


 Certified Associate in Healthcare Information and Management Systems (CAHIMS) Detailed Content Outline	Cognitive Levels			Total
	Recall	Application	Analysis	
1. General	24	2	0	26
A. Organizational Environment	11	1	0	12
<ol style="list-style-type: none"> 1. Recognize basic characteristics, interrelationships, and services of different types of healthcare organizations (e.g., hospitals, clinics, physician practices, ambulatory centers, community health organizations, healthcare payers, regulators, healthcare software service and technology providers) 2. Differentiate among major clinical and business departments and functions found in healthcare organizations 3. Describe basic roles of healthcare information and management systems professionals and the organizational structures in which they work 4. Recognize the impact of commonly accepted laws, regulations, accreditation, and other state and local rules that govern critical healthcare information and systems management services, including privacy, safety, and security (e.g., HIPAA, pharmacy, environments of care, patient rights) on the healthcare industry 5. Recognize business trends affecting healthcare IT (e.g., ARRA/HITECH, Meaningful Use) 				
B. Technology Environment	13	1	0	14
<ol style="list-style-type: none"> 1. Differentiate characteristics of applications (e.g., clinical, administrative, financial) and clinical technologies commonly used in healthcare 2. Articulate characteristics of the information and communication technologies (e.g., infrastructure, servers, web services, storage) that support the healthcare environment 3. Identify technology trends affecting healthcare IT 				
2. Healthcare Information and Systems Management	16	23	13	52
A. Analysis	2	2	6	10
<ol style="list-style-type: none"> 1. Help define and prioritize requirements 2. Document and help analyze current business and clinical processes (e.g., process mapping, flow diagramming, needs analysis) 3. Analyze deficiencies in current business and clinical processes 4. Participate in the identification of alternate processes and potential solutions 5. Participate in the evaluation of whether a proposed solution aligns with business requirements 				

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6. Participate in the development of a proposal that includes recommended approaches and solutions, and a plan for realizing benefits 7. Participate in and contribute to projects, including: <ol style="list-style-type: none"> information gathering for assessing resource requirements (e.g., space, personnel, environmental, communication, productivity) provide timely updates on progress for assigned tasks/deliverables information gathering for risk assessments and business value assessments 8. Participate in system quality, verification, validation, and reliability activities, including: <ol style="list-style-type: none"> problem solving and quality improvement methodologies data input and configuration of analytical tools to optimize systems function organizational change management techniques 				
B. Design	2	6	1	9
1. Assist management in the development, and proper documentation, of requests for information and/or requests for proposals 2. Document compatibility of software, hardware, and network components 3. Participate in the documentation of compliance with applicable industry, regulatory, and organizational standards 4. Participate in the evaluation of existing and emerging technologies 5. Apply approved data management practices				
C. Selection, Implementation, Support, and Maintenance	3	5	4	12
1. Participate in documentation of solution selection criteria 2. Participate in solution selection activities (e.g., demonstrations, site visits, reference checks) 3. Support organizational change management techniques 4. Assist in knowledge transfer through user and operational manuals, files, online resources, and user training and support 5. Participate in the healthcare information and systems management solution installation, test, and go-live activities 6. Gather, input, and help analyze data for problems and trends (e.g., error reports, help desk logs, performance metrics, network monitoring) 7. Help to document and support downtime procedures				

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D. Testing and Evaluation	3	6	1	10
1. Recognize formal and documented testing methodologies that are used to demonstrate solutions meet functional requirements (e.g., unit test, integrated test, stress test, acceptance test) 2. Comply with internal controls to protect resources and ensure availability and integrity during testing (e.g., security audits, versioning control, change control) 3. Verify and/or validate deliverables against contractual terms or design specifications 4. Assist with verifying that expected benefits are achieved (e.g., return on investment, benchmarks, user satisfaction)				
E. Privacy and Security	6	4	1	11
1. Describe the organizational policies and procedures to ensure confidentiality, integrity, and availability of data 2. Describe organizational roles (e.g., information security, physical security, compliance) responsible for managing vulnerabilities 3. Use specific procedures and tools to identify and mitigate potential privacy/security risks and breaches 4. Conduct audits of physical environment and to ensure safeguards are in place to protect assets 5. Assist in managing user access controls according to established policies and procedures 6. Assist in maintaining data management controls (e.g., data ownership, criticality, security levels, protection controls, retention and destruction requirements, access controls) 7. Participate in and support disaster recovery and business continuity plans 8. Assist in conducting privacy and security audits				
3. Administration	7	14	1	22
A. Leadership Support	3	6	1	10
1. Help to monitor and assess ongoing individual or specific organizational performance indicators 2. Help to monitor and assess key performance indicators of systems effectiveness 3. Understand organization's ethical business principles 4. Participate in group discussion and meetings for the preparation and delivery of business communications 5. Maintain positive working relationships with vendors				

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6. Assist with managing vendor contracts and relationships, including: communication, issue resolution, schedule, and performance 7. Engage in critical thinking and decision-making 8. Stay current with market and industry trends using a variety of sources (e.g., articles, meetings, web) 9. Understand components of an IT strategic plan (e.g., process maturity and growth, gap analysis, quality improvement, organizational alignment, roles and responsibilities, performance measurement) 10. Assist with monitoring and reviewing internal and external performance against the organization's defined quality standards and practices				
B. Management Support	4	8	0	12
1. Understand individual and team roles, responsibilities, and job descriptions 2. Participate on teams 3. Participate and adhere to change control processes 4. Maintain system, operational, and department documentation 5. Provide tier 1 customer service (e.g., service level management request tracking, problem resolution)				
Totals	47	39	14	100