

HTEC-1010: HEALTH CAREERS PROFESSIONALISM

Cuyahoga Community College

Viewing: HTEC-1010 : Health Careers Professionalism

Board of Trustees:

2017-06-29

Academic Term:

2017-08-24

Subject Code

HTEC - Health Technology

Course Number:

1010

Title:

Health Careers Professionalism

Catalog Description:

Designed for College Credit Plus students. Engage with the Tri-C community to develop skills necessary for student success. Covers personal responsibility, motivation, student support services, career and academic planning, time management, and study skills. Provides an introduction to the health care professions and to be successful in the health care environment, including: health care roles and career development, legal and work-related ethical responsibilities, personal traits of successful health care professionals, cultural considerations in the health care industry, effective communication skills, self- management and professionalism.

Credit Hour(s):

2

Lecture Hour(s):

2

Requisites

Prerequisite and Corequisite

None.

Outcomes

Course Outcome(s):

Demonstrate engagement with student support services in area(s) of need.

Essential Learning Outcome Mapping:

Information Literacy: Acquire, evaluate, and use information from credible sources in order to meet information needs for a specific research purpose.

Objective(s):

1. Demonstrate student financial responsibility including how to utilize financial aid.
2. Identify tutoring resources available to students.
3. Identify mentoring programs available to students, including faculty, peer, staff mentoring and Student Success Specialists.
4. Identify resources which may include, but are not limited to, Career Center, Counseling Center, ACCESS offices, Veteran's Services, TRIO Services and Student Life.

Course Outcome(s):

Demonstrate knowledge and understanding of health care organizations and financing and informed consent.

Objective(s):

1. Match various health care agencies with the services provided.
2. Identify major service categories within a healthcare facility's organizational chart and list at least two departments that fall under each category.
3. Decipher the following acronyms: CDC HHS, OSHA, FDA, NIH, PPO, HMO, ODH, HIPAA, HITECH, ADA, ACA
4. Describe the differences between indemnity and managed health care insurance models.

5. Describe how medical bills are paid under each health care insurance model.
6. Define third party payer.

Course Outcome(s):

Construct an academic plan for a health career program through a formalized process and understand the application process.

Objective(s):

1. Identify career interests/ suitability
2. Identify academic goals.
3. Prepare an academic plan.
4. Prepare and develop a timeline for the application process.

Course Outcome(s):

Employ campus and web-based technologies important for student success.

Objective(s):

1. Use Blackboard, my Tri-C space and Degree Works
2. Use library and/or web-based library resources.
3. Identify the campus-based technologies available to students including college computing centers.
4. Identify computer literacy needs.

Course Outcome(s):

Demonstrate knowledge of Academic and Student Affairs policies.

Objective(s):

1. Describe the Academic and Students Affairs policies as outlined in the Tri-C Students Handbook.
2. Identify student rights and responsibilities.

Course Outcome(s):

Evaluate skills required for student success.

Objective(s):

1. Identify time management and study skills needed in college.
2. Determine how to develop and improve interpersonal, time-management and study skills.

Course Outcome(s):

Identify and evaluate interpersonal qualities and traits of health care professionals.

Objective(s):

1. Identify Essential Functions and Admission Standards (physical and sensory requirements, cognitive, personal temperament, environmental safety, communication and language).
2. Describe what is meant by interpersonal skills and how they affect professional success.
3. List five grooming traits that result in a professional image.
4. Describe a strong "work ethic" and explain its importance.
5. Discuss how attendance, punctuality, reliability accountability, and attitude impact the recognition you receive as a professional.

Course Outcome(s):

Demonstrate understanding of legal and ethical principles.

Objective(s):

1. Define confidentiality ethics, libel, slander, assault, battery, malpractice, negligence, beneficence, non-maleficence, veracity, integrity and justice.
 2. Identify five situations that show improper ethical or legal behavior.
 3. Explain the importance of confidentiality in health care including privacy issues resulting from advanced technology.
 4. Explain the purpose of a professional Code of Ethics and identify your chosen profession's Code of Ethics.
 5. Explain the purpose of Practice Standards and identify your chosen profession's Practice Standards.
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Course Outcome(s):

Identify the basic elements of therapeutic communication and the effects on interpersonal relationships within a culturally diverse population.

