

Healthcare Work Force Training Matrix Tool - Using Electronic Health Information - AHIMA, AMIA 2008					
Domain	Competency	Cognitive	Affective	Psychomotor	ROLE
		Domain I. Health Information Literacy and Skills	1.1 Differentiate data versus information.	C	
Domain I. Health Information Literacy and Skills	1.2 Describe the principles of structure, design and use of health information (such as individual, comparative reports, trended data).	C			Ancillary Care (Allied Health)
Domain I. Health Information Literacy and Skills	1.3 Use health record data collection tools (such as input screens, document templates).	C		P	Ancillary Care (Allied Health)
Domain I. Health Information Literacy and Skills	1.4 Apply standard data definitions, vocabularies, terminologies, and/or relevant healthcare data sets (such as OASIS, HEDIS, UHDDS) as used in the organization's health information systems	C			Ancillary Care (Allied Health)
Domain I. Health Information Literacy and Skills	1.5 Differentiate between the types of content of patient health records (such as paper-based, electronic health record, personal health record).	C			Ancillary Care (Allied Health)
Domain I. Health Information Literacy and Skills	1.6 Adhere to health record documentation requirements of external agencies and organizations (such as those specified by the Joint Commission, licensure, reimbursement, discipline-specific "good practice").	C	A		Ancillary Care (Allied Health)
Domain I. Health Information Literacy and Skills	1.7 Adhere to internal organizational health record documentation requirements, policies and procedures.	C	A		Ancillary Care (Allied Health)
Domain I. Health Information Literacy and Skills	1.8 Ensure that documentation in the health record reflects timeliness, completeness, accuracy, appropriateness, quality, integrity and authenticity	C	A		Ancillary Care (Allied Health)
Domain I. Health Information Literacy and Skills	1.9 Adhere to information systems policies and procedures as required by national health information initiatives from national, state, local and organizational levels.	C	A		Ancillary Care (Allied Health)
Domain I. Health Information Literacy and Skills	1.11 Identify incorrect data and take corrective action.	C	A		Ancillary Care (Allied Health)
Domain I. Health Information Literacy and Skills	1.12 Identify methods and types of data collected in health care	C			Ancillary Care (Allied Health)
Domain I. Health Information Literacy and Skills	1.13 Maintain professional standards in all documentation activities	C	A		Ancillary Care (Allied Health)
Domain II. Health Informatics Skills - using the EHR and PHR	2.1 Create and update documents within the electronic health record (EHR) and the personal health record (PHR)	C		P	Ancillary Care (Allied Health)
Domain II. Health Informatics Skills - using the EHR and PHR	2.2 Locate and retrieve information in the electronic health record for various purposes	C		P	Ancillary Care (Allied Health)

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Domain	Competency				ROLE
		Cognitive	Affective	Psychomotor	
Domain II. Health Informatics Skills - using the EHR and PHR	2.3 Perform data entry of narrative information	C		P	Ancillary Care (Allied Health)
Domain II. Health Informatics Skills - using the EHR and PHR	2.4 Locate and retrieve information from a variety of electronic sources.	C		P	Ancillary Care (Allied Health)
Domain II. Health Informatics Skills - using the EHR and PHR	2.5 Differentiate between primary and secondary health data sources and databases.	C			Ancillary Care (Allied Health)
Domain II. Health Informatics Skills - using the EHR and PHR	2.7 Identify classification and systematic health-related terminologies for coding and information retrieval.	C			Ancillary Care (Allied Health)
Domain II. Health Informatics Skills - using the EHR and PHR	2.8 Know the policies and procedures related to populating and using the health data content within primary and secondary health data sources and databases.	C			Ancillary Care (Allied Health)
Domain II. Health Informatics Skills - using the EHR and PHR	2.9 Apply appropriate documentation management principles to ensure data quality and integrity.	C	A		Ancillary Care (Allied Health)
Domain II. Health Informatics Skills - using the EHR and PHR	2.10 Use software applications to generate reports.	C		P	Ancillary Care (Allied Health)
Domain II. Health Informatics Skills - using the EHR and PHR	2.11 Know and apply appropriate methods to ensure the authenticity of health data entries in electronic information systems.	C	A		Ancillary Care (Allied Health)
Domain III. Privacy, confidentiality of health information	3.1 Explain legal responsibility, limitations and implications of actions.	C			Ancillary Care (Allied Health)
Domain III. Privacy, confidentiality of health information	3.2 Apply the fundamentals of privacy and confidentiality policies and procedures.	C	A		Ancillary Care (Allied Health)
