



TRAINING GUIDE

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INTRODUCTION

Medical Records Institute (MRI) was registered and established in Kenya specifically to deal with Health Information System Management and its supply chain with community-focused technical assistance and project management.

However due to the changing healthcare environment and the growing needs of our society; it became necessary to broaden our services, so as to offer multi-disciplinary health information management, training and consulting services. MRI therefore puts Health Information System Management and Innovation under one banner.

Health Information is collected, correlated, sorted, managed, and disseminated to different decision-makers. MRI endeavors to assist communities' access health information and utilize it to provide better healthcare.

MRI has qualified personnel in Health Information System Management and advanced software applications to enable efficient services delivery.

MISSION

Our mission is to offer excellent service in each of our professional discipline, in accordance with the statutory practice, code of conduct and integrity, thereby developing our team and providing a leading platform from which to service the healthcare environment and in particular, our valued client.

MRI endeavors to provide comprehensive, quality Medical Records Information in a convenient, efficient, and cost effective manner.

VISION

MRI wants to become a national and regional forefront of providing an innovative and integrated Medical Record Information management system. We remain ever cognizant of our community's needs and desires for medical information privacy, security and high quality affordable healthcare for our people and to make health information relevant.

GUIDING PHILOSOPHY

We are committed to create a strong and continuous improvement in human capital performance with your organization. We create a smart partnership with you to fully understand your unique business strategy, goal, needs objectives and culture.

TRAINING PROGRAMME

1.0 BASIC MEDICAL RECORDS TRAINING

1.1 Introduction to Healthcare

Objectives:

- Understand Healthcare settings.
- Differentiate accreditation and regulatory agencies.
- Certification and licensure.
- Identifying the healthcare team.

1.2 Health Information Management

Objectives:

- The purpose and responsibility of HIM department.
- Understand medical records forms
- Medical record documentation and analysis

1.3 Medical Record filing and Management

Objectives:

- Definition and discussion on indexes and registries
- The types of numbering and filing system
- The appropriate steps to correct a medical record.
- Techniques used to locate records that are incorrectly filed.

1.4 Legal and ethical basis for confidentiality of Health Information

Objectives:

- The multiple functions and uses of a medical record.
- The difference between privacy and confidentiality
- The principles behind exceptions to consent in emergency situations.
- The elements of negligence claim and define medical malpractice case.

1.5 Health Information Access and disclosure

Objectives:

- Who owns health information
- The core elements of a valid release
- Compare and contrast patient's right to access with third parties' access.

1.6 Communication

Objectives:

- Understanding of the six steps of the communication process.
- Learning how to combine key elements and basic skills to communicate with impact.

- Communication techniques that will develop more collaborative working relationships.

2.0 ADVANCED MEDICAL RECORDS TRAINING

2.1 Data and information management

Objectives:

- Understanding the differences among data, information and knowledge
- Discuss the basic principles of information management
- List characteristics of quality data
- Understand interoperability.

2.2 Clinical classifications and terminologies

Objectives:

- Differentiate among and identify the correct uses of classifications, nomenclatures and terminology
- Describe the coding process
- Purpose and the use of ICD-10 CM and ICD-10PCS
- Discuss emerging healthcare terminologies.

2.3 Ethical and legal issues in Health Information Technology

Objectives:

- Identifying ethical principles that guide HIM decision making.
- Recognition of the core ethical problems related to release of health information.
- Identifying issues related to ownership and control of health records
- Policies and procedures with regard to health information use and disclosure.

2.4 International health information management practices and perspective

Objectives:

- The health information standards.
- Understanding of the domains of health information management practice.
- Perspective in Health Information Management.

2.5 eHealth/ Health informatics

Objectives:

- Understanding tele-health
- Identifying current trends in the Health information field.
- Healthcare information applications.

2.6 Effective Communication Skills

Objectives:

- Understanding the six step communication process.

- Understanding the foundation tools for setting the stages for successful communications, one on one and with groups.
- The best approach in for achieving positive results in communication

3.0 MEDICAL SECRETARIAT AND OFFICE MANAGEMENT

3.1 Introduction to Health Care

Objectives:

- Description of health Care setting.
- Understanding the health care team.
- The modern Health Care environment.
- Identifying contemporary Health Information Management.

