



## INTRODUCTION TO HEALTHCARE

Date 12/05/08

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**COURSE NUMBER:** AHS 101

**PREREQUISITE(S):** NONE

**CO-REQUISITE(S):** None

**COURSE DESCRIPTIONS** This course provides a study of the health professions and the health care industry.

**TEXTBOOK(S):** Introduction to Health Care, 2<sup>nd</sup> Ed. Haroun, Lee and Mitchell, Joyce

**REFERENCE(S):** None

**OTHER REQUIRED MATERIALS, TOOLS, AND EQUIPMENT:** None

**METHOD OF INSTRUCTION:** Lecture, discussion, powerpoint and videotape presentations

**GRADING SYSTEM:**

94	-	100	=	A
85	-	93	=	B
75	-	84	=	C
70	-	74	=	D
Below	-	70	=	F

**GRADE CALCULATION METHOD:**

Daily Activities	=	25%
Tests	=	50%
Final Exam	=	25%
	=	100%

**ATTENDANCE POLICY:** The student is responsible for punctual and regular attendance in all classes, laboratories, clinical, practica, internships, field trips, and other required class activities. The College does not grant excused absences; therefore, students are urged to reserve their absences for emergencies. When illness or other emergencies occur, the student is responsible for notifying instructors and completing

missed work if approved for late submission by instructors.

Students are tardy if not in class at the time the class is scheduled to begin. Tardy students are admitted to class at the discretion of the instructor. Three (3) tardies shall be considered an absence of one hour of lecture. More than ten minutes (10) tardy will be considered an absence of one hour. If a student leaves more than ten (10) minutes prior to class dismissal, he or she will be considered absent for one hour.

Instructors maintain attendance records. However, it is the student's responsibility to withdraw from a course. A student enrolling in and attending at least one course session remains enrolled until the student initiates a withdrawal.

Withdrawal Policy: During the first 75% of the course, a student may initiate withdrawal and receive a grade of W. A student cannot initiate a withdrawal during the last 25% of the course. Extenuating circumstances require documentation and approval by the appropriate department head and academic dean.

Absences for Religious Holidays: Students who are absent from