Domain III. Privacy, confidentiality of health information	3.3 Follow legal aspects and regulations of documentation in requests for information.	C			Ancillary Care (Allied Health)
Domain III. Privacy, confidentiality of health information	3.4 Identify legal and regulatory requirements related to the use of personal health information.	C			Ancillary Care (Allied Health)
Domain III. Privacy, confidentiality of health information	3.5 Identify and apply policies and procedures for access and disclosure of personal health information.	C	A		Ancillary Care (Allied Health)
Domain III. Privacy, confidentiality of health information	3.6 Identify policies and procedures regarding release of any patient-specific data to authorized users.	C			Ancillary Care (Allied Health)
Domain III. Privacy, confidentiality of health information	3.7 Identify what constitutes authorized use of personal health data.	C			Ancillary Care (Allied Health)
Domain III. Privacy, confidentiality of health information	3.8 Participate in privacy and confidentiality training programs.	C	A		Ancillary Care (Allied Health)
Domain III. Privacy, confidentiality of health information	3.9 Follow security and privacy policies and procedures to the use of networks, including intranet and Internet.	C	A	P	Ancillary Care (Allied Health)

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Domain	Competency	Cognitive	Affective	Psychomotor	ROLE
Domain III. Privacy, confidentiality of health information	3.10 Follow confidentiality and security measures to protect electronic health information.	C	A	P	Ancillary Care (Allied Health)
Domain III. Privacy, confidentiality of health information	3.11 Maintain data integrity and validity within an information system.	C	A		Ancillary Care (Allied Health)
Domain III. Privacy, confidentiality of health information	3.12 Report any possible breaches of confidentiality in accordance with organizational policies.	C	A		Ancillary Care (Allied Health)
Domain III. Privacy, confidentiality of health information	3.13 Describe the possible consequences of inappropriate use of health data in terms of disciplinary action.	C			Ancillary Care (Allied Health)
Domain III. Privacy, confidentiality of health information	3.14 Describe monetary and prison penalties for breaches.	C			Ancillary Care (Allied Health)
Domain III. Privacy, confidentiality of health information	3.15 Document profession-specific information in an electronic health record.	C		P	Ancillary Care (Allied Health)
Domain III. Privacy, confidentiality of health information	3.16 Know appropriate methods to correct inaccurate information/errors personally entered in an electronic health record.	C		P	Ancillary Care (Allied Health)
Domain III. Privacy, confidentiality of health information	3.17 Authenticate information entered in an electronic health record.	C		P	Ancillary Care (Allied Health)
Domain III. Privacy, confidentiality of health information	3.18 Access reference material available through an electronic health record.	C		P	Ancillary Care (Allied Health)
Domain III. Privacy, confidentiality of health information	3.19 Identify the source of information entered in an electronic health record.	C			Ancillary Care (Allied Health)
Domain III. Privacy, confidentiality of health information	3.20 Identify, evaluate, select and appropriately use computer systems for patient information documentation.	C		P	Ancillary Care (Allied Health)
Domain IV. Health information/data technical security	4.1 Implement administrative, physical, and technical safeguards.	C	A	P	Ancillary Care (Allied Health)
Domain IV. Health information/data technical security	4.3 Resolve minor technology problems associated with using an electronic health record.	C		P	Ancillary Care (Allied Health)
Domain IV. Health information/data technical security	4.4 Follow access protocols for entry to an electronic health record.	C		P	Ancillary Care (Allied Health)
Domain IV. Health information/data technical security	4.5 Enforce access and security measures to protect electronic health information.	C	A	P	Ancillary Care (Allied Health)
Domain IV. Health information/data technical security	4.8 Apply departmental and organizational data and information system security policies.	C			Ancillary Care (Allied Health)
Domain V. Basic computer literacy skills	5.1 Apply basic computer concepts and terminology in order to use computers and peripheral devices, computer communications systems, general purpose and organization-specific system applications, patient care/health-related software applications.	C		P	Ancillary Care (Allied Health)

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Domain	Competency	Cognitive	Affective	Psychomotor	ROLE
Domain V. Basic computer literacy skills	5.2 Demonstrate use of the essential aspects of file organization, information storage (such as disk, flash drive), protection from data loss, and basic computer skills.	C		P	Ancillary Care (Allied Health)