3.2 Health Information Management

Objectives:

- Understanding the health information management department.
- The medical record content.
- Medical Record documentation and Analysis.

3.3 Medical Record Filing and Management.

Objectives:

- Medical record forms control.
- Indexes and registries.
- Filing methods.
- Understanding security and release of information.

3.4 Communication

Objective:

- Effective communication method in an office
- Customer care service
- Understanding of the basic medical office accounting.

3.5 Health Information and litigation

Objective:

- The difference between public law and private law.
- Understanding various sources of law.
- The different types of alternative dispute resolution
- The legal meaning of terms: evidence, admissible and hearsay.

3.6 Legal and ethical basis for confidentiality of Health Information

Objective:

- The multiple functions and uses of medical record.

- The difference between medical authorship and authentication.
- The difference between privacy and confidentiality
- The elements of negligence claim and medical malpractice.

3.7 Health Information Access and Disclosure

Objective:

- Who owns health information
- Compare and contrast patient's right to access with third parties' access.
- The limits on disclosure of information.

3.8 Health information and medical Office Administration

Objectives:

- Compare and contrast risk management with quality management.
- Reasons for computerizing patient records.
- The security issues associated with internet and e-mail.
- The electronic tools that have transformed the healthcare field's business techniques.

3.9 History of Health Care Reimbursement

Objectives:

- The commercial insurance
- Different outpatient prospective payment system.

4.0 MONITORING AND EVALUATION TRAINING

4.1 Introduction of Monitoring and evaluation

Objective:

- Definition of M&E
- Importance of Monitoring and Evaluation.
- Six steps to developing M&E systems.

4.2 Principles of M&E for Results-The changing role and practice of M&E

Objectives:

- M&E fundamental.
- Results approaches: outputs, outcomes and impact.
- Relating M&E to your programme and project cycle.
- Identifying stakeholders and their differing needs and roles.

4.3 Developing M&E frameworks

Objectives:

- Criteria for indicators.
- Developing project indicators.

- Identifying means of verification.

4.4 Gathering data/information/knowledge

Objective

- Quantitative and qualitative approaches and instruments.
- Data organization, quality assurance and analysis.
- Design baseline, evaluation and impact studies.

4.5 M&E system and plan

Objective

- The preparation of M&E plan.
- The M&E system.

5.0 NURSING INFORMATICS

5.1 Introduction to Nursing Informatics

Objectives:

- Defining Nursing Informatics
- Information & Communication Technologies

5.2 Electronic Medical Records

Objectives:

- Understanding of Electronic Health Record

5.3 Clinical Information Standards

Objectives:

- The list of Clinical Information Standard
- The Clinical Decision Support Tools

5.4 Current trends

Objectives:

- The tele-health.
- The Consumer Health Informatics.
- The Social Media.

6.0 RESEARCH METHODOLOGY

6.1 Introduction to Research

Objectives:

- Introduction to Research and the Research Process.
- Research Ethics and Integrity.
- Critical appraisal.

6.2 Quantitative Research Methods

Objectives:

- Study designs and methods of quantitative surveys.
- Analysis and interpretation of quantitative data.
- Critical appraisal of quantitative research.

6.3 Qualitative Research

Objectives:

- Introduction to qualitative research and research approaches.
- Qualitative research methods-The Toolkit.
- Data analysis and theory in qualitative research articles.
- Critical appraisal of qualitative research.

6.4 Mixed-Methods Design

Objectives:

- Introduction to mixed methods research, study designs and methods.
- Analysis and interpretation of mixed methods data.
- Critical appraisal of mixed methods research.

7.0 MANUSCRIPT PUBLICATION

7.1 Introduction to manuscript publication

Objectives:

- Identify the steps in the dissertation process.
- Describe the primary components of the dissertation manuscript.

7.2 The Scientific Manuscript

Objectives:

- Compile a literature review binder with articles on a topic related to your dissertation interest.
- Write a literature review, demonstrating scholarly writing skills including acumen, clarity, and conciseness, on a topic related to your dissertation interest.

7.3 Communicating effectively with the media and lay public and peer review

Objectives:

- To describe the procedures for submitting a research article to a professional journal and submit a literature review for publication in a peer reviewed journal.
- To expose students to review and publishing processes related to scholarly journals
- To help students communicate their ideas most effectively in order to increase the chances of their manuscripts being published.

