National Healthcare Association

Certified Electronic Health Record Specialist (CEHRS)

Electronic Health Record Specialist

Powered by NHA

Contents

CEHRS Preparation Suite Edition 2.0
Implementation Guide

Description

The goal of the *Certified Electronic Health Record Specialist (CEHRS) Preparation Suite 2.0* is to provide directed preparation for the CEHRS certification exam and to instill the knowledge and standards needed for excellence in the practice of using electronic health records.

Preparation materials include an online or printed study guide, two online practice (formative) assessments, and one final practice (summative) assessment. These materials may be purchased separately, but this implementation guide refers to using the study guide in conjunction with the practice assessments as a suite of preparation resources.

While certification is important, certification candidates are often anxious to sit for exams. The CEHRS study guide provides the best insight on the type of content that will be included on the certification exam and can be an invaluable resource for exam preparation. It is, however, a study *guide*. It should not be the only resource used to prepare, and it will not necessarily cover the specific construct of

every question on the certification examination. Rather, it will provide the map to success by presenting overviews of each topic included in the test plan. These materials are not meant as replacement for career training and education in field.

The end of module quizzes and practice assessments provide opportunities to practice answering the types of questions that may appear on the certification exam. Although some of the answers to the questions on these practice assessments will be found in the study guide, many will not. This provides additional learning opportunities and helps ensure that students are not just memorizing information in the study guide, but rather using all learning resources so that they are better prepared for testing. All questions will be relevant to the certification test plan.

Features

The study guide, available in both printed and online formats, focuses on electronic health record principles as aligned with the CEHRS exam test plan.

BOTH THE ONLINE VERSION AND PRINTED STUDY GUIDES INCLUDE THE FOLLOWING FEATURES:

- Illustrations, images, and tables help to explain and clarify concepts.

- Glossary terms allow certification candidates to review definitions of selected terms.

- End of module quizzes assess candidates' knowledge of chapter/module content and other relevant subject matter related to the test plan.

- Case studies in the printed and online version of the study guide and the virtual EHR challenges in the online version test candidates' ability to think and respond to real-world scenarios.

FEATURES ONLY AVAILABLE IN THE ONLINE VERSION INCLUDE:

- Electronic gaming-style knowledge checks, flashcards, and EHR Challenges to help reinforce learning throughout module sections.

- The CEHRS online study guide includes three video case studies that provide real world critical-thinking practice. These are found in the Nonclinical Operations module, the Revenue Cycle and Finance module, and the Regulatory Compliance module. Learners watch a scene and then answer critical thinking questions following.

- Professionalism tips videos provide insight on important essential soft skills specific to Electronic Health Records Specialists and include: Adaptation, Communication, Confidence, Good Attitude, Professionalism, and Work Ethics and Ethical Integrity. These can be found by clicking on the nurse's cap icon the upper left-hand corner of any module page.

- Video Practice Challenges reinforce information presented in the module.

- Audio pronunciation of glossary terms assist students in knowing how to pronounce terms correctly.

- Centralized Quiz Scoring includes both Individual and cohort results.

ON-LINE PRACTICE ASSESSMENT FEATURES

- Online practice assessments match the CEHRS exam test plan and provide rationales for each question. Focused Review© is provided for remediation based on practice assessment results.

Using the Certification Prep/Study Guide

Promote certification candidate's success in the use and knowledge of electronic health records.

- Facilitate content mastery.

- Help certification candidate improve confidence.

- Supports certification candidate understanding and review of core knowledge of electronic health records.

- Advocate certification candidate self-learning.

Provide review materials to assist with preparation for CEHRS exam.

- Study guide can be viewed in printed or online format for customized learning.

- Online practice assessments provide questions and answers to assess learning.

- Glossary reinforces vocabulary.

Support faculty teaching practices.

- Assign selected chapters as an adjunct to lecture in an aligning course.