Domain V. Basic computer literacy skills	5.3 Use basic word processing, spreadsheet, database, and desktop presentation applications as applicable to your work.	C		P	Ancillary Care (Allied Health)
Domain V. Basic computer literacy skills	5.4 Identify, evaluate and use web-based literature resources, CD-ROMs, and Internet resources.	C		P	Ancillary Care (Allied Health)
Domain V. Basic computer literacy skills	5.5 Conduct basic file organization and management for routine storage, protection from data loss.	C		P	Ancillary Care (Allied Health)
Domain V. Basic computer literacy skills	5.7 Use portable computing devices to facilitate data input and management.			P	Ancillary Care (Allied Health)
Domain V. Basic computer literacy skills	5.8 Demonstrate basic computer operating procedures such as log on/off the computer, open and close files, save files.			P	Ancillary Care (Allied Health)
Domain V. Basic computer literacy skills	5.9 Demonstrate proficiency in Windows operating environment.			P	Ancillary Care (Allied Health)
Domain V. Basic computer literacy skills	5.10 Resolve minor technical problems associated with working in an electronic environment.	C		P	Ancillary Care (Allied Health)
Domain V. Basic computer literacy skills	5.11 Demonstrate Internet/Intranet communication skills.	C		P	Ancillary Care (Allied Health)
Domain V. Basic computer literacy skills	5.12 Access and use a web browsing application.			P	Ancillary Care (Allied Health)
Domain V. Basic computer literacy skills	5.13 Demonstrate use of email, addressing, forwarding, attachments, netiquette.	C		P	Ancillary Care (Allied Health)
Domain V. Basic computer literacy skills	5.14 Identify and use icons, windows, menus			P	Ancillary Care (Allied Health)
Domain V. Basic computer literacy skills	5.15 Create and name/rename subdirectories/folders.			P	Ancillary Care (Allied Health)
Domain V. Basic computer literacy skills	5.16 Open and work with more than one application at a time.			P	Ancillary Care (Allied Health)
Domain V. Basic computer literacy skills	5.17 Demonstrate how to save work to a computer file, print and copy a file			P	Ancillary Care (Allied Health)
Domain V. Basic computer literacy skills	5.18 Create and edit a formatted document using tables and graphs.			P	Ancillary Care (Allied Health)
Domain I. Health Information Literacy and Skills	1.1 Differentiate data versus information.	C			Information Technologist (IT)

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		Domain I. Health Information Literacy and Skills	1.2 Describe the principles of structure, design and use of health information (such as individual, comparative reports, trended data).	C	
Domain I. Health Information Literacy and Skills	1.3 Use health record data collection tools (such as input screens, document templates).	C		P	Information Technologist (IT)
Domain I. Health Information Literacy and Skills	1.4 Apply standard data definitions, vocabularies, terminologies, and/or relevant healthcare data sets (such as OASIS, HEDIS, UHDDS) as used in the organization's health information systems	C			Information Technologist (IT)
Domain I. Health Information Literacy and Skills	1.5 Differentiate between the types of content of patient health records (such as paper-based, electronic health record, personal health record).	C			Information Technologist (IT)
Domain I. Health Information Literacy and Skills	1.7 Adhere to internal organizational health record documentation requirements, policies and procedures.	C	A		Information Technologist (IT)
Domain I. Health Information Literacy and Skills	1.9 Adhere to information systems policies and procedures as required by national health information initiatives from national, state, local and organizational levels.	C	A		Information Technologist (IT)
Domain I. Health Information Literacy and Skills	1.11 Identify incorrect data and take corrective action.	C	A		Information Technologist (IT)
Domain I. Health Information Literacy and Skills	1.12 Identify methods and types of data collected in health care	C			Information Technologist (IT)
Domain II. Health Informatics Skills - using the EHR and PHR	2.2 Locate and retrieve information in the electronic health record for various purposes	C		P	Information Technologist (IT)
Domain II. Health Informatics Skills - using the EHR and PHR	2.4 Locate and retrieve information from a variety of electronic sources.	C		P	Information Technologist (IT)
Domain II. Health Informatics Skills - using the EHR and PHR	2.5 Differentiate between primary and secondary health data sources and databases.	C			Information Technologist (IT)
Domain II. Health Informatics Skills - using the EHR and PHR	2.6 Know the architecture and data standards of health information systems.	C			Information Technologist (IT)
