

# AHIMA<sup>®</sup>24 CONFERENCE

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SALT LAKE CITY

## Future-Proofing Healthcare: The Role of Technology in Education

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# Agenda

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- Session objectives
- Introduction
- Perspectives: From Industry to Academia
- Future Proofing Healthcare Through Experiential Learning
- Future-Proofing Healthcare: Role of Technology
- Future-Proofing Healthcare: Transferable Skills
- Conclusion

# About This Session

In this session, we will explore how technology can be leveraged to future-proof education, ensuring that learners are equipped to meet the evolving demands of the workforce. Drawing from my experiences as both a former health IT professional and an educator, I will share insights on how technological integration can enhance learning and better prepare students for real-world challenges. We will also examine the pivotal role industry stakeholders play in aligning educational programs with industry needs, fostering a continuous feedback loop. Additionally, we'll discuss the importance of certification, continuing education, and critical thinking skills in maintaining workforce readiness. By the end of this session, you'll have a deeper understanding of how we can adapt our educational strategies to keep pace with technological advancements.

# Learning Outcomes

**At the completion of this educational activity, the learner will be able to:**

- Understand how emerging technologies can be integrated into educational programs to better prepare students for the future workforce.
- Analyze the role of industry stakeholders in shaping curricula that align with current and future industry demands.
- Identify the key components of future-proofing education, including certification, continuing education, and critical thinking development.
- Explore strategies for fostering a strong collaboration between educators and industry to ensure education remains relevant and adaptable.
- Gain practical insights on how to incorporate technology to enhance learning experiences and ensure long-term professional success in evolving fields.

**This presentation is for educational purposes only and is not intended for marketing the speaker's employer and/or product.**

## Introduction- Dr. Jasmine Agnew

- AAS, Health Information Technology, Itawamba CC
- BS in Health Information Management, UAB
- Masters in Health Informatics and Information Management, UTHSC
- Doctorate in Health Professions Education, Logan University
- Registered Health Information Administrator (RHIA), AHIMA
- Certified Professional in Health Information Management Systems (CPHIMS), HIMSS
- Certified Specialist Business Intelligence (CSBI), HFMA
- Executive Fellow, American College of Health Data Management
- Certified Conflict Manager (CCM), Management & Strategy Institute
- Lean Six Sigma Black Belt, Management & Strategy Institute
- Prosci Change Practitioner



# Perspectives: From Industry to Academics

- I'll bring the perspective of a health professional, and an educator. I've seen the changes in technology.
- Now, on this side of the table, I see how we've had to modify instruction to make sure that education meets industry needs.
- With the constant changes that we see in health IT, how can we future-proof education and make sure to stay abreast of everything that is happening to make sure we are not left behind?

# Future-Proofing Healthcare Through Experiential Learning

- Stakeholder engagement and workforce development are key components when creating a future proof education model.
- While we depend heavily on publications in reputable sources, we also have to seek out industry experts to provide artifacts about current topics and emerging technology to be integrated into what we teach.
- This is key for experiential learning- knowledge beyond the book.

# Future-Proofing Healthcare Through Experiential Learning

- Understanding the changing ecosystem is an important part of future proofing education.
- The way we have always done things may not fit where we are going.
- We see changes and hardware, software, and Human Resources, so our curriculum has to be reflective of those changes to keep up.



# Future-Proofing Healthcare Through Experiential Learning

- Think back to the introduction of the electronic health record, artificial intelligence, precision medicine, and digital health.
- While all of these have been put in place to improve healthcare your audience, which is made up of learners and existing professionals, has to be educated on the best use case and why this technology and innovation is needed.
- Otherwise, the fear of change might cause a bottleneck and disconnect in what it means to holistically improve healthcare.

# Future-Proofing Healthcare Through Experiential Learning

- One way to ensure that we are future proofing education is to make sure that our artifacts that support academic instruction are updated with the industry.
- We come in contact with publishers that have deadlines and other projects and cannot focus solely on health IT, even though it changes more frequently than some other industries.
- These changes are what justify the introduction of emerging technologies and innovation in think pieces and industry supported educational documentation that can be used to supplement existing courses.

