

# *Certificate in Healthcare Records Management*

*Leading to FETAC Level 6 Business Management Component Certificate*





## Program Overview

The Health Management Institute's Certificate in Healthcare Records Management programme is targeted at managers who work in the Irish Health Services and who would be dealing with healthcare records on a daily basis, or managing staff who deal with healthcare records. The programme is aligned to FETAC Level 6 Business Management award on the National Qualifications Framework.

## Learning Outcomes

At the end of this programme participants will have:

- A knowledge of the functions and structure of the Irish Health Services
- An understanding of the role Healthcare records plays in a quality evidence-based healthcare system
- An understanding of how organisations and healthcare records departments need to adapt to a dynamic and changing environment
- An understanding of the role of a manager/healthcare records manager
- An awareness of their own management style and capability
- Developed effective communication skills to manage the performance of the healthcare records team
- An understanding of the fundamentals of records management
- A thorough knowledge of legislation as it applies to healthcare records
- A knowledge of the contents of the National Hospitals Office Code of Practice for Healthcare Records Management
- The ability to write policies and procedures and know how to audit same

## Programme Focus

The programme is focused particularly on the National Hospitals Office Code of Practice for Healthcare Records Management. Launched in 2007 the Code of Practice is the benchmark for Healthcare Records Management nationally.

“ *Very well thought out and run course. I have already recommended this programme to my manager* ”

- Administrative Officer



## Programme Content

### Working in the Health Service

- History of Health Services in Ireland
- Structure of the Health Services
- Health service strategy
- Healthcare records governance
- Role of healthcare records in a health service

### Role of the manager

- Role of the manager
- Different levels of management
- Challenges facing managers today
- Relevant HR policies and procedures

### The internal organisation and external environment

- Strategic and operational planning (service planning)
- Organisation structure
- Change in organisations
- Internal analysis (SWOT)
- External forces on an organisation (health service)
- The operating environment
- PEST analysis

### Healthcare records legislation

- Why legislation is required
- Healthcare records in the media
- Data Protection Act
- Freedom of Information Act
- Disclosure of healthcare records

### Managing the healthcare records team

- Leadership/management styles
- Theory of human behaviour
- Motivating staff
- Developing job specifications
- Setting objectives and work standards for staff
- Recognising good performance
- Managing poor performance and giving feedback
- Team development

### Personal Effectiveness

- Managing your time
- Managing personal stress

### Healthcare records policies and procedures

- Records management fundamentals
- National Hospitals Office Code of Practice
- Best practice in records management
- Healthcare records administration systems
- Writing policies and procedures
- Introduction to auditing (auditing tools)
- Implementing actions from quality improvement plans
- Confidentiality and security

## Target Audience

This programme is aimed at managers/supervisors/team leaders working in clinical and non-clinical departments.

## Entry Requirements

Participants must be currently working as a supervisor/manager/team leader in a health service environment.

## Certification

To successfully complete the Certificate in Healthcare Records Management and achieve a FETAC Level Component Certificate in Business Management participants must undertake assessments which include two team-based assignments (50%) and a project (50%).

## Programme Options

There are two options available;

- In-house programme (available on request)
- Open evening programme  
Commencing: September 2009  
Locations: Dublin, Cork, Galway  
Venues: To be confirmed  
Dates: To be confirmed

## Duration

- In-house: 4 days
- Open programmes: 9 evenings

*“ It was very worthwhile and definitely will use all of the course work on a day to day basis ”*

- Assistant Staff Officer

*“ Taking time to look at my management and leadership style... it's good to think whether or not you could do better ”*

- Senior Executive Officer



To find out more about the Certificate in Healthcare Records Management please do one of the following:



Call us at 01 2974070



Email us at [hmiedu@shrc.ie](mailto:hmiedu@shrc.ie)



Complete the form below and return to Rosemarie Carroll, shrc limited, Heather House, Sandyford Business Park, Dublin 18

Name \_\_\_\_\_

Organisation \_\_\_\_\_

Position \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Work telephone \_\_\_\_\_ Mobile \_\_\_\_\_

Email address \_\_\_\_\_



**shrc limited**  
heather house  
sandyford business park  
dublin 18

t 353 1 297 4070  
f 353 1 293 9816  
hmiedu@shrc.ie  
www.shrc.ie