Domain II. Health Informatics Skills - using the EHR and PHR	2.8 Know the policies and procedures related to populating and using the health data content within primary and secondary health data sources and databases.	C			Information Technologist (IT)
Domain II. Health Informatics Skills - using the EHR and PHR	2.9 Apply appropriate documentation management principles to ensure data quality and integrity.	C	A		Information Technologist (IT)
Domain II. Health Informatics Skills - using the EHR and PHR	2.11 Know and apply appropriate methods to ensure the authenticity of health data entries in electronic information systems.	C	A		Information Technologist (IT)

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Domain III. Privacy, confidentiality of health information	3.1 Explain legal responsibility, limitations and implications of actions.	C			Information Technologist (IT)
Domain III. Privacy, confidentiality of health information	3.2 Apply the fundamentals of privacy and confidentiality policies and procedures.	C	A		Information Technologist (IT)
Domain III. Privacy, confidentiality of health information	3.3 Follow legal aspects and regulations of documentation in requests for information.	C			Information Technologist (IT)
Domain III. Privacy, confidentiality of health information	3.4 Identify legal and regulatory requirements related to the use of personal health information.	C			Information Technologist (IT)
Domain III. Privacy, confidentiality of health information	3.5 Identify and apply policies and procedures for access and disclosure of personal health information.	C	A		Information Technologist (IT)
Domain III. Privacy, confidentiality of health information	3.6 Identify policies and procedures regarding release of any patient-specific data to authorized users.	C			Information Technologist (IT)
Domain III. Privacy, confidentiality of health information	3.7 Identify what constitutes authorized use of personal health data.	C			Information Technologist (IT)
Domain III. Privacy, confidentiality of health information	3.8 Participate in privacy and confidentiality training programs.	C	A		Information Technologist (IT)
Domain III. Privacy, confidentiality of health information	3.9 Follow security and privacy policies and procedures to the use of networks, including intranet and Internet.	C	A	P	Information Technologist (IT)
Domain III. Privacy, confidentiality of health information	3.10 Follow confidentiality and security measures to protect electronic health information.	C	A	P	Information Technologist (IT)
Domain III. Privacy, confidentiality of health information	3.11 Maintain data integrity and validity within an information system.	C	A		Information Technologist (IT)
Domain III. Privacy, confidentiality of health information	3.12 Report any possible breaches of confidentiality in accordance with organizational policies.	C	A		Information Technologist (IT)
Domain III. Privacy, confidentiality of health information	3.13 Describe the possible consequences of inappropriate use of health data in terms of disciplinary action.	C			Information Technologist (IT)
Domain III. Privacy, confidentiality of health information	3.14 Describe monetary and prison penalties for breaches.	C			Information Technologist (IT)
Domain III. Privacy, confidentiality of health information	3.16 Know appropriate methods to correct inaccurate information/errors personally entered in an electronic health record.	C		P	Information Technologist (IT)
Domain III. Privacy, confidentiality of health information	3.19 Identify the source of information entered in an electronic health record.	C			Information Technologist (IT)
Domain III. Privacy, confidentiality of health information	3.20 Identify, evaluate, select and appropriately use computer systems for patient information documentation.	C		P	Information Technologist (IT)
Domain IV. Health information/data technical security	4.1 Implement administrative, physical, and technical safeguards.	C	A	P	Information Technologist (IT)

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Domain	Competency	Cognitive	Affective	Psychomotor	ROLE
		Domain IV. Health information/data technical security	4.2 Develop security policies and procedures.	C	
Domain IV. Health information/data technical security	4.3 Resolve minor technology problems associated with using an electronic health record.	C		P	Information Technologist (IT)
Domain IV. Health information/data technical security	4.4 Follow access protocols for entry to an electronic health record.	C		P	Information Technologist (IT)
Domain IV. Health information/data technical security	4.5 Enforce access and security measures to protect electronic health information.	C	A	P	Information Technologist (IT)
Domain IV. Health information/data technical security	4.6 Recommend elements that must be included in the design of audit trails and data quality monitoring programs.	C			Information Technologist (IT)