8.0 BENEFITS OF THE TRAINING

8.1 Keep up with industry changes:

The Medical Records field is constantly changing and so it is important for the staff to develop and comply with any industry regulations, hence ensuring that their skills and knowledge are up-to-date.

8.2 Identification of skill gaps in the work force:

Training helps identify any skill gaps within the existing workforce. By identifying these gaps early, staff can be trained in these required areas to enable them to fulfill the role effectively.

8.3 Maintain knowledge and skills:

To retain knowledge and skills needed to be practiced and refreshed on a regular basis so as to retain core competencies and improve performance become crucial to a department's functions and success.

8.4 Increase job satisfaction levels:

Through continued investment in the workforce, staff members have a much higher sense of job satisfaction, which can improve their motivation towards their work. This reduces employee turnover and increases productivity, which directly improves profitability.

8.5 Provide internal promotion opportunity:

With training, organizations existing staff can become more eligible for internal promotions since they have correct skill set and are people that you know and trust.

8.6 Attract new talent:

The Medical Records department will have the best employees and so with ongoing training, this will not only mean better staff retention, also to attract better talent from the start, as this gives the organization/business a good image and is a key feature many people look for within their job search.

9.0 WHO SHOULD ATTEND?

- Supervisors in Health Care Management.
- Managers in Health Care Management.
- Staff of the Medical Records Department.
- Front office staff in Health Care Management.
- Nurses involved in Health Informatics and Health Care Management.
- Officers involved Monitoring and Evaluation.
- Directors in Health Care Management

10.0 METHODOLOGY

The instructor led training course is delivered using a blended learning approach and comprises of presentations, guided sessions of practical exercise and group work. Our facilitators are seasoned industry experts with years of experience, working as professional and trainers in these fields.

All facilitation and course materials will be offered in English. The participants should be reasonably proficient in English.

11.0 ACCREDITATION

Upon successful completion of this training, participants will be issued with a certificate of participation for training.

12.0 TRAINING VENUE

The training can be within your institution or at a chosen venue by the institution or by MRI.

13.0 TRAINING FEES

The course fee is KES 10,000.00 or USD 100.00 exclusive of VAT per person for each day. The course fees cover the course tuition, training materials, two (2) break refreshments, lunch and study visits. Participants will cater for their travel and accommodation costs. Note that the price is negotiable.

14.0 TRAINING DURATION

The Training could run from 2 to 5days or more depending on the organization needs. The core aim of the training is to build and sustain the skills and behaviors that are essential to your organization successes.

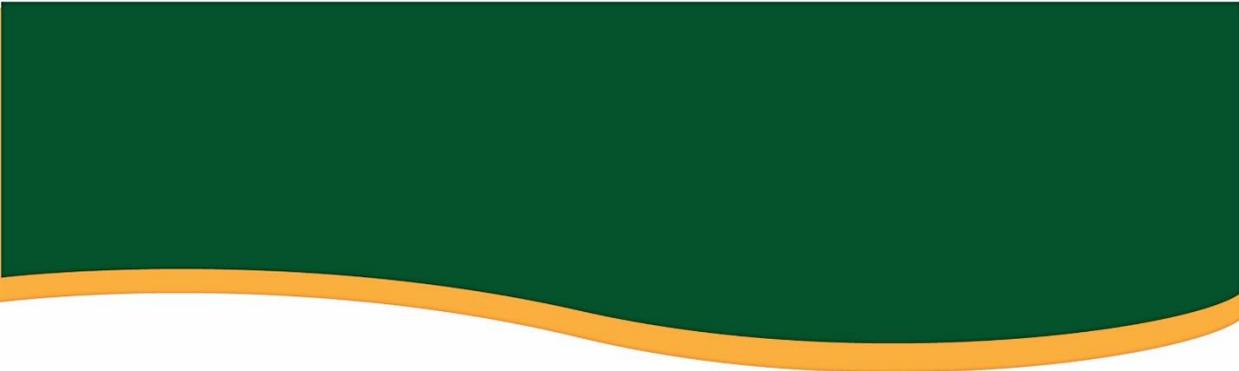
15.0 ENQUIRIES

For further enquiries kindly;

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