Western Technical College

10501104 Contemporary Healthcare Practices

Course Outcome Summary

Course Information

Description	An introduction to the culture of healthcare for students interested in working in various healthcare settings. Learners examine professionalism, interpersonal and written communication skills, problem-solving skills and patient privacy and confidentiality issues as they relate to healthcare.
Career Cluster	Health Science
Instructional Level	A.A.S. - Associate in Applied Science
Total Credits	2
Total Hours	36

Textbooks

No textbook required.

Success Abilities

1.   Cultivate Passion: Enhance Personal Connections

2.   Refine Professionalism: Act Ethically

3.   Refine Professionalism: Improve Critical Thinking

4.   Refine Professionalism: Participate Collaboratively

5.   Refine Professionalism: Practice Effective Communication

Course Competencies

1.   Examine the healthcare community.

Assessment Strategies

1.1.   Oral, Written or Graphic Assessment

Criteria

You will know you are successful when

1.1.   you describe the role and impact of major governmental regulatory healthcare agencies
1.2.   you explore the role and impact of healthcare organizations within the community
1.3.   you identify major trends in healthcare services
1.4.   you explore the role of various members of the healthcare team
1.5.   you explain the organizational structure of healthcare systems
1.6.   you explore career pathways in healthcare

Learning Objectives

1.a.   Explore key aspects in the history of healthcare.
1.b.   Identify the organization of healthcare systems.
1.c.   Examine public and private health funding.
1.d.   Investigate Medicare and Medicaid.
1.e.   Describe the role and function of various regulatory agencies in healthcare.
1.f.   Identify other influences on healthcare providers.
1.g.   Describe current and future trends in healthcare.
1.h.   Describe various members of the healthcare team, including career pathways.

2.   Demonstrate professional behavior as a member of the healthcare team.

Assessment Strategies

2.1.   Oral, Written or Graphic Assessment

Criteria

You will know you are successful when

2.1.   you recognize ethical, moral, and legal standards
2.2.   you demonstrate time management techniques
2.3.   you present a professional image consistent with healthcare facility standards
2.4.   you model wellness behaviors and personal hygiene
2.5.   you exhibit characteristics of dependability and responsibility
2.6.   you demonstrate initiative
2.7.   you manage your emotional response

Learning Objectives

2.a.   Explore ethical, moral, and legal standards in healthcare.
2.b.   Examine characteristics of a healthcare professional.
2.c.   Identify personal behaviors and image associated with healthcare standards.
2.d.   Determine behaviors in college that lead to the development of professionalism.
2.e.   Identify volunteer and community service opportunities that help with personal development.

3.   Protect patient privacy and confidentiality.

Assessment Strategies

3.1.   Oral, Written or Graphic Assessment

Criteria

You will know you are successful when

3.1.   you identify privacy and confidentiality concerns
3.2.   you explore various healthcare professional codes of ethics
3.3.   you follow HIPAA regulations
3.4.   you explain the Patient's Bill of Rights
3.5.   you describe potential consequences for privacy or confidentiality violations for yourself and the organization

Learning Objectives

3.a.   Explain HIPAA.
3.b.   Identify examples of PHI.
3.c.   Explore administrative, physical, and technical safeguards for information.
3.d.   Investigate common violations by organizations and healthcare providers.

3.e.   Determine potential consequences for privacy or confidentiality violations for yourself and the organization.

3.f.   Explore various healthcare professional code of ethics.

3.g.   Apply understanding to scenarios.

3.h.   Explore elements in a Patient Bill of Rights.

3.i.   Identify possible privacy and confidentiality concerns in healthcare trends.

4.   Demonstrate effective interpersonal communication skills in the healthcare setting.

Assessment Strategies

4.1.   Oral, Written or Graphic Assessment

Criteria

You will know you are successful when

4.1.   you describe components of effective communication

4.2.   you demonstrate active listening skills

4.3.   you adjust your response to meet the needs of the audience

4.4.   you apply cultural sensitivity in your interactions

4.5.   you apply constructive conflict resolution skills

4.6.   you function effectively in a team

4.7.   you demonstrate awareness of the impact of nonverbal communication

4.8.   you use appropriate, professional language

Learning Objectives

4.a.   Determine components of effective communication.

4.b.   Identify the function of verbal and non-verbal communications.

4.c.   Explore barriers to effective communication.

4.d.   Examine a patient centered approach to communication.

4.e.   Explore cultural impact on health perspective and communication.

5.   Identify principles of customer service in the healthcare setting.

Assessment Strategies

5.1.   Oral, Written or Graphic Assessment

Criteria

You will know you are successful when

5.1.   you identify both internal and external healthcare customers

5.2.   you use a patient centered approach when communicating

5.3.   you examine impacts of poor customer service

5.4.   you identify ways organizations measure customer satisfaction

5.5.   you describe the resources available to improve customer service

5.6.   you examine the impact of the healthcare environment on patients and families as it relates to customer service

5.7.   you explore diverse cultural health perspectives and their impact on healthcare delivery

Learning Objectives

5.a.   Summarize practices that lead to good customer service.

5.b.   Identify internal and external healthcare customers.

5.c.   Explore ways organizations measure performance and customer satisfaction.

5.d.   Examine strategies for dealing with customers who are upset.

5.e.   Outline the LAST method of customer service reconciliation.

6.   Demonstrate effective written communication skills in the healthcare setting.

Assessment Strategies

6.1.   Oral, Written or Graphic Assessment

Criteria

You will know you are successful when

6.1.   document provides the right information and approach for the audience and communication situation

6.2.   document follows an effective organizational plan

6.3.   document includes the main idea
6.4.   document includes only relevant and necessary details
6.5.   document incorporates a variety of relevant, credible and accurate sources
6.6.   sources are cited if necessary
6.7.   formatting elements organize and highlight ideas as needed
6.8.   communication uses professional language and avoids abbreviations and emoticons
6.9.   document exhibits correct and appropriate grammar, punctuation, spelling, syntax, and word usage
6.10.   you apply effective communication strategies to electronic formats

Learning Objectives

6.a.   Explore how written communication is used in healthcare setting.
6.b.   Explore elements of effective written communication.
6.c.   Produce written documents consistent with expectations for healthcare setting.

7.   Apply an organized process to solve problems in a healthcare setting.

Assessment Strategies

7.1.   Oral, Written or Graphic Assessment

Criteria

You will know you are successful when

7.1.   you accurately identify the problem
7.2.   you generate multiple potential solutions for the problem
7.3.   you select a solution
7.4.   you generate a plan to implement the solution
7.5.   you evaluate the outcome

Learning Objectives

7.a.   Explore problem solving strategies used in healthcare setting.
7.b.   Apply problem solving strategies to case scenarios.
7.c.   Prepare multiple solutions for a given problem
7.d.   Predict outcomes related to each solution generated.