Domain IV. Health information/data technical security	4.7 Implement policies, procedures, and training for health data security.	C	A		Information Technologist (IT)
Domain IV. Health information/data technical security	4.8 Apply departmental and organizational data and information system security policies.	C			Information Technologist (IT)
Domain V. Basic computer literacy skills	5.1 Apply basic computer concepts and terminology in order to use computers and peripheral devices, computer communications systems, general purpose and organization-specific system applications, patient care/health-related software applications.	C		P	Information Technologist (IT)
Domain V. Basic computer literacy skills	5.2 Demonstrate use of the essential aspects of file organization, information storage (such as disk, flash drive), protection from data loss, and basic computer skills.	C		P	Information Technologist (IT)
Domain V. Basic computer literacy skills	5.3 Use basic word processing, spreadsheet, database, and desktop presentation applications as applicable to your work.	C		P	Information Technologist (IT)
Domain V. Basic computer literacy skills	5.4 Identify, evaluate and use web-based literature resources, CD-ROMs, and Internet resources.	C		P	Information Technologist (IT)
Domain V. Basic computer literacy skills	5.5 Conduct basic file organization and management for routine storage, protection from data loss.	C		P	Information Technologist (IT)
Domain V. Basic computer literacy skills	5.8 Demonstrate basic computer operating procedures such as log on/off the computer, open and close files, save files.			P	Information Technologist (IT)
Domain V. Basic computer literacy skills	5.9 Demonstrate proficiency in Windows operating environment.			P	Information Technologist (IT)
Domain V. Basic computer literacy skills	5.10 Resolve minor technical problems associated with working in an electronic environment.	C		P	Information Technologist (IT)
Domain V. Basic computer literacy skills	5.11 Demonstrate Internet/Intranet communication skills.	C		P	Information Technologist (IT)

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Domain V. Basic computer literacy skills	5.12 Access and use a web browsing application.			P	Information Technologist (IT)
Domain V. Basic computer literacy skills	5.13 Demonstrate use of email, addressing, forwarding, attachments, netiquette.	C		P	Information Technologist (IT)
Domain V. Basic computer literacy skills	5.14 Identify and use icons, windows, menus			P	Information Technologist (IT)
Domain V. Basic computer literacy skills	5.15 Create and name/rename subdirectories/folders.			P	Information Technologist (IT)
Domain V. Basic computer literacy skills	5.16 Open and work with more than one application at a time.			P	Information Technologist (IT)
Domain V. Basic computer literacy skills	5.17 Demonstrate how to save work to a computer file, print and copy a file			P	Information Technologist (IT)
Domain V. Basic computer literacy skills	5.18 Create and edit a formatted document using tables and graphs.			P	Information Technologist (IT)
Domain I. Health Information Literacy and Skills	1.1. Differentiate data versus information.	C			Administrative Staff
Domain I. Health Information Literacy and Skills	1.5 Differentiate between the types of content of patient health records (such as paper-based, electronic health record, personal health record).	C			Administrative Staff
Domain I. Health Information Literacy and Skills	1.6 Adhere to health record documentation requirements of external agencies and organizations (such as those specified by the Joint Commission, licensure, reimbursement, discipline-specific "good practice").	C	A		Administrative Staff
Domain I. Health Information Literacy and Skills	1.7 Adhere to internal organizational health record documentation requirements, policies and procedures.	C	A		Administrative Staff
Domain I. Health Information Literacy and Skills	1.8 Ensure that documentation in the health record reflects timeliness, completeness, accuracy, appropriateness, quality, integrity and authenticity	C	A		Administrative Staff
Domain I. Health Information Literacy and Skills	1.9 Adhere to information systems policies and procedures as required by national health information initiatives from national, state, local and organizational levels.	C	A		Administrative Staff
Domain I. Health Information Literacy and Skills	1.12 Identify methods and types of data collected in health care	C			Administrative Staff
Domain I. Health Information Literacy and Skills	1.13 Maintain professional standards in all documentation activities	C	A		Administrative Staff
Domain II. Health Informatics Skills - using the EHR and PHR	2.2 Locate and retrieve information in the electronic health record for various purposes	C		P	Administrative Staff