# Future-Proofing Healthcare Through Experiential Learning

- The peer review process takes time. The publication process takes time.
- However, industry leaders can collaborate with academic leaders to create spaces for learners to engage with topics related to what's happening right now.
- These collaborative projects are based on the foundation set in published resources along with real-life scenarios and encourage students to apply concepts and theory to practice and stay abreast of the current state of healthcare.

# Future-Proofing Healthcare: Role of Technology

- Teaching legacy content is helpful as we evaluate how healthcare and information technology has progressed over the last hundred years.
- Remembering where we've been helps to set the foundation and give history to what we do.
- However, staying abreast of the right now in the healthcare IT and healthcare ecosystem is what will help to create and support a flourishing workforce.

# Future-Proofing Healthcare: Role of Technology

- Another way to future proof healthcare is to make tools available for students to learn how to work in the health IT industry before graduation.
- Many companies have very strict rules about what systems and resources are available to academic institutions.
- However, it is the learner that graduates or completes a training program that can transition into the workplace to fill employment and skill gaps. Introducing this technology earlier in the academic journey will cut down on time once they enter the workforce.
- They will spend time adjusting to the culture and site-specific workflows and not training from the ground up.

# Future-Proofing Healthcare: Role of Technology

- One of the differences in clinical education vs. health IT education is the time spent in the facility or organization.
- Even with health IT programs, professional practice hours do not always include full access to the system.
- They may get to watch. They may get to work at a limited capacity.
- However, if we were able to use resources in academic institutions with realistic patient data (i.e. sandbox, production copy, test environment), students were able to see the entire lifecycle of a patient from admission to discharge and beyond.
- They will get to see the implementation of new technology from lightbulb to launch.

# Future-Proofing Healthcare: Role of Technology

- Their key takeaways will be based on how systems work in a real time environment and not just what they read in the textbook.
- Many of us know that it is very rare for issues that we encounter in the workforce to replicate what is in the textbook.
- I never knew what it looked like to transpose one character in an algorithm or formula and it send all of your patient charts into space until it happened. That was not in one chapter of a book.

# Future-Proofing Healthcare: Transferable Skills

- Critical thinking is also an integral part of future-proofing healthcare IT and education.
- What students see in the workforce is not what they will read about in a textbook, but it will shape their aspirations and determine what skills gaps they can work to fill.
- As educators, we can add critical thinking into our learning resources for the students as a foundation. This transferable skills can work as emerging professionals move from novice to highly-skilled in the field.



# Future-Proofing Healthcare: Transferable Skills

- However, it is not a blanket solution for all issues that arise in the changing healthcare ecosystem.
- Learning the theories is the first part. The second part of this learning process is application which they apply what they learn in the context of the current state of health IT.
- This is the meeting of didactic instruction, experiential learning, and critical thinking skills that can be used across the changing healthcare IT environment.
- This requires collaborative efforts between leaders in the healthcare space, vendors that support healthcare innovation, and educators who lead the charge and preparing the workforce.

# Future-Proofing Healthcare Through Certification & Continuing Education

- Learning does not stop after graduation.
- Certification is not the last stop when it comes expertise.
- Transitioning from student to industry professional is the beginning of lifelong learning.
- Certification requires continuing education to stay current.
- Working in the field requires you to remain current through in-person or virtual industry and skill related events.

# Future-Proofing Healthcare Through Certification & Continuing Education

- Skillset Enhancements
  - Coursera
  - Udemy
  - Forago
- Certifications
  - Organizations that offer certifications related to your area of interest
  - Application-specific certifications
- Continuing Education
  - Short-courses
  - In-services
  - Webinars

# Conclusion

- There are many ways to future-proof healthcare through the integration of technology in education.
- These efforts require productive collaboration between industry and academic stakeholders.
- Working together to create meaningful experiences for emerging and existing professionals can help strengthen the workforce and close employment and skills gaps.
- As healthcare changes, education and training must also adapt to remain relevant.

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**Questions?**

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