

Chapter 6 Case Study: Needs Assessment and Post-educational Survey

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HIMT 2300: Healthcare Management

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HIM Management Employment Law Needs Assessment

Name: _____

- *The purpose of this assessment is to determine the extent of your current knowledge about employment law before the training. It is not a “test,” and you will not receive a “grade.”*
- *You will also receive a post-educational survey after the training to assess what you learned.*
- *The assessment asks questions about employment laws taught in the training. Answer the questions to the best of your knowledge and on your own.*

Instructions:

Use the following scale to rate how much you agree or disagree with the statements below. Circle the most appropriate answer.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5= Strongly Agree

1. A small physician’s office cannot afford to purchase accommodations for John, a prospective employee with a disability, to perform his job duties. John said his previous employer at a large metropolitan hospital in New York had the setup he needs and that the arrangement worked very well for him. Law still will require the new employer to provide the accommodation for John even though the purchase will cause undue hardship.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5= Strongly Agree

2. You interviewed Ayame, a prospective employee from Japan. Her English is very poor, and her accent is very strong. You cannot understand much she said in the interview, and you repeatedly asked her to repeat herself. Her job duties would heavily involve assisting the public in person and over the phone. She would also often need to help and train other staff. You have concern her accent will prevent her from performing her job. In choosing not to hire Ayame, you are not discriminating based on race or national origin.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5= Strongly Agree

3. Your coding employee, Sarah, is 69 years old. She is very knowledgeable about coding and still performs her duties well, but you have concerns about her age. She could begin to have significant health issues and miss a lot of work, or she might start making many

mistakes as she gets older. You are thinking about telling Sarah that she must retire when she turns 70. Other companies offer retirement incentives all the time, so you see no issue. This action would not violate age discrimination laws.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5= Strongly Agree

4. Anna has been working full-time in HIM for 15 years and has always been a dependable and great employee. Her mother was diagnosed with advanced cancer. She has someone staying with her mother part-time at home, but she still needs to care for her and take her to doctor's appointments and the hospital as needed. She has been taking unpaid time off to take care of her mother for a total of five weeks. You find Anna's absences disruptive and want to go ahead and replace her. Replacing Anna now would be legal because you need someone dependable who can do the job.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5= Strongly Agree

5. You have employees in your department who often work more than 40 hours in a workweek. You think paying a time and a half in overtime is too expensive and decide that you will offer comp time instead of paying them the overtime. You think this is a win for everyone involved because you will save money, and they still receive full-time pay and an additional benefit. This decision does not violate labor laws.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5= Strongly Agree

6. Robert is switching jobs from a hospital in Macon to a hospital in Atlanta. He has group insurance through the Macon hospital. While he was employed in Macon, his doctor discovered that he has lupus. The hospital in Atlanta cannot penalize him or deny him coverage for the pre-existing condition.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5= Strongly Agree

7. Billy recently left his job at a doctor's office and still needs his medical insurance. He is taking time off for a couple of weeks before starting his new position, and he wants to make sure he is covered in case anything happens. Billy qualifies and is entitled to continue having the group insurance from the doctor's office even after his last day.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5= Strongly Agree

HIM Management Employment Law Post-educational Survey

Name: _____

- *The purpose of this survey is to determine what you learned from the training. It includes “some of the same questions” from the needs assessment to “measure changes in understanding” (National Democratic Institute, n.d.). It is not a “test,” and you will not receive a “grade.”*
- *The survey asks questions about employment laws taught in the training. Answer the questions to the best of your knowledge and on your own.*

Instructions:

Use the following scale to rate how much you agree or disagree with the statements below. Circle the most appropriate answer.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5= Strongly Agree

1. A small physician’s office cannot afford to purchase accommodations for John, a prospective employee with a disability, to perform his job duties. John said his previous employer at a large metropolitan hospital in New York had the setup he needs and that the arrangement worked very well for him. Law still will require the new employer to provide the accommodation for John even though the purchase will cause undue hardship.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5= Strongly Agree

2. You interview Tabitha for a position in the HIM department. She is intelligent, personable, and highly qualified for the job. However, she is noticeably pregnant. You do not want to hire her, knowing that she will take substantial time off early in her employment to have a baby. You instead choose to hire a man who is not nearly as qualified or experienced as Tabitha because you do not expect him to request substantial time off work. This decision is discrimination based on sex and is a violation of the Civil Rights Act.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5= Strongly Agree

3. Your coding employee, Sarah, is 69 years old. She is very knowledgeable about coding and still performs her duties well, but you have concerns about her age. She could begin to have significant health issues and miss a lot of work, or she might start making many mistakes as she gets older. You are thinking about telling Sarah that she must retire when she turns 70. Other companies offer retirement incentives all the time, so you see no issue. This action would not violate age discrimination laws.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5= Strongly Agree

4. Alexa has been working full-time in HIM for five years and has always been a dependable and great employee. She has recently been diagnosed with cancer. She will need to take substantial time off work, even though it will be unpaid. You think allowing Alexa to seek the medical care she needs is in her best interest. You decide to hire a temp to help while she is out. You will not even consider a replacement until after 12 weeks, when you will reassess the situation. This decision is legal and follows the Family and Medical Leave Act.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5= Strongly Agree

5. You have employees in your department who often work more than 40 hours in a workweek. You think paying a time and a half in overtime is too expensive and decide to pay them at their regular pay rate instead. These employees are not exempt from overtime. This decision does not violate labor laws.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5= Strongly Agree

6. Robert is switching jobs from a hospital in Macon to a hospital in Atlanta. He has group insurance through the Macon hospital. While he was employed in Macon, his doctor discovered that he has lupus. The hospital in Atlanta cannot penalize him or deny him coverage for the pre-existing condition.

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5= Strongly Agree

7. Billy recently turned in his two-week notice to you. He says he still needs his medical insurance and wants to use COBRA. He asks you a lot of questions. It is best for the manager to avoid directly talking to the employee about COBRA to prevent a misunderstanding, so you direct him to go to human resources

1=Strongly Disagree 2=Disagree 3=Neutral 4=Agree 5= Strongly Agree

References

Kelly, J. R., & Greenstone, P. S. (2020). *Management for the Health Information Professional*. (2nd ed.). Chicago, IL: AHIMA Press.

National Democratic Institute. (n.d.). Pre-workshop Questionnaire Template.

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Taylor-Powell, E. (n.d.). Questionnaire Design: Asking Questions with a Purpose. *University of Wisconsin Cooperative Extension*.

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