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Domain II. Health Informatics Skills - using the EHR and PHR	2.4 Locate and retrieve information from a variety of electronic sources.	C		P	Administrative Staff
Domain II. Health Informatics Skills - using the EHR and PHR	2.5 Differentiate between primary and secondary health data sources and databases.	C			Administrative Staff
Domain II. Health Informatics Skills - using the EHR and PHR	2.8 Know the policies and procedures related to populating and using the health data content within primary and secondary health data sources and databases.	C			Administrative Staff
Domain II. Health Informatics Skills - using the EHR and PHR	2.10 Use software applications to generate reports.	C		P	Administrative Staff
Domain II. Health Informatics Skills - using the EHR and PHR	2.11 Know and apply appropriate methods to ensure the authenticity of health data entries in electronic information systems.	C	A		Administrative Staff
Domain III. Privacy, confidentiality of health information	3.1 Explain legal responsibility, limitations and implications of actions.	C			Administrative Staff
Domain III. Privacy, confidentiality of health information	3.2 Apply the fundamentals of privacy and confidentiality policies and procedures.	C	A		Administrative Staff
Domain III. Privacy, confidentiality of health information	3.3 Follow legal aspects and regulations of documentation in requests for information.	C			Administrative Staff
Domain III. Privacy, confidentiality of health information	3.4 Identify legal and regulatory requirements related to the use of personal health information.	C			Administrative Staff
Domain III. Privacy, confidentiality of health information	3.5 Identify and apply policies and procedures for access and disclosure of personal health information.	C	A		Administrative Staff
Domain III. Privacy, confidentiality of health information	3.6 Identify policies and procedures regarding release of any patient-specific data to authorized users.	C			Administrative Staff
Domain III. Privacy, confidentiality of health information	3.7 Identify what constitutes authorized use of personal health data.	C			Administrative Staff
Domain III. Privacy, confidentiality of health information	3.8 Participate in privacy and confidentiality training programs.	C	A		Administrative Staff
Domain III. Privacy, confidentiality of health information	3.9 Follow security and privacy policies and procedures to the use of networks, including intranet and Internet.	C	A	P	Administrative Staff
Domain III. Privacy, confidentiality of health information	3.10 Follow confidentiality and security measures to protect electronic health information.	C	A	P	Administrative Staff
Domain III. Privacy, confidentiality of health information	3.12 Report any possible breaches of confidentiality in accordance with organizational policies.	C	A		Administrative Staff
Domain III. Privacy, confidentiality of health information	3.13 Describe the possible consequences of inappropriate use of health data in terms of disciplinary action.	C			Administrative Staff

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Domain III. Privacy, confidentiality of health information	3.14 Describe monetary and prison penalties for breaches.	C			Administrative Staff
Domain III. Privacy, confidentiality of health information	3.18 Access reference material available through an electronic health record.	C		P	Administrative Staff
Domain III. Privacy, confidentiality of health information	3.19 Identify the source of information entered in an electronic health record.	C			Administrative Staff
Domain III. Privacy, confidentiality of health information	3.20 Identify, evaluate, select and appropriately use computer systems for patient information documentation.	C		P	Administrative Staff
Domain IV. Health information/data technical security	4.4 Follow access protocols for entry to an electronic health record.	C		P	Administrative Staff
Domain IV. Health information/data technical security	4.8 Apply departmental and organizational data and information system security policies.	C			Administrative Staff
Domain V. Basic computer literacy skills	5.1 Apply basic computer concepts and terminology in order to use computers and peripheral devices, computer communications systems, general purpose and organization-specific system applications, patient care/health-related software applications.	C		P	Administrative Staff
Domain V. Basic computer literacy skills	5.2 Demonstrate use of the essential aspects of file organization, information storage (such as disk, flash drive), protection from data loss, and basic computer skills.	C		P	Administrative Staff
Domain V. Basic computer literacy skills	5.3 Use basic word processing, spreadsheet, database, and desktop presentation applications as applicable to your work.	C		P	Administrative Staff