- Assess and reinforce the effectiveness of in-class presentations.
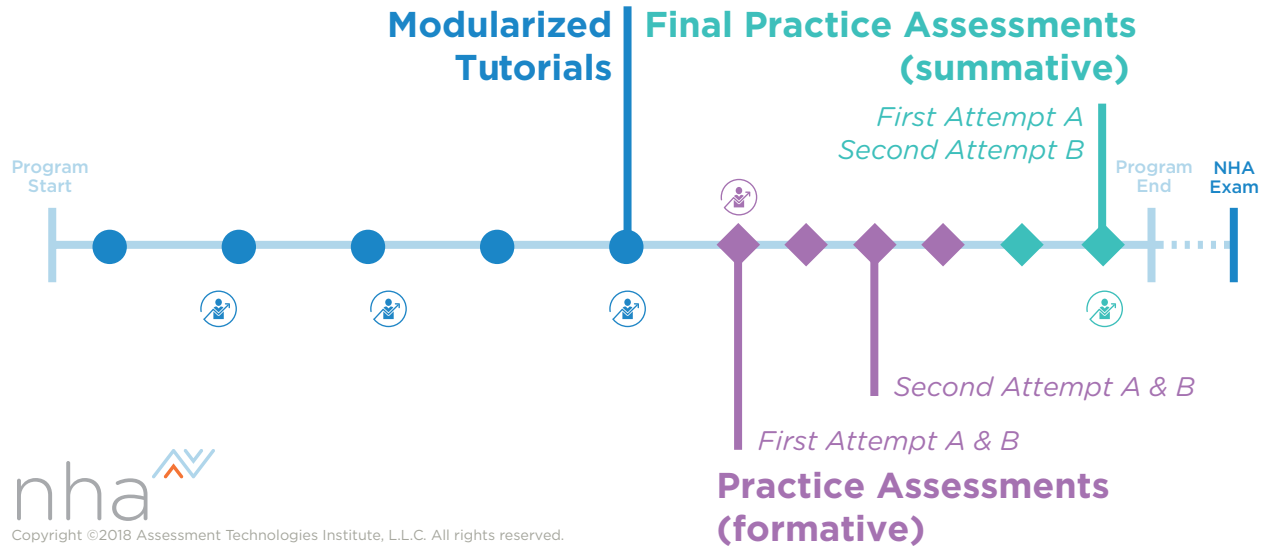
Implementation Strategies

WHERE TO START

Mapping the national certification test to course curriculum

Course curriculum extends beyond the national certification test plan (www.nhanow.com/test-plans.aspx), but this can help to ensure all certification exam content will be covered throughout the duration of the course.

Certification preparation materials (study guide, module quizzes, and practice assessments) should be used in addition to existing course curriculum, but never as a replacement for course curriculum.

CEHRS Implementation Timeline

Modularized Tutorials | **Final Practice Assessments (summative)**

First Attempt A
Second Attempt B

Program Start

Program End

NHA Exam

Second Attempt A & B

First Attempt A & B

Practice Assessments (formative)

● *Modularized Tutorials*

Modularized tutorials cover core exam sections; associated quizzes for each exam section.

◆ *Practice Assessments (formative) Versions A & B*

Gauge what has been learned and get learners familiar with exam format; To obtain the most meaningful data, rationales should be turned off and practice assessment should be taken over a 2-hour, 5-minute period (to mimic the final practice assessment); however, five hours are allowed for each practice assessment. Leave time for learner remediation between each attempt; then assign the second attempt of Practice Assessments, Versions A & B

◆ *Final Practice Assessments (summative) Versions A & B*

Gauge what has been learned and get learners familiar with exam format; To obtain the most meaningful data, rationales should be turned off and final practice assessment should be taken over a 2-hour, 5-minute period. Leave time for learner remediation between each attempt. Assign the second attempt of Final Practice Assessments, Versions A & B

STUDY GUIDE IMPLEMENTATION

Read the study guide outline to know exactly what topics are covered and in what order.

- The study guide provides a review of core subjects on the national certification test plan.

- The study guide may be used as supplementary material throughout the course, and again during the last part of training. Leveraging these resources again, closer to the proximity of the exam date (data suggests within two (2) weeks) can help keep tutorial content fresh in the certification candidate's mind.

Match module/chapter content to related courses and build into lesson plans.

Assign related module/chapter content for each course.

Direct certification candidates to complete all textbook/workbook assignments first, then to move to the study guide assignment.

Assign a study guide "module quiz due date" a couple of days before the end of each related course.

Review module quiz learning insights to determine if there are any gaps in over-all student learning. Review common deficiency areas with the students, before moving on to next course.

Have students take all module quizzes a second time before taking the first practice assessment.

Entire Study Guide Content	5.0 hours
Extra Module Features	1.75 hours
Module Quizzes	2.5 hours
Total Study Guide Hours	9.25 hours

RECOMMENDED TIME [1] PER MODULE BREAKDOWN

Module Name	Learning Content	Estimated Extra Features[2]	Module Quiz (each attempt)	Estimated Total Time
Non-Clinical Operations	55	20	30	105
Clinical Operations	70	20	30	120
Revenue Cycle/Finance	70	25	30	125
Regulatory Compliance	70	15	30	115
Reporting	40	15	30	85

1. All times in minutes.
2. Extra features include gaming style knowledge checks, video case studies, EHR challenges, module video overviews.

