

HIM-1060: HEALTH UNIT COORDINATOR

Cuyahoga Community College

Viewing: HIM-1060 : Health Unit Coordinator

Board of Trustees:

January 2024

Academic Term:

Fall 2024

Subject Code

HIM - Health Information Management

Course Number:

1060

Title:

Health Unit Coordinator

Catalog Description:

Specific application of health unit coordinating duties and responsibilities relating to entry-level positions. Basic information with emphasis on clerical tasks: patient processing for admissions, transfers, discharges, charts, preoperative, postoperative, scheduling and processing orders. Accuracy and appropriate understanding with physician, nursing, and dietary treatment orders. Accuracy in transcribing medication orders, laboratory orders and other diagnostic orders. Emphasis on Allied Health professional principles.

Credit Hour(s):

3

Lecture Hour(s):

3

Requisites

Prerequisite and Corequisite

MA-1020 Medical Terminology I.

Outcomes

Course Outcome(s):

Use appropriate Health Unit Coordinator management techniques.

Essential Learning Outcome Mapping:

Not Applicable: No Essential Learning Outcomes mapped. This course does not require application-level assignments that demonstrate mastery in any of the Essential Learning Outcomes.

Objective(s):

1. Demonstrate appropriate admission, preoperative, postoperative procedures.
 2. Demonstrate appropriate discharge, transfer and postmortem procedures.
 3. Demonstrate ability to perform clinical tasks in classroom environment in an ethical and professional manner.
 4. Demonstrate safety practices applicable to the Health Unit Coordinator.
 5. Identify and explain the functions of various hospital departments and services.
 6. Demonstrate oral communication techniques and their devices.
 7. Describe Maslow's hierarchy of human needs and demonstrate appropriate communication and interpersonal skills.
 8. Demonstrate knowledge of legal aspects of healthcare in documentation and in interactions with members of the healthcare team, the patient and patient representatives.
 9. Demonstrate appropriate Health Unit Coordinator management techniques.
 10. Identify the standard chart forms, the purpose of the chart, the maintenance of the chart, corrections on the chart, and writing on the chart.
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Course Outcome(s):

Differentiate between health care settings.

Essential Learning Outcome Mapping:

Not Applicable: No Essential Learning Outcomes mapped. This course does not require application-level assignments that demonstrate mastery in any of the Essential Learning Outcomes.

Objective(s):

1. Explain the role of a Health Unit Coordinator.
2. Differentiate between a hospital and a medical center.
3. Provide an overview of health care in the present day.
4. Explain the role of a nursing professional.
5. Explain the role of the medical staff.
6. Differentiate between different allied health career professionals.
7. Differentiate between the different communication devices available in a health care unit and how they would be used in practice.

Course Outcome(s):

Develop and demonstrate personal and professional skills.

Essential Learning Outcome Mapping:

Not Applicable: No Essential Learning Outcomes mapped. This course does not require application-level assignments that demonstrate mastery in any of the Essential Learning Outcomes.

Objective(s):

1. Demonstrate communication skills.
2. Demonstrate acceptable interpersonal skills.
3. Demonstrate and explain appropriate workplace behavior.
4. Demonstrate knowledge of the legal aspects of healthcare in documentation and in interactions with members of the healthcare team, the patient and patient representatives.
5. Describe Maslow's hierarchy of human needs and demonstrate appropriate communication and interpersonal skills.
6. Demonstrate appropriate Health Unit Coordinator management techniques.
7. Identify the standard chart forms, the purpose of the chart, the maintenance of the chart, corrections on the chart, and writing on the chart

Course Outcome(s):

Differentiate between using a paper medical record and an electronic patient record.

Essential Learning Outcome Mapping:

Not Applicable: No Essential Learning Outcomes mapped. This course does not require application-level assignments that demonstrate mastery in any of the Essential Learning Outcomes.

Objective(s):

1. Identify the patient's electronic medical record (EMR) and/or paper medical record.
2. Describe the health unit coordinator role in the processing of electronic, pre-printed, and handwritten practitioner orders.
3. Differentiate between the various types of orders found in a patient record.

Course Outcome(s):

Demonstrate Health Unit Coordinator procedures.

Essential Learning Outcome Mapping:

Not Applicable: No Essential Learning Outcomes mapped. This course does not require application-level assignments that demonstrate mastery in any of the Essential Learning Outcomes.

Objective(s):

1. Demonstrate the correct procedure for the admission of a patient.
2. Demonstrate the correct procedure for both preoperative and postoperative patients.
3. Demonstrate the correct procedure for a patient who is discharged from the hospital, transferred to another facility, or transferred to another health care unit.
4. Demonstrate appropriate postmortem procedures.
5. Demonstrate correct procedures for the following: health care unit administrative reports, infection control reports, emergencies, and special services.

Course Outcome(s):

Accurately identify anatomical structures; define medical terms and illnesses.