Domain V. Basic computer literacy skills	5.5 Conduct basic file organization and management for routine storage, protection from data loss.	C		P	Administrative Staff
Domain V. Basic computer literacy skills	5.6 Use statistical analysis packages.	C		P	Administrative Staff
Domain V. Basic computer literacy skills	5.8 Demonstrate basic computer operating procedures such as log on/off the computer, open and close files, save files.			P	Administrative Staff
Domain V. Basic computer literacy skills	5.9 Demonstrate proficiency in Windows operating environment.			P	Administrative Staff
Domain V. Basic computer literacy skills	5.10 Resolve minor technical problems associated with working in an electronic environment.	C		P	Administrative Staff
Domain V. Basic computer literacy skills	5.11 Demonstrate Internet/Intranet communication skills.	C		P	Administrative Staff
Domain V. Basic computer literacy skills	5.12 Access and use a web browsing application.			P	Administrative Staff
Domain V. Basic computer literacy skills	5.13 Demonstrate use of email, addressing, forwarding, attachments, netiquette.	C		P	Administrative Staff

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Domain V. Basic computer literacy skills	5.14 Identify and use icons, windows, menus			P	Administrative Staff
Domain V. Basic computer literacy skills	5.15 Create and name/rename subdirectories/folders.			P	Administrative Staff
Domain V. Basic computer literacy skills	5.16 Open and work with more than one application at a time.			P	Administrative Staff
Domain V. Basic computer literacy skills	5.17 Demonstrate how to save work to a computer file, print and copy a file			P	Administrative Staff
Domain V. Basic computer literacy skills	5.18 Create and edit a formatted document using tables and graphs.			P	Administrative Staff
Domain I. Health Information Literacy and Skills	1.1 Differentiate data versus information.	C			Laboratory Technician
Domain I. Health Information Literacy and Skills	1.3 Use health record data collection tools (such as input screens, document templates).	C		P	Laboratory Technician
Domain I. Health Information Literacy and Skills	1.4 Apply standard data definitions, vocabularies, terminologies, and/or relevant healthcare data sets (such as OASIS, HEDIS, UHDDS) as used in the organization's health information systems	C			Laboratory Technician
Domain I. Health Information Literacy and Skills	1.5 Differentiate between the types of content of patient health records (such as paper-based, electronic health record, personal health record).	C			Laboratory Technician
Domain I. Health Information Literacy and Skills	1.6 Adhere to health record documentation requirements of external agencies and organizations (such as those specified by the Joint Commission, licensure, reimbursement, discipline-specific "good practice").	C	A		Laboratory Technician
Domain I. Health Information Literacy and Skills	1.7 Adhere to internal organizational health record documentation requirements, policies and procedures.	C	A		Laboratory Technician
Domain I. Health Information Literacy and Skills	1.8 Ensure that documentation in the health record reflects timeliness, completeness, accuracy, appropriateness, quality, integrity and authenticity	C	A		Laboratory Technician
Domain I. Health Information Literacy and Skills	1.9 Adhere to information systems policies and procedures as required by national health information initiatives from national, state, local and organizational levels.	C	A		Laboratory Technician
Domain I. Health Information Literacy and Skills	1.11 Identify incorrect data and take corrective action.	C	A		Laboratory Technician
Domain I. Health Information Literacy and Skills	1.13 Maintain professional standards in all documentation activities	C	A		Laboratory Technician

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		Domain II. Health Informatics Skills - using the EHR and PHR	2.1 Create and update documents within the electronic health record (EHR) and the personal health record (PHR)	C	
Domain II. Health Informatics Skills - using the EHR and PHR	2.2 Locate and retrieve information in the electronic health record for various purposes	C		P	Laboratory Technician
Domain II. Health Informatics Skills - using the EHR and PHR	2.5 Differentiate between primary and secondary health data sources and databases.	C			Laboratory Technician
Domain II. Health Informatics Skills - using the EHR and PHR	2.8 Know the policies and procedures related to populating and using the health data content within primary and secondary health data sources and databases.	C			Laboratory Technician
Domain II. Health Informatics Skills - using the EHR and PHR	2.10 Use software applications to generate reports.	C		P	Laboratory Technician
Domain II. Health Informatics Skills - using the EHR and PHR	2.11 Know and apply appropriate methods to ensure the authenticity of health data entries in electronic information systems.	C	A		Laboratory Technician
