COURSE SYLLABUS

AI in Healthcare Foundations (Self-Paced)

Put an AI tool to work on the research, documents, communication and data behind healthcare administration, with verification built into every step and patient data kept out.

> Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/ai-in-healthcare-foundations-self-paced



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Course Outline

Module 1: AI at Work: Foundations and Tool Landscape

- AI in Healthcare-Administration Work
- Practice: Task Inventory
- Core AI Concepts, Capabilities and Modalities
- Practice: Three Small Tasks
- Tool Landscape and Fit-for-Task Selection
- Practice: Tool-Selection Checklist
- Limits, Hallucinations and the Human Role
- AI Got It Wrong #1: The Clinic-Hours Notice

Module 2: Responsible AI, Privacy and Professional Guardrails

- Responsible Use and Accountability
- Practice: Responsibility-Boundary Mini-Cases
- Privacy, Sensitive Data and Approved-Use Rules
- Practice: Data Classification and Deployment Decisions
- Healthcare-Specific Risk Boundaries
- Practice: Go, No-go, Escalate
- Safe-Use Workflow and Escalation
- Practice: Your Personal Human-Review Checklist
- AI Got It Wrong #2: The Scheduling Message

Module 3: Prompting and Iterative Task Design

- Task Framing: Objective, Audience and Deliverable
- Practice: Rewrite Five Vague Requests
- Providing Context, Inputs and Constraints

- Practice: Context Pack
- Prompt Structures for Common Professional Tasks
- Practice: Prompt Pattern Library
- Iterating, Comparing and Refining Outputs
- Practice: Iterative Revision Drill
- Prompting Under Uncertainty
- AI Got It Wrong #3: The Prompt-and-Output Chain

Module 4: Research, Citations and Verification

- Research Planning and the Source Hierarchy
- Practice: Sort Twelve Sources
- Source-Grounded Prompting and Citation Capture
- Practice: Citation Capture
- Verifying Claims, Dates and Caveats
- AI Got It Wrong #4: The Research Note
- Workflow Exercise: Policy Comparison

Module 5: Documents, Extraction and Knowledge Work

- Document Preparation and Task-Safe Handling
- Practice: Document-Use Checklist
- Structured Extraction from Documents
- Workflow Exercise: Document Triage and Extraction
- Summarization and Synthesis
- Practice: Summaries of a Guidance Memo
- Quality Control for Extracted Information
- AI Got It Wrong #5: Extraction Error Audit
- Reusable Document Workflow
- Practice: Readiness Checklist on a Prerequisite List

Module 6: Professional Writing and Communication

- Drafting Professional Communication with AI
- Practice: Draft and Revise a Staff Announcement
- Audience, Tone and Purpose
- Practice: Three Audience Variants
- Plain-Language Healthcare Communication
- Workflow Exercise: Plain-Language Billing Notice
- Review, Revision and Quality Control
- AI Got It Wrong #6: Communication Correction
- Communication Handoff and Documentation
- Practice: Handoff Checklist for the Billing Notice

Module 7: Spreadsheet Analysis and Decision Support

- Preparing Operational Data for Analysis
- Practice: Data-Quality Checklist
- AI-Supported Spreadsheet Analysis
- Practice: Analysis Plan and Formula Check

- Calculation Verification
- AI Got It Wrong #7: Faulty-Calculation Challenge
- Patterns, Comparisons and Decision Support
- Practice: Finding Versus Inference
- Workflow Exercise: Operational Spreadsheet Analysis

Module 8: Reusable Knowledge Assets and Workflow Design

- Reusable Knowledge Assets
- Practice: Build a Tool-Agnostic Work Aid
- Workflow Mapping
- Practice: Current-State Map of Referral Intake
- Where AI Can Assist and Where It Should Not
- Practice: The Assist, Review, Prohibit Matrix
- AI Got It Wrong #8: The Proposed Redesign
- Workflow and SOP Improvement
- Workflow Exercise: SOP Improvement

Module 9: Applied Healthcare Workflow Exercises

- Scenario Orientation and Workflow Planning
- Scenario 1: Intake to Communication
- Scenario 2: Source-Grounded Policy Comparison
- Scenario 3: Eligibility and Authorization Readiness
- Scenario 4: Operational Data Review with AI Got It Wrong
- Scenario 5: Cross-Role Workflow and SOP Improvement

Module 10: Capstone, Readiness Assessment and Action Plan

- Readiness Preparation
- The Capstone: The May 1 Briefing
- Workplace Action Plan and Next Steps