COURSE SYLLABUS

AI for Healthcare Administration

Use Claude to streamline healthcare administration documentation, analysis, and communication with a personalized workflow grounded in compliance, HIPAA awareness, and appropriate AI use boundaries.

For more information, visit
https://www.creativelive.com/classes/ai-for-healthcare-administration



Course Outline

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Module 1: Getting Started with Claude AI

- Explain how Claude works in plain language and identify the model tiers, plans, and interface
- Understand the context window, how Claude processes information, and when to start new conversations
- Practice your first Claude conversation using a healthcare administration-specific prompt
- Identify what Claude does well, what it doesn't, and when human judgment is essential

Module 2: Prompting Fundamentals

- Apply the five-part prompt framework: context, task, format, constraints, and examples
- Write effective prompts across five use cases: writing, summarization, analysis, research, and creative problem-solving
- Recognize and fix common prompting mistakes that produce vague or unusable output
- Practice prompting with healthcare admin scenarios: drafting a department policy, summarizing a compliance audit report, and writing a patient-facing communication about a process change

Module 3: Working with Files & Documents

- Upload and analyze images, PDFs, spreadsheets, and documents directly in Claude
- Use Claude to extract, compare, and summarize information from uploaded files
- Work with healthcare administration file types: policies and procedures, compliance reports, quality metrics exports, patient satisfaction surveys, and operational dashboards
- Complete a hands-on document analysis exercise using provided healthcare administration sample files

Module 4: Projects & Knowledge Bases

- Explain how Projects use custom instructions and knowledge bases to organize ongoing work
- Write effective Project instructions that encode your role, audience, format preferences, and rules
- Upload reference documents and understand how RAG retrieves relevant content
- Create a healthcare administration Project for a quality improvement initiative or policy revision using provided sample documents and templates

Module 5: Artifacts, Styles, Memory & Usage Management

- Create reusable deliverables with Artifacts and edit them directly or through conversation

- Build custom Styles that match your professional communication voice
- Configure Memory to retain key context about you and your work across conversations
- Apply usage management techniques to extend your plan value

Module 6: Introduction to Claude Cowork

- Explain what Cowork is and how it differs from the claude.ai chat interface
- Read, write, and manage files from your desktop environment
- Configure guardrails, file permissions, and network settings for safe use
- Understand prompt injection risks and how to protect against them

Module 7: Advanced Prompting & AI Tool Selection

- Use role-based prompting, chain-of-thought reasoning, and multi-step workflows
- Apply Extended Thinking, web search, and the You Ask Me technique for complex tasks
- Compare Claude with ChatGPT, Copilot, and Gemini to choose the right tool for each task
- Practice advanced prompting with healthcare admin scenarios: analyzing quality metrics for a board report, building a staff training module, and preparing a compliance gap analysis

Module 8: Context System, Connectors & Integrations

- Build foundational context files and set Global Instructions that apply to every Cowork session
- Connect Claude to Slack, Google Drive, Gmail, and other workplace tools
- Use Claude natively in Excel and PowerPoint with the Office add-ins
- Configure your context system and connections for healthcare admin workflows, including quality metrics analysis in Excel and board presentations in PowerPoint

Module 9: AI for Healthcare Administration — Core Workflows

- Use Claude to draft and revise policies, procedures, and standard operating protocols for healthcare settings
- Produce compliance documentation, audit preparation materials, and regulatory response drafts with appropriate review gates
- Build quality improvement reports, patient safety narratives, and performance dashboards from operational data
- Draft patient-facing communications, staff announcements, and training content for healthcare teams
- Complete a hands-on lab producing a multi-document healthcare administration package

Module 10: Capstone — Build Your Healthcare Admin Claude System

- Audit your administrative tasks and identify the highest-value opportunities for Claude assistance
- Configure a personalized healthcare administration Claude system: Projects, context files, Styles, and connected tools
- Run a complete end-to-end workflow: revised policy document, compliance summary, quality improvement report, and staff communication
- Create a Week 1 action plan for applying what you've learned to your healthcare administration role