Domain II. Health Informatics Skills - using the EHR and PHR	2.12 Use electronic tools and applications for scheduling patients.	C		P	Laboratory Technician
Domain III. Privacy, confidentiality of health information	3.1 Explain legal responsibility, limitations and implications of actions.	C			Laboratory Technician
Domain III. Privacy, confidentiality of health information	3.2 Apply the fundamentals of privacy and confidentiality policies and procedures.	C	A		Laboratory Technician
Domain III. Privacy, confidentiality of health information	3.3 Follow legal aspects and regulations of documentation in requests for information.	C			Laboratory Technician
Domain III. Privacy, confidentiality of health information	3.4 Identify legal and regulatory requirements related to the use of personal health information.	C			Laboratory Technician
Domain III. Privacy, confidentiality of health information	3.5 Identify and apply policies and procedures for access and disclosure of personal health information.	C	A		Laboratory Technician
Domain III. Privacy, confidentiality of health information	3.6 Identify policies and procedures regarding release of any patient-specific data to authorized users.	C			Laboratory Technician
Domain III. Privacy, confidentiality of health information	3.7 Identify what constitutes authorized use of personal health data.	C			Laboratory Technician
Domain III. Privacy, confidentiality of health information	3.8 Participate in privacy and confidentiality training programs.	C	A		Laboratory Technician
Domain III. Privacy, confidentiality of health information	3.9 Follow security and privacy policies and procedures to the use of networks, including intranet and Internet.	C	A	P	Laboratory Technician
Domain III. Privacy, confidentiality of health information	3.10 Follow confidentiality and security measures to protect electronic health information.	C	A	P	Laboratory Technician

Healthcare Work Force Training Matrix Tool - Using Electronic Health Information - AHIMA, AMIA 2008					
Domain	Competency	Cognitive	Affective	Psychomotor	ROLE
Domain III. Privacy, confidentiality of health information	3.11 Maintain data integrity and validity within an information system.	C	A		Laboratory Technician
Domain III. Privacy, confidentiality of health information	3.12 Report any possible breaches of confidentiality in accordance with organizational policies.	C	A		Laboratory Technician
Domain III. Privacy, confidentiality of health information	3.13 Describe the possible consequences of inappropriate use of health data in terms of disciplinary action.	C			Laboratory Technician
Domain III. Privacy, confidentiality of health information	3.14 Describe monetary and prison penalties for breaches.	C			Laboratory Technician
Domain III. Privacy, confidentiality of health information	3.16 Know appropriate methods to correct inaccurate information/errors personally entered in an electronic health record.	C		P	Laboratory Technician
Domain III. Privacy, confidentiality of health information	3.17 Authenticate information entered in an electronic health record.	C		P	Laboratory Technician
Domain III. Privacy, confidentiality of health information	3.18 Access reference material available through an electronic health record.	C		P	Laboratory Technician
Domain IV. Health information/data technical security	4.3 Resolve minor technology problems associated with using an electronic health record.	C		P	Laboratory Technician
Domain IV. Health information/data technical security	4.4 Follow access protocols for entry to an electronic health record.	C		P	Laboratory Technician
Domain IV. Health information/data technical security	4.5 Enforce access and security measures to protect electronic health information.	C	A	P	Laboratory Technician
Domain IV. Health information/data technical security	4.8 Apply departmental and organizational data and information system security policies.	C			Laboratory Technician
Domain V. Basic computer literacy skills	5.1 Apply basic computer concepts and terminology in order to use computers and peripheral devices, computer communications systems, general purpose and organization-specific system applications, patient care/health-related software applications.	C		P	Laboratory Technician
Domain V. Basic computer literacy skills	5.8 Demonstrate basic computer operating procedures such as log on/off the computer, open and close files, save files.			P	Laboratory Technician
Domain V. Basic computer literacy skills	5.10 Resolve minor technical problems associated with working in an electronic environment.	C		P	Laboratory Technician
Domain V. Basic computer literacy skills	5.16 Open and work with more than one application at a time.			P	Laboratory Technician
Domain V. Basic computer literacy skills	5.17 Demonstrate how to save work to a computer file, print and copy a file			P	Laboratory Technician