Digital Health Concierge

SYLLABUS

How to Become a Digital Health Concierge

[Insert Class Days and Times]

OVERVIEW

The exponential growth of healthcare costs, an aging population, and rising prevalence of chronic illness put a strain on health systems that already struggle to cope with increased demand for services. This course is designed to equip students with knowledge about how the healthcare system works so that they could use their knowledge, guided by digital technology, to advocate and advise individuals and families about healthcare issues.

The Digital Health Concierge is an 8 week Certification program. The program consists of 4 sections and 1 capstone project designed to provide relevant experience using a case study and developing a plan of action.

With the Digital Health Concierge certification, the student will gain an in-depth understanding of the public and private health insurance programs and how to utilize digital technologies to research and investigate a healthcare issue or problem. This certification will prepare students for a variety of roles, including care manager, health advocate, and family advisor, and work in a variety of healthcare settings.

- Course work is provided online
- Flexible scheduling options - designed for working professionals
- Healthcare background is required for initial cohorts.
- Well rounded curriculum with real world relevance

Digital health Program Outcomes

By the end of this course, the student will

- Understand MediCal, PPCA, and private health insurance eligibility criteria and program coverage
- Apply investigative techniques and tools, critical thinking, and health data analytics to help advise individuals and families about health related issues
- Be able to utilize a simple spreadsheet program to analyze and visualize data
- Identify and apply evidenced-based framework to evaluate scientific journals/research to support decisions
- Demonstrate to effectively use knowledge and skills to complete a treatment and recommendation plan using real-life case study

The student will apply what they learned in other courses using case study presentations and interactive discussions. The types of cases could include things like:
- Overseeing patient care and support during hospitalization
- Accompanying patients to medical appointments
- Helping patients understand treatment options and organizing and reviewing medical records
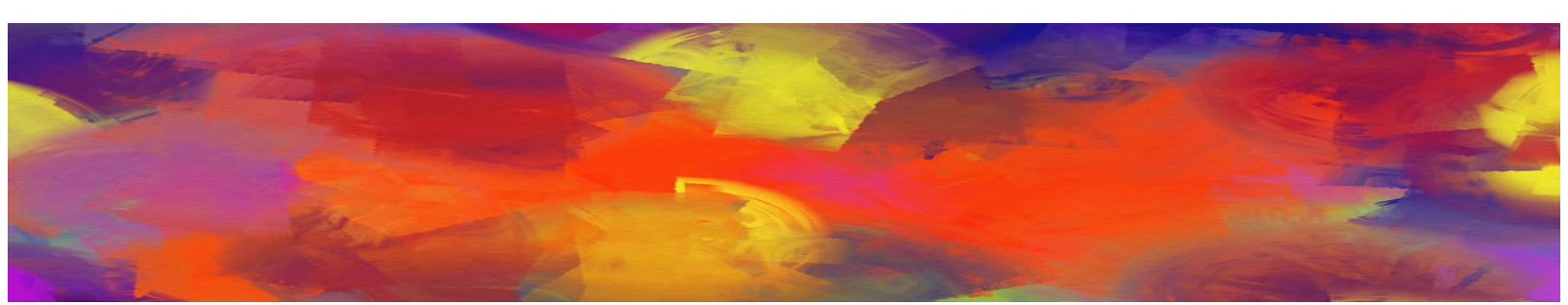
NEEDS AND RESOURCES

Prerequisites

This certification program would benefit students with a Masters or Bachelors degree in Nursing, Social Work, or Public Health.

To successfully complete this course, you must [Insert bulleted prerequisite skills, instruction, and/or information]

- know
- be able to...
- understand

Required Materials

To successfully complete this course, you will need [Insert bulleted list of required materials, including textbook name and author, technology availability, and so on as well as easily accessible source of those materials.]

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Additional Print Resources

The following is a list of required reading: books and articles.