PRACTICE ASSESSMENT IMPLEMENTATION - 5 HOURS EACH ATTEMPT (MAX 4)
Administer the first online practice assessment (formative).

- There are a total of two practice assessments, each of which can be taken twice. The practice assessments have 100 scored items, with three (3) minutes per item for a total of 300 minutes (5 hours).

- A certification candidate's first attempt on the practice assessment should be attempted after all domains of the CEHRS test plan have been presented and students have completed all five (5) modules in the study guide and taken each module quiz twice.

- Give certification candidates ample time to review any content areas that provided challenges on each Practice Version assessment.

- It is recommended to disable the rationales for a certification candidate's first attempt and to set a timer for 2 hours and 5 minutes (which mimics the final practice assessment); however five (5) hours are allowed.

- Practice assessments are administered in the following order:

  1. Practice version 2.0 A
  2. Practice version 2.0 B

- Candidates should have sufficient time to spend in focused review before moving to additional assessments (suggested one (1) minute in focused review for every question missed).

Administer additional online practice assessment (formative) (2nd attempt).
   3. Practice version 2.0 A (2nd attempt)

   4. Practice version 2.0 B (2nd attempt)

- Direct students to take the second attempts for Practice versions 2.0 A and 2.0 B (consider turning rationales off) and setting a timer for 2 hours and 5 minutes (which mimics the final assessment); however five (5) hours are allowed.

- NHA recommends that all students take each practice assessment twice.

- It is up to the educator to decide if rationales should be turned on or off and whether or not the exams should be timed according to exam day specifications.

FINAL ASSESSMENT IMPLEMENTATION - 2 HOURS, 5 MINUTES EACH ATTEMPT (MAX 2)

- There is one final practice assessment (summative) which has 125 scored items, with one (1) minute per item for a total number of 125 minutes (2 hours, 5 minutes).

- Final Practice assessments are administered in the following order:
   5. Final Practice version 2.0

   6. Final Practice version 2.0 (2nd attempt)

- The Final Practice version should be administered in close proximity to the NHA certification exam date. (Data suggest within five (5) days.) Administering the Final Practice version close to the NHA certification exam can keep the candidate more engaged, as well as reduce test anxiety through increased familiarity with the exam format.

Implementation of Analytics/Reporting Tools

BEST PRACTICES
The following is a review of some practices that may help students get the most out of the CEHRS preparation materials (study guide, quizzes, and practice assessments).

- Align individual modules in the study guide with related courses.

- Assign students related study guide modules for the courses in which they align.

- Encourage students to spend a minimum of the recommended time listed on page 5 of the Implementation Guide (IG) to complete all assignments in the study guide.

- Direct students to take individual module quizzes after completing each related course and module materials.

- Direct students to take all modules quizzes a second time after completing all program courses and study guide assignments.

- Review all quiz reporting tools after administering and address any common learning gaps.

- Administer the first practice assessment (Version 2.0 A) after students have completed all modules and taken each module quiz twice. Consider turning rationales off and setting a timer for two hours and five minutes to mimic what will occur on test day.

- Have students go into focused review and review what they missed on the first practice assessment (Version 2.0 A). (Students should spend a minimum of one minute in focused review for each question they miss.) It is also a good idea for learners to go back to their textbooks in those same areas in which they struggled for a deeper dive into related content.

- Have students repeat the same instructions that they followed for the first practice assessment (Version A) for the next practice assessment (Version B).

- Once students have completed both first attempts of the practice assessments (Versions A and B), have them take the second attempts for practice versions of the assessments. These can be taken with rationales turned on or off and timed according to the educator's preferences.