Essential Learning Outcome Mapping:

Not Applicable: No Essential Learning Outcomes mapped. This course does not require application-level assignments that demonstrate mastery in any of the Essential Learning Outcomes.

Objective(s):

1. Accurately define various medical terms.
2. Accurately identify basic human body structures.
3. Explain commonly found diseases and disorders which result in patient admissions to a hospital.

Methods of Evaluation:

1. Oral participation in class discussion and activities
2. Performance of simulated work-related exercises
3. Points earned/deducted for tardiness and absenteeism from class
4. Entry level competency (70%) on quizzes/tests. Quizzes/tests will be administered after each large unit of instruction
5. Oral presentation
6. Final examination
7. Classroom assignments and participation

Course Content Outline:

1. Orientation to hospitals, medical centers and health care
 - a. Nursing Units where a Health Unit Coordinator would work
 - b. Nursing care delivery models and clinical pathways
 - c. Role of a Health Unit Coordinator in various settings
 - d. Health Care Delivery systems and services
 - e. Managed Care Organizations
 - f. Supply ordering
 - g. Daily form preparation
2. Communication and interpersonal skills
 - a. Proper telephone etiquette
 - i. Telephone etiquette
 - b. Respecting patients and team members
 - c. Listening skills
 - d. Paging systems and intercoms
 - e. Teamwork
 - f. Maslow's hierarchy of human needs
 - g. Assertiveness skills
 - h. Dealing with difficult situations/angry visitors
 - i. Appropriate use of equipment
 - i. Telephone
 1. Hold button
 2. Use of the transfer button
 3. Taking messages

- 4. Critical (panic) value messages
 - 5. Placing telephone calls
 - ii. Voicemail
 - iii. Text messaging and etiquette
 - iv. Wireless communication systems
 - v. Mass communication systems
 - vi. Global Positioning Systems (GPS) tracking and its use in healthcare
 - vii. Patient call light
 - viii. Fax machines
 - ix. Computer systems
 - 1. Emails
 - 2. Order entry
 - x. Copy machines
 - xi. Shredding machines
 - xii. Pneumatic tube systems
 - xiii. Census boards
 - j. Workplace behavior and appearance
 - k. Management techniques
 - l. Problem solving skills
 - m. Continuous Quality Improvement (CQI)
3. Medicolegal and ethical considerations
- a. HIPAA and Confidentiality
 - b. Malpractice
 - c. Accreditation Organizations (JCAHO)
 - d. Eliminating and preventing medical errors
4. Patient chart creation and maintenance
- a. Six purposes of the patient chart
 - b. Guidelines to follow when writing in a patient chart
 - c. Standard chart forms
 - d. Purpose of patient chart
 - e. Corrections on patient chart
 - f. Preparing and maintaining the patient chart
 - g. Recording vital signs and other data on the Graphic Record
5. Transcription of Orders
- a. Physician orders
 - b. Patient activity and positioning orders
 - c. Nursing observations orders
 - d. Dietary orders
 - e. Laboratory orders
 - f. Medication orders
 - g. Diagnostic imaging orders
 - h. Treatment orders
 - i. Standing orders
 - j. Miscellaneous orders
 - k. Using military time
 - l. Ordering daily diagnostic tests
6. Safety Procedures
- a. Chemical safety
 - b. Electrical safety
 - c. Fire safety
 - d. Patient restraint standards
 - e. Incident reports
 - f. Infection Control processes and reports
 - g. Disease transfer through blood and body fluids
 - h. Emergency situations
7. Admission, preoperative, postoperative procedures
- a. Admission of the patient
 - b. Admission orders

- c. Surgery patient
 - i. Preoperative orders
 - ii. Anesthesiologist orders
 - iii. Post-operative orders
- d. Surgery schedules
- e. Consent forms for treatments, blood transfusions and surgeries
- f. Nursing surgical preoperative checklists
- g. MAR (Medication Administration Records)
- h. Posting diagnostic test results
 - i. Health care unit administrative reports
 - j. Special Services
- 8. Discharge, transfer and postmortem procedures
 - a. Discharge planning
 - b. Discharge of a patient
 - c. Discharge against medical advice
 - d. Discharge of a deceased patient
 - e. Autopsy and postmortem examinations
 - f. Transfer of a patient: inter-hospital or intra-hospital

Resources

Elaine Gillingham and Monica Melzer Wadsworth Seibel. *Health Unit Coordinating Skills Practice Manual*. 7th ed. St. Louis: Elsevier, 2014.

Elaine Gillingham. *Health Unit Coordinating Pocket Guide*. 7th ed. St. Louis: Elsevier, 2014.

Elaine Gillingham. *Health Unit Coordinating Certification Review Guide*. 7th ed. St. Louis, MO: Elsevier, 2014.

Resources Other

Health Unit Coordinator Certification Exam Candidate Handbook. National Association of Health Unit Coordinators. 2023. <https://nahuc.org/wp-content/uploads/2022/03/Exam-Candidate-Handbook-03-22.pdf>

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