 of a four-year bachelor’s degree. Students are required to complete 24 one-semester courses.

The courses are broken down into 4 categories:

- Professionally Required courses (14 courses)
- Professionally Related Electives (4 courses)
- Upper Level Liberal Studies Electives (4 courses)
- Practicum and Practicum Seminar(2 courses)

## **PRACTICUM**

### ***Role of the Preceptor***

The role of the agency preceptor is essential as part of an individualized teaching-learning method. This relationship is an important aspect of the student's learning experience, and the preceptor essentially acts as a guide and resource to the student. Students are responsible for initiating contact with the Preceptor.

Students are expected to spend one half day per week at their site location, for the duration of the one- semester practicum. Before beginning their placement, students must submit a Contract for approval which outlines their project, and their proposed project hours on –site. Preceptors must document planned supervisory activities that are listed in the Practicum Contract. It is expected that Preceptors will provide a minimum of 13 hours of supervision during the Practicum.

The Preceptor is expected to:

1. Make a substantial contribution to the conception and design of the practicum project, or acquisition of data, or analysis and interpretation of data
2. Participate in reviewing the practicum report for important intellectual content
3. Ensure that the practicum report complies with confidentiality and proprietary information agreements
4. Approve the finalized practicum report to be put into the public domain
5. Have the appropriate seniority on behalf of the agency/organization to authorize the scope of the project
6. Complete the "Practicum Preceptor's Evaluation & Recommendation" form at the end of the semester.

In addition to the Practicum placement, students must participate in three Seminars throughout the semester. Preceptors are invited to the final Seminar (presented in early December or early April), at which time the student will be presenting their completed Practicum Project. Presentation schedules are prepared based on the availability of the site Preceptors.

### ***Guidelines for Preceptors***

- Students usually initiate contact with Preceptors when determining a project
- Alternately, Preceptors may contact the School with a project of their own, and the School will assign a suitable student
- Preceptors may suggest a project to the student that they feel would be beneficial to both the student and the organization. Alternately, students may present a project proposal at the time of initial contact
- Preceptors are encouraged to interview the students to determine that skill sets are compatible with the organization
- The Preceptor and the student should share their respective goals, expectations and interests, to ensure that the Practicum Project will be beneficial to both parties
- Preceptors and students should agree on a timeline which will support the project, and ensure that the deliverable can be completed in the amount of time allotted

### ***Role of the Faculty Advisor***

The Faculty Advisor is assigned from the teaching staff of the Health Services Management and Health Information Management programs. It is the responsibility of the Director to select an advisor for the student. The Faculty Advisor will provide guidance and advice of an academic nature.

The Faculty Advisor is expected to:

1. Make a substantial contribution to the conception and design of the practicum project, or acquisition of data, or analysis and interpretation of data
2. Participate in reviewing the practicum report for important intellectual content
3. Ensure that the practicum report complies with confidentiality and proprietary information agreements
4. Approve the finalized practicum report to be put into the public domain

### ***Role of the Director***

- The Director of the School of Health Services and/or Health Information Management makes the final decision regarding the project and site selection, approval of the Preceptor, assignment of a Faculty Advisor, the Practicum Contract and Deliverables.
- The Director is the Instructor of Record for course titled Practicum and Practicum Seminar, and has final decision on the outcome of the course in terms of pass/fail.
- The Director reviews the student's Practicum Journal.
- The Director conducts pre and per practicum site visits or may assign an alternate. Site visits will be arranged by the Program Assistant at a time that is suitable to both the Director and the Preceptor.

### ***Role of the Student***

Students are expected to:

1. Complete all other courses in the program prior to enrollment into the Practicum courses
2. Obtain a "Clear" Academic Standing status prior to enrollment into Practicum courses
3. Attend a minimum of one complete Practicum Workshop before embarking on the project. These workshops are held in April and August
4. Initiate the Practicum process in finding a practicum placement, and contacting the Preceptor, then seeking approval from the Director with regards to the site and Preceptor.
5. Draft a Practicum Contract in consultation with the Faculty Advisor and the Preceptor, which is to be submitted to the Director at the start of the Practicum, according to the dates laid out during the Practicum Workshop.
6. Familiarize themselves with the policy and procedure of their site placement, with the help of their Preceptor
7. Prepare personal learning goals and plans related to program outcomes, in consultation with the Preceptor and Faculty Advisor
8. Dress in a professional manner that complies with the workplace "Professional Appearance and Dress Code" of the Practicum site

### ***When to call the Faculty Advisor/Director***

The Preceptor should feel comfortable to contact the Faculty Advisor or Director in case of problems, such as:

- the behavior of the student places the clients or organization/agency at risk
- the student is not completing tasks according to the allotted timeline
- the student is not willing to comply with agency policy and procedure, despite discussions bringing the situation to their attention
- the student exhibits persistent lack of follow through on suggestions
- there is a limited knowledge integration on the part of the student
- the student exhibits persistent unprofessional behaviour
- the Preceptor requires feedback on certain issues

# QUESTIONS

## *Frequently Asked Questions*

- Q. How much one-on-one contact is required during the period of the Practicum?
- A. Students are required to spend one-half day a week, or one full day every two weeks, on site. It is expected that preceptor will be available to the student during this time.
- Q. How is the project topic determined?
- A. The topic is determined by the student, the Faculty Advisor and the Preceptor, and approved by the Director. The student may initially approach the Preceptor with a project in mind, or the Preceptor may present the student with a project that the organization/agency wants to proceed with.
- Q. Will there be any site visits by the School?
- A. The Director will make one 30-minute site visit, at a scheduled time that is agreed upon by all parties.
- Q. How long is the Practicum?
- A. The Practicum is one semester long, either in Fall (September to December) or Winter (January to April).
- Q. Who determines the final outcome of the practicum?
- A. The Director, with input from Preceptor and Faculty Advisor
- Q. What happens in the event that the Preceptor leaves the job position and can no longer fulfill the obligations?
- A. The Preceptor should find a suitable replacement and notify the School.
- Q. Can there be more than one Preceptor?
- A. There can only be one 'official' preceptor but additional assistance can be provided by others.