LEVERAGING NHA'S REPORTING TOOLS

- Educators can use NHA reporting tools to identify trends at the student, class, program, or institution level to determine content areas that seem to present students with the greatest challenges, and then provide additional support and training on these topics

- Educators may also access more inclusive reporting regarding a specific candidate's certification preparation usage. Information such as practice assessment scores, dates, time, and time spent using NHA's full suite of certification preparation materials can provide greater insight into how each candidate is prepared for his or her NHA certification exam

Group Module Report

Group Module Report

Name:	Certified Electronic Health Records Specialist (CEHRS) Online Study Guide 2.0
Module:	Clinical Operations

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Institution:	**NHA Demo**
Group Size:	**2**

Module Overview

	Logins/ Attempts	Time Use (hh:mm:ss)	Avg Score
LESSON	2	0:04:32	N/A
QUIZ : Clinical Operations Quiz	2	0:05:04	22.5%

Lesson History

History by Student and Week	No. of Sessions	Time Spent (hh:mm:ss)
Alice,Test		
03/16/2020 - 03/22/2020	1	0:02:52
Smith,John		
03/16/2020 - 03/22/2020	1	0:01:40

Module Quiz: Clinical Operations

	Date	Time (mm:ss)	Score	Score
COMPOSITE SCORE		02:32	22.50%	22.50%
Alice, Test				
Clinical Operations Quiz	3/20/2020 11:55:00 AM	01:20	25.00%	25.00%
Smith, John				
Clinical Operations Quiz	3/19/2020 6:01:00 AM	03:44	20.00%	20.00%

Individual Module Report

Individual Performance Profile
Certified Electronic Health Record Specialist (CEHRS) P
Test 2.0 A

Individual Name:	**TEST ALICE**	Individual Score:	
Student Number:		Practice Time:	
Institution:	**NHA Demo**		
Test Date:	**3/20/2020**		
# of Questions:	**100**		

Individual Performance in the Major Content Areas

Sub-Scale	# Items	Individual Score	Individual Score (% Correct)
Non-Clinical Operations	28	17.90%	17.90%
Clinical Operations	32	12.50%	12.50%
Revenue Cycle/Finance	15	33.30%	33.30%
Regulatory Compliance	15	6.70%	6.70%
Reporting	10	40.00%	40.00%

Topics To Review

Non-Clinical Operations (13 items)

" Import information into the EHR from integrated devices (e.g., scanners, fax machines, e-signature pads, cameras)."

Acquire patient data from external sources (e.g., diagnostic laboratories, ancillary facilities, other health care providers, other EHR systems).

Collect, record, and continuously update patient information (e.g., demographic information, clinical data, coverages/financial/insurance, guarantors, patient preferences).

Student Module Report

Module Report

Name: Certified Electronic Health Records Specialist (CEHRS) Online Study Guide 2.0

Module: Non-Clinical Operations

nha

Individual Name:	Test Alice
Institution:	NHA Demo

Module Overview

	Logins/ Attempts	Time Use (hh:mm:ss)	Avg Score
LESSON	2	0:03:48	N/A
QUIZ : Non-Clinical Operations Quiz	1	0:01:51	15.0%

Lesson - History

Week	No. of Sessions	Time Spent (hh:mm:ss)
03/16/2020 - 03/22/2020	2	0:03:48

Module Quiz: Non-Clinical Operations

	Date	Time (mm:ss)	Score	Score
Composite Score		01:51	15.00%	15.00%
Non-Clinical Operations Quiz	3/20/2020 12:09:00 PM	01:51	15.00%	15.00%

Module Quiz: Reporting

	Date	Time (mm:ss)	Score	Score
Composite Score		02:03	12.50%	12.50%
Reporting Quiz	3/20/2020 12:04:00 PM	03:34	25.00%	25.00%
Reporting Quiz	3/20/2020 12:07:00 PM	00:33	0.00%	0.00%

Group Practice Report

Group Performance in the Major Content Areas

Sub-Scale	# Items	Group Score
Non-Clinical Operations	28	14.3%
Clinical Operations	32	9.4%
Revenue Cycle/Finance	15	16.7%
Regulatory Compliance	15	10.0%
Reporting	10	25.0%

Group Scores

Sub-Scale	# Items	Group Score	Group 1 10 20 30
Non-Clinical Operations	28	14.3%	▲
Clinical Operations	32	9.4%	▲
Revenue Cycle/Finance	15	16.7%	▲
Regulatory Compliance	15	10.0%	▲
Reporting	10	25.0%	▲

Topics To Review

Non-Clinical Operations: Maintain inventory of EHR-related hardware (e.g., e-signature pads, cameras, t... devices).

Clinical Operations (32 items)

2D

Clinical Operations: Develop clinical templates for data capture (e.g., by diagnosis, by procedure, by prac...

Clinical Operations: Document patient historic clinical data in the EHR (e.g., medications, immunizations, ...

