
Appendix A

ELECTRONIC HEALTH RECORDS SPECIALIST

WORK PROCESS SCHEDULE

AND

RELATED INSTRUCTION OUTLINE

Appendix A

WORK PROCESS SCHEDULE ELECTRONIC HEALTH RECORDS SPECIALIST O*NET-SOC CODE: 15-1232.00 RAPIDS CODE: 2024CB (Health IT Specialist)

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

1. APPRENTICESHIP APPROACH

☐ Time-based ☒ Competency-based ☐ Hybrid

2. TERM OF APPRENTICESHIP

The term of the occupation is twelve (12) months through the demonstration and achievement of workplace competencies and supplemented by the required related instruction courses.

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.

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 wage rate, which is \$21.50 per hour.

Period	Hourly Wage	OJL Duration	OJL Competencies	Related Instruction
1 st	\$13.98	6 months or 1,000 OJL hours	Demonstrated Skills	Satisfactory progress
2 nd	\$18.28	6 months or 1,000 OJL hours	Demonstrated Skills	Satisfactory progress
End	\$21.50	Complete	Complete	Complete

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.

The current base journeyworker completion wage rate may be adjusted 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. PROBATIONARY PERIOD

Every applicant selected for apprenticeship will serve a probationary period of three (3) months.

6. SELECTION PROCEDURES

Sponsors should familiarize themselves with the Apprenticeship EEO Introductory Video, Tools, and Resources at www.apprenticeship.gov/eo.

APPLICATION PROCEDURES

- A. Openings for applications for apprenticeship will be determined by the Sponsor. All applications will be identical in form and requirements.
- B. Receipt of the properly completed application form, along with required supporting documents will constitute the completed application. Incomplete applications will not be considered.
- C. All applicants who have met the minimum qualifications and have submitted a complete application will be notified of the date, time, and place to appear for interview (if applicable).

SELECTION PROCEDURES

- A. The Sponsor will schedule the interview (if applicable) and evaluation session. All qualified applicants will be interviewed and evaluated for selection within 60 days of their application date.
- B. The interviewer or evaluator will rate each applicant on each of the factors on the applicant rating form, taking into account the information on the application and required documents. The interviewer will record the questions asked and the general nature of the applicant's answers.
- C. After completing the interview and evaluation of the qualified applicants, the individual rating scores of the interviewer(s) will be added together and averaged to determine the applicant's final rating.
- D. Applicants will be placed on a "Ranking List" according to their scores at the evaluation session, with the applicant having the highest score being at the top of the list, and all applicants then listed in descending order based on score.
- E. As openings for the registration of new apprentices occur, the highest ranked applicant will be notified of selection. It will be the responsibility of the applicant to keep the Sponsor informed of their current home mailing address, telephone number, and e-mail address. Selected applicants must respond to the notice of selection within forty-eight (48) hours of notice.

- F. Incumbent Employees: Employees who are gainfully employed in the occupation and who have met the minimum qualifications for apprenticeship may qualify for immediate registration into the program upon approval by the program sponsor and employer. The sponsor will determine what additional training requirements are needed to ensure that the employee receives all necessary training for completion of the apprenticeship program.
- G. Pre-Apprenticeship Preparatory Programs: An individual who has completed a structured pre-apprenticeship training program that meets the requirements outlined in Training and Employment Notice 13-12, Defining a Quality Pre-Apprenticeship Program and Related Tools and Resources, in any occupational area covered in these standards of apprenticeship and who meets the minimum qualifications of the apprenticeship program may be admitted directly into the program. The candidate shall provide official documentation confirming that he or she fulfilled the specific requirements of the pre-apprenticeship program, such as completion/graduation certificates, transcripts, notarized letters of confirmation, and sworn statements. The sponsor will evaluate the training received to grant appropriate credit on the term of apprenticeship.

WORK PROCESS SCHEDULE
ELECTRONIC HEALTH RECORDS SPECIALIST
O*NET-SOC CODE: 15-1232.00 RAPIDS CODE: 2024CB (Health IT Specialist)

Description: Health IT Specialists conduct data collection, entry and analysis using standardized processes and toolsets; create practice profiles, including demographics, operational data and key performance indicator gap reports; participate in and documentation of on-site practice process, workflow and operational reviews; generate draft findings presentations for senior consultant review; coordinate remedial training and implementation of recommendations and assist practice with implementation of dashboard tools; collect performance monitoring data and perform data entry into monitoring toolsets; draft quarterly reports and perform preliminary analysis; participate in and conduct documentation of quarterly reports to practice.

On-the-Job Learning (OJL)

1. During the Apprenticeship, the Apprentice shall receive work experience and job related education in all phases of the occupation, including safe work practices, necessary to develop the skill and proficiency of a skilled professional.
2. The program sponsor must ensure Apprentices are rotated throughout the various work processes to ensure a well-rounded professional upon completion of the Apprenticeship, and identify what methodology will be used to track progression of experience on-the-job.
3. Such on-the-job training shall be carried on under the direction and guidance of a qualified professional.
4. The employer and skill mentor (where appropriate) shall review all of the work processes and adapt the appropriate competencies, which are appropriate for the Agency's specific needs/requirements and to ensure the Apprentice is properly trained in all aspects of the occupation.

Each employer and/or program sponsor will determine the appropriate examples of each core competency in the below work process schedule. In the list below, each core competency should be completed depending on stated scope of practice and employer requirements.

Field Training (FT) - Mentor/Journeyworker has provided training and demonstrated task to the apprentice

Demonstrated Fundamentals (DF) - Apprentice can perform the task with some coaching

Proficient in Task (PIT) - Apprentice performs the task properly and consistently

Completion Date (CD) - Date apprentice completes final demonstration of competency

Initial and date in the box when complete

WORK PROCESSES	FT	DF	PIT	CD
ELECTRONIC HEALTH RECORDS SPECIALIST				
A. Onboarding Training				
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.				
B. Data Analysis				
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.				
C. Process Assessment				
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.				
D. Remediation				
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.				
E. Written Report				
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.				

RELATED INSTRUCTION OUTLINE
ELECTRONIC HEALTH RECORDS SPECIALIST
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Related Instruction Provider: Alaska Primary Care Association
Method: Synchronous Online, Electronic Media, Self-study

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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 course curriculum during the term of apprenticeship.

Instructional References:

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

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

CHAPTER 3: HEALTH CARE SETTINGS <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 	18 hours
CHAPTER 4: INTRODUCTION TO THE PATIENT RECORD <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 	24 hours
CHAPTER 5: ELECTRONIC HEALTH RECORDS <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 	15 hours
CHAPTER 6: PATIENT RECORD DOCUMENTATION GUIDELINES: INPATIENT, OUTPATIENT, AND PHYSICIAN OFFICE <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 	24 hours
CHAPTER 7: NUMBERING & FILING SYSTEMS AND RECORD STORAGE & CIRCULATION <ol style="list-style-type: none"> 1. Introduction 2. Numbering Systems 3. Filing Systems 4. Filing Equipment 5. File Folders 6. Filing Controls 	15 hours

<ul style="list-style-type: none"> 7. Loose Filing 8. Circulation Systems Security of Health Information 	
CHAPTER 8: INDEXES, REGISTERS, AND HEALTH DATA COLLECTION <ul style="list-style-type: none"> 1. Introduction 2. Indexes 3. Register & Registries 4. Case Abstracting 5. Health Data Collection 	24 hours
CHAPTER 9: LEGAL ASPECTS OF HEALTH INFORMATION MANAGEMENT <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
CHAPTER 10: INTRODUCTION TO CODING AND REIMBURSEMENT <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