

# AI for Healthcare Administration Course (Self-Paced)

Elevate your healthcare administration work with Claude, streamlining documentation, analysis, and communication through a personalized workflow anchored in compliance, HIPAA awareness, and clear boundaries around appropriate AI use.

Group classes in Live Online and onsite training is available for this course. For more information, email [corporate@nobledesktop.com](mailto:corporate@nobledesktop.com) or visit: <https://www.nobledesktop.com/classes/ai-for-healthcare-administration-course-self-paced>



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## Course Outline

### 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