Clinical Operations: Document patient historic clinical data in the EHR (e.g., medications, immunizations, surgeries). 0.0%

Clinical Operations: Input real-time clinical data into the EHR. 0.0%

Individual Scores

Name	Number	Booklet ID	Met ion	Score	1 10 20 30 40 50 60 70 80 90 100
ALICE, TEST		83466746		19.0%	▲
SMITH, JOHN		83466690		8.0%	▲

GENERAL INSTRUCTIONAL STRATEGIES FOR EDUCATORS

- Inform certification candidates where policies and procedures differ from the study guide.

- Supplement the study guide with handouts that explain the rules and regulations of your state.

- Review video practice challenges/case studies and EHR challenges together as a class.

- Assign students to watch one to two professionalism tips per module and have them journal their thoughts about the characteristic or skill presented, and state whether or not they need to improve in the area presented, in order to be successful in their health career journey.

- Highlight real-world application of knowledge and skills from your experiences as an Electronic Health Record Specialist (or invite a field expert).

- Conduct assessments of material mastered and as opportunities for setting goals for improvement.

- Assign a project that pertains to news stories or current events. If new legislation is in the news, ask certification candidates to research the topic.

- Keep in mind that adult learners often do better with hands-on learning.

- Encourage questions from certification candidates.

- Meet one-on-one to talk about progress and challenges.

- Invite a past certification candidate who recently passed the exam to visit the class and talk about his or her experience and best practice for preparation.

- Invite field experts (providers, clinical supervisors, office managers) to come and talk about the importance of essential soft skills on a regular basis.

ACTIVE INSTRUCTIONAL STRATEGIES FOR EDUCATORS

- Have certification candidates teach the new concepts to the class.

- Assign readings and follow up the next day with tasks that relate to the subject matter of the chapter.

- Create index cards with questions from the chapter and have each certification candidate read the question and teach the content to the class. After each module/lesson, request that the group provide feedback.

- Whenever possible, break facts into segments. Larger modules/lessons become more manageable when broken into segments.

Product Support

At NHA, we pride ourselves on timely, effective support to meet your needs. Please contact us at 800-499-9092 if you need assistance with this product.

Technical Requirements

To learn more about technical requirements for this offering, refer to the following links.

- Requirements for the module package: https://info.nhanow.com/technical-requirements

ISBN and Copyright Information:

- Printed study guide: 978-1-56533-196-9

- Online study guide: 978-1-56533-197-6

- Practice assessments: 978-1-56533-198-3

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Frequently Asked Questions — CEHRS 2.0

	Question	*Answer*
1.	Who would benefit from the CEHRS Certification?	NHA's CEHRS Certification is designed for individuals who will have a high-level/big picture view of how their work in EHR has a major impact on patients and the institution. • CEHRS adds value to administrative and clinical roles with responsibilities in the EHR like Medical Assistants, Medical Administrative Assistants, and Billing and Coding.
2.	How is the prep for the new exam different from the previous prep?	The prep for the new exam will reflect content to review in alignment with the new test plan and crosswalk, plus you will have access to three unique practice assessments, modularized tutorial content, and quizzes to cover the updated key content areas. There will be audio, visual, and learning reinforcement enhancements. Specific details follow: • The Online Certification Study Guide offers a dynamic learning environment to give educators and learners the control to use and adapt both in and outside the classroom. Modules can be leveraged alongside the lesson plan to reinforce learning and check understanding with topical quizzes in real time which allows an immediate remediation opportunity. The online Study Guide also includes: • Professionalism tips videos throughout that provide professionalism strategies to the learner. • Gaming style knowledge checks (multiple choice, drag and drop, matching) • Case Study Videos • EHR challenges at the end of each module where the learner will be asked to enter scenario-based information into data entry fields emulating a patient medical record. • Digital flashcards allow learner to mark terms as "Study" or "Know" and the ability to shuffle the order they are presented. • Flexibility for educators to assign and match modules to the instructional lessons in their programs. • Loaded with practice questions to build confidence and identify problem areas in preparation for the certification exam. End of Module Quizzes • Two Formative practice tests (with rationales provided) • Summative practice test (with rationale provided) will simulate the actual certification exam
3.	When will the new exam and study guide launch?	The new exam launch: June 17, 2020. The new Study Guide launch: April 16, 2020
4.	Definitions	• Formative assessments (Practice version assessments A & B) are quizzes and tests that evaluate how someone is learning material throughout a course. • Summative assessments (Final Practice Version assessment) are quizzes and tests that evaluate how much someone has learned throughout a course.

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