Objective(s):

1. List and explain the stages involved with effective patient interaction.
2. Identify the normal sequence of verbal communication.
3. Define and demonstrate active listening skills.
4. Define and identify intimate, personal and social space.
5. Relate the importance of space and territoriality to the patient encounter.
6. Discuss special issues and concerns when interacting with diverse populations.
7. Describe the legalities associated with communicating with patients that have disabilities.
8. Discuss the respectful manner in which to address a patient.

Course Outcome(s):

Demonstrate an understanding and ability to work with others.

Objective(s):

1. Discuss ways to demonstrate loyalty to your coworkers and your employees
2. Discuss how personal differences can cause conflicts in the workplace.
3. Describe the concept of interdependence.
4. Define diversity and list human differences.
5. Define tolerance and explain the value of human diversity in the healthcare setting.
6. Describe why communication skills are the basis for effective relationships.

Methods of Evaluation:

1. Student participation including in-and-out of the classroom activities
2. Quizzes, examinations, and assignments
3. Journals
4. Projects
5. Academic plan

Course Content Outline:

1. Introduction to college education and its importance
 - a. Classroom and college expectations
 - i. Attendance
 - ii. Class participation
 - iii. Financial Responsibility
 - b. Campus and web-based technologies
 - i. Computer literacy needs
 - ii. Blackboard
 - iii. My Tri-C Space
 - iv. Degree Works
 - v. Library
 - vi. Web-based library resources
 - vii. College computer centers
2. Exposure to college services and resources
 - a. Tutoring
 - b. Mentoring programs
 - c. Career Center
 - d. Counseling Center
 - e. ACCESS Offices
 - f. Veterans Services
 - g. TRIO Services
 - h. Student Life
3. Overview of career exploration process
 - a. Evaluating career interests/suitability
 - b. Academic planning resources
 - c. Health Careers Application process

- i. Program admissions requirements
 - ii. Timeline for applying
- 4. Student success skills
 - a. Time management skills
 - b. Basic study skills
 - c. Personal skills
- 5. Professionalism
 - a. Attendance
 - b. Punctuality
 - c. Reliability accountability
 - d. Attitude
- 6. Legal and ethical concerns
 - a. Confidentiality ethics
 - b. Libel
 - c. Slander
 - d. Assault
 - e. Battery
 - f. Malpractice
 - g. Negligence
 - h. Beneficence
 - i. Non-Maleficence
 - j. Veracity
 - k. Integrity
 - l. Justice
- 7. Therapeutic communications
 - a. Effective patient interaction
 - b. Sequence of verbal communication
 - c. Listening skills
 - d. Respecting patient
 - e. Intimate, personal and social space
 - f. Interacting with diverse populations
 - g. Legal concerns when communicating with patients that have disabilities
- 8. Working with others
 - a. Loyalty
 - b. Conflicts in the workplace
 - c. Interdependence
 - d. Diversity and human differences
 - e. Tolerance and value of human diversity
 - f. Communication skills
- 9. Health care organizations and finances
 - a. Services provided by health care agencies
 - b. Major Service categories of a health care facility
 - c. Acronyms
 - d. Indemnity vs. Managed health care insurance models
 - e. Health care insurance models
 - f. Third party payer

Resources

Cuyahoga Community College Catalog. Current edition.

Cuyahoga Community College Student Handbook. Current edition.

Bain, Ken. (2012) *What the Best College Students Do*, Cambridge, MA: Belknap of Harvard UP.

Downing, Skip. (2016) *On Course: Strategies for Creating Success in College and in Life*, Boston, MA: Cengage Learning.

Halonen, Jane S. and John W. Santrock. (2012) *Your Guide to College Success: Strategies for Achieving Your Goals*, Boston, MA: Cengage Learning.

Makely, Sherry. (2016) *Professionalism in Health Care: A Primer for Career Success*, New York: Pearson.

Resources Other

Explore Health Careers <http://explorehealthcareers.org/en/home> (<http://explorehealthcareers.org/en/home/>)

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