- Chasing My Cure, A Doctor's Race to Turn Hope into Action by David Fajgenbaum
- How Doctors Think by Jerome Groopman, M.D.
- Every Patient Tells a Story, Medical Mysteries and the Art of Diagnosis by Lisa Sanders, M.D.
- How to read a paper, The Basics of Evidence-Based Medicine and Healthcare, Sixth Edition, by Trisha Greenhalgh
- In-Depth: A Guide to Healthcare Formats, by Jasmine Pennic
- Article: Digital Health: A Framework for Healthcare Transformation by Anne Snowdon, RN, PhD, FAAN, Director of Clinical Research, Analytics HIMSS

Online Resources

[Insert bulleted list of helpful Websites.]
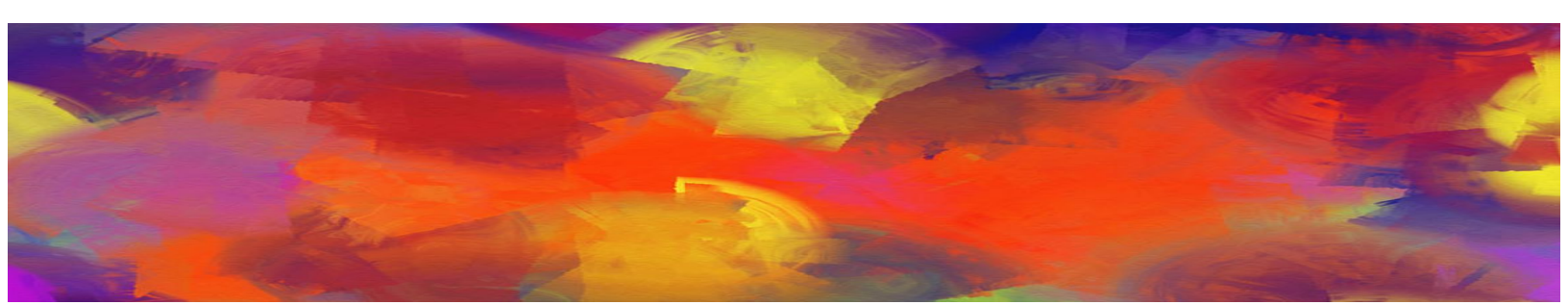
- [The Kit — The Kit 1.0 documentation](#)
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WHAT YOU'LL LEARN

Course Title	Description	What You'll Learn
I. Healthcare Needs Digital Data Experts		
	Introduction to Digital Health	Students will get an introduction to Digital Health.
	Navigating The Healthcare System	Students will gain knowledge about public and private health insurance programs. Learn how people become eligible for public insurance and benefits covered by Medicare, Medi-Cal, Healthy Families and county programs.
II. Technologies Enabling Digital Health		Students are introduced to electronic health information standards such as vocabulary, terminology and messaging standards. Students will gain knowledge of coding classifications, file formats, data exchange and technologies supporting remote patient consultations.
	X12- EDI for Healthcare Payments	
	HL7 v2 - exchange health records	
	Modern API - facilitate data exchange (FHIR)	
	Coding classifications	

		(Snomed-CT, ICD-10, etc)	
		Prescription Benefits Management (PBM)	
		Lab Management	
		DICOM - Medical Imaging	
		Remote Consultation	
III.	Evaluating Health Information for Decision Making & Advocacy (see Berkley syllabus)		Students will identify and objectively review national scientific publications, publicly available Quality and Cost data (e.g., Physician Compare, Hospital Compare), using an Evidence-based framework
		Families and Digital Health	The role of the Digital Health Concierge is to educate the family on how to obtain and understand the information in their health record. Students will examine the role of the Digital Health Concierge working specifically with Families and Digital Health.
		Pediatric Use Cases	Students will examine the role of Digital Health Concierge working specifically with the pediatric population (e.g., working with children with disabilities)
		Aging Use Cases	Students will examine the role of Digital Health Concierge working specifically with the elderly population (e.g.,managing care across multiple providers)
IV.	Investigative		Students will learn techniques

	Data Science Techniques		Investigative Journalists utilize to shine light on important issues that affect patients and their families. Students will learn how to access the invisible web using the techniques applied in "The Kit, Exposing the Invisible" and how to apply it to Digital health.
V.	Case Study Presentations		This is a 3 day workshop to actively work through a case study using investigative tools learned in the Investigative Data Science session.

[Insert planned course outline -- with dates, if possible. Include topics to be covered (and their order), scheduled quizzes and exams, long-term assignment due dates, and such special events as field trips and guest lecturers.]
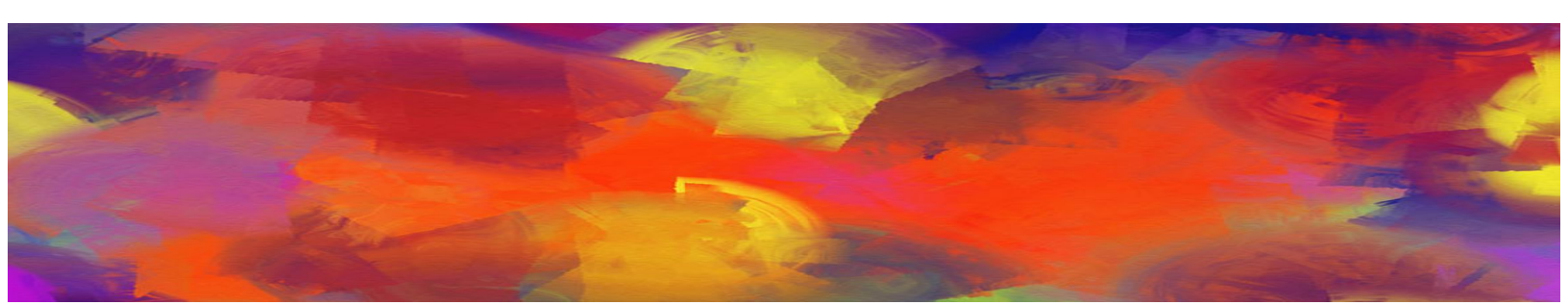
CASE STUDIES (TBD)

POLICIES AND PROCEDURES

General Rules:

As applicable to the hosting institutions. [Insert explanation of classroom rules and procedures, including such topics as attitude, behavior, attendance, tardiness, incomplete work, and so on. Describe rules <I>and</I> consequences.]

Grading Policies:

As applicable to hosting institutions. [Insert explanation of class grading policy. Describe how work will be graded and how final grades will be determined. Include a discussion of the relative

importance of daily work, homework, long-term assignments, exams, quizzes, and class discussions. Also describe extra credit policies and procedures, attendance and tardiness sanctions, and so on.]

Grading Scale:

As applicable to hosting institutions [If applicable, insert grading scale, linking number and letter grades.]
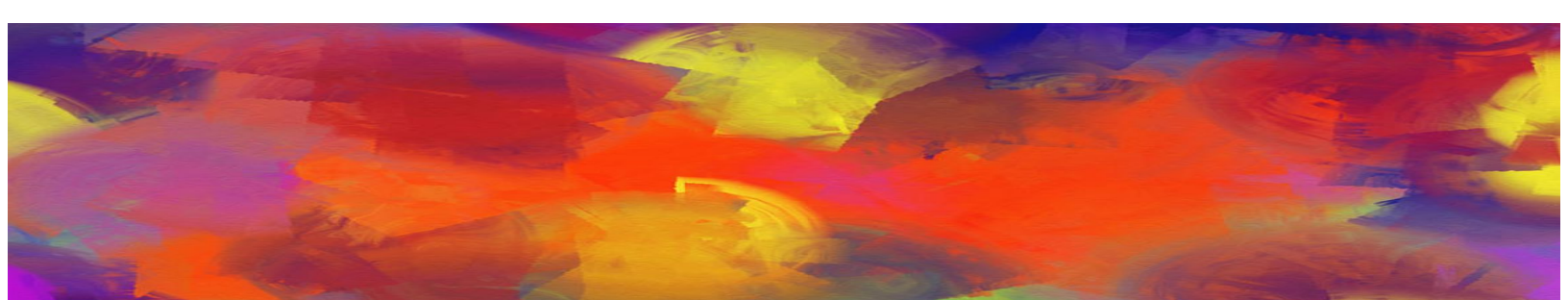
ADDITIONAL INFORMATION

[Insert additional information, specific to your school, class, students, or topic.]

CONTACT INFORMATION

- [Insert name and title/grade level]
- [Insert phone number and hours of availability]
- [Insert email address]
- [Insert class URL]

Student Signature: _____ Date: _____

Curriculum at a Glance

The exponential growth of healthcare costs, an aging population, and rising prevalence of chronic illness put a strain on health systems that already struggle to cope with increased demand for services. This course is designed to equip students with knowledge about how the healthcare system works so that they could use their knowledge, guided by digital technology, to advocate and advise individuals and families about healthcare issues.

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Motivation - Healthcare Needs Digital Data Experts

Technologies Enabling Digital Health

Students are introduced to electronic health information standards such as vocabulary, terminology and messaging standards.

Evaluating Health Information for Decision Making & Advocacy

Investigative Data Science Techniques

Case Study Presentations