

Course Description**HSC0003 | Introduction to Health Care | 2.50 credits**

An introduction to the health care environment, this course focuses on the health care team and delivery systems. Students will learn about legal responsibilities, ethical issues, safety, infection control, communication, interpersonal behaviors, wellness, and disease. Corequisite: HSC0003L

Course Competencies:

Competency 1: The student will be able to demonstrate knowledge of the healthcare delivery system and health occupations by:

1. Identifying the basic components of the health care delivery system, including public, private, government, and non-profit
2. Identifying standard methods of payment for healthcare services
3. Describe the various types of health care providers (facilities) and the range of services available, including resources for victims of domestic violence
4. Describing the composition and functions of a health care team
5. Identifying the general roles and responsibilities of the individual members of the health care team
6. Identifying the roles and responsibilities of the consumer within the healthcare system
7. Explain the causes and effects of factors that influence the current healthcare delivery system
8. Explaining the impact of emerging issues, including technology, epidemiology, bioethics, and socioeconomics, on healthcare delivery systems
9. Identifying the educational and licensing requirements of various healthcare occupations
10. Recognizing the significant kinds of approvals to ensure the competency of health care professionals

Competency 2: The student will be able to use oral and written communication skills in creating, expressing, and interpreting information and ideas by:

1. Explaining basic speaking and active listening skills, including reflection, restatement, and clarification techniques
2. Explaining basic observational skills and related documentation strategies in written and oral form
3. Identifying successful and unsuccessful communication characteristics, including communication styles and barriers
4. Composing written communication using correct spelling, grammar, and formatting
5. Applying appropriate medical terminology and abbreviations
6. Recognizing the importance of courtesy and respect for patients and other healthcare workers and maintaining good interpersonal relationships
7. Recognizing the importance of patient/client education regarding health care
8. Identifying communication skills to varied levels of understanding and cultural orientation, including diverse age, cultural, economic, ethnic, and religious groups
9. Analyzing elements of communication using a sender-receiver model
10. Distinguishing between and reporting subjective and objective information
11. Selecting and employing appropriate communication concepts and strategies to enhance oral and written communication in the workplace
12. Locating, organizing, and referencing written information from various sources
13. Describing verbal and nonverbal cues/behaviors that enhance communication
14. Explaining the meaning of active listening skills to obtain and clarify information

Competency 3: The student will be able to describe the importance of professional ethics and legal responsibilities by:

1. Discuss the legal framework of healthcare occupations, including the scope of practice legislation
2. Identifying procedures for accurate documentation and record keeping
3. Interpreting healthcare facility policy and procedures
4. Recognizing the legal responsibility of consent and confidentiality, oral, written, and electronic
5. Explaining "The Patient Care Partner" describing patients' rights and responsibilities

<http://www.aha.org/advocacy-issues/communicatingpts/pt-care-partnership.shtml>.

6. Identifying the standards of the Health Insurance Portability and Accountability Act (HIPAA)
7. Describing advance directives
8. Distinguishing between express, implied, and informed consent
9. Explaining the laws governing harassment, labor, and employment
10. Differentiating between legal and ethical issues in healthcare
11. Describing a Code of Ethics consistent with the health care occupation
12. Recognizing the limits of authority and responsibility of health care workers, including the legislated scope of practice
13. Recognizing and reporting abuse, including domestic violence and neglect
14. Interpreting and explaining written organizational policies and procedures

Competency 4: The student will be able to demonstrate an understanding of and apply wellness and disease concepts by:

1. Describe and apply strategies for the prevention of diseases, including health screenings and examinations
2. Identifying personal health practices and environmental factors that affect optimal function of the major body systems
3. Identifying psychological reactions to illness, including defense mechanisms
4. Identifying complementary and alternative health practices, including biomedical therapies
5. Discussing the adverse effects of the use of alcohol, tobacco, and legal and illegal drugs on the human body and applying safety practices related to these and other high-risk behaviors
6. Explaining basic concepts of wellness and stress
7. Developing a wellness and stress control plan that may be used in personal and professional life
8. Exploring and utilizing the U.S. Department of Agriculture's MyPlate food guide (www.choosemyplate.gov)
9. Recognizing the steps in the grief process

Competency 5: The student will be able to demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance by:

1. Describing personal and job site safety rules and regulations that maintain safe and healthy work environments
2. Identifying and practicing security procedures for medical supplies and equipment
3. Demonstrating personal safety procedures based on Occupational Safety and Health Administration (OSHA) and Centers for Disease Control (CDC) regulations (including standard precautions)
4. Recognizing Materials Data Safety Sheets (MSDS) and complying with safety signs, symbols, and labels
5. Demonstrating proper body mechanics and ergonomics
6. Demonstrating the proper procedure for identifying patients
7. Describing fire safety, disaster, and evacuation procedures
8. Defining the elements in a disaster and emergency response plan
9. Discussing the Joint Commission's patient safety goals. (www.jointcommission.org)
10. Explaining emergency procedures to follow in response to workplace accidents

Competency 6: The student will be able to recognize and respond to emergencies by:

1. Monitoring and recording vital signs
2. Describing legal parameters relating to the administration of emergency care

Competency 7: The student will be able to recognize and practice infection control procedures by:

1. Defining principles of infection control, including standard and transmission-based precautions
2. Demonstrating knowledge of medical asepsis and practicing hand washing and isolation procedures
3. Describing surgical asepsis
4. Describe how to dispose of biohazardous materials according to appropriate government guidelines such as OSHA

Competency 8: The student will be able to use information technology tools by:

1. Describing technology applications in healthcare
2. Defining terms and demonstrating basic computer skills
3. Recognizing technological tools to expedite workflow, including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendars, contacts, email, and internet applications
4. Identifying computer operations applications to access, create, manage, integrate, and store information

Competency 9: The student will be able to explain the importance of employability skills by:

1. Identifying personal traits or attitudes desirable in a healthcare team member
2. Explaining basic professional standards of healthcare workers as they apply to hygiene, dress, language, confidentiality, and behavior (i.e., telephone etiquette, courtesy, and self-introductions)
3. Identifying documents that may be required when applying for a job
4. Maintaining a career portfolio to document knowledge, skills, and experience
5. Defining the elements of an appropriate resume
6. Describe how to conduct a job search and complete a job application form correctly
7. Demonstrating competence in job interview techniques
8. Examining levels of education and credentialing requirements, including licensure and certification, employment opportunities, workplace environments, and career growth potential
9. Identifying and demonstrating positive work behaviors needed to be employable
10. Comparing careers within the health science career pathways (diagnostic services, therapeutic services, health informatics, support services, or biotechnology research and development)
11. Developing a personal career plan that includes goals, objectives, and strategies
12. Identifying opportunities and researching requirements for career advancement
13. Researching the benefits of ongoing professional development

Competency 10: The student will be able to demonstrate knowledge of blood-borne diseases, including HIV/AIDS by:

1. Recognizing emerging diseases and disorders
2. Distinguishing between fact and fallacy about the transmission and treatment of diseases caused by blood-borne pathogens, including HIV/AIDS and Hepatitis B
3. Applying infection control techniques designed to prevent the spread of diseases caused by blood-borne pathogens to the care of all patients following Centers for Disease Control (CDC) guidelines

Competency 11: The student will be able to demonstrate mathematics and science knowledge and skills by:

1. Constructing charts/tables/graphs to interpret health care practices using functions and data
2. Measuring time, temperature, distance, capacity, and mass/weight
3. Using and converting both traditional and metric units
4. Estimating, approximating, and judging the reasonableness of the result
5. Converting from regular time to the 24-hour clock
6. Demonstrating ability to evaluate and draw conclusions
7. Demonstrating knowledge of arithmetic operations
8. Analyzing and applying data and measurements to solve problems and interpret documents

Competency 12: The student will be able to demonstrate language arts knowledge and skills by:

1. Locating, comprehending, and evaluating key oral and written information elements
2. Drafting, revising, and editing written documents using correct grammar, punctuation, and vocabulary
3. Identifying methods to formally and informally present information for specific purposes and audiences

Competency 13: The student will be able to solve problems using critical thinking skills, creativity, and innovation by:

1. Describing critical thinking and interpersonal skills to resolve conflicts
2. Identifying practices that contribute to both academic and professional success

Competency 14: The student will be able to describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment by:

1. Employing critical thinking skills independently and in teams to solve problems and make decisions
2. Employing critical thinking and interpersonal skills to resolve conflicts

3. Identifying and documenting workplace performance goals and monitoring progress
4. Conducting technical research to gather information necessary for decision-making

Competency 15: The student will be able to demonstrate leadership and teamwork skills needed to accomplish team goals and objectives by:

1. Recognizing leadership skills to accomplish organizational goals and objectives
2. Identifying effective working relationships with others to accomplish objectives and tasks
3. Conducting and participating in meetings to accomplish work tasks
4. Describing mentoring skills to inspire and teach others
5. Analyzing attributes and attitudes of an effective leader
6. Recognizing factors and situations that may lead to conflict
7. Describing effective techniques for managing team conflict

Learning Outcomes:

- Communicate effectively using listening, speaking, reading, and writing skills
- Solve problems using critical and creative thinking and scientific reasoning
- Demonstrate knowledge of ethical thinking and its application to issues in society
- Demonstrate knowledge of diverse cultures, including global and historical perspectives
- Create strategies that can be used to fulfill personal, civic, and social responsibilities
- Use computer and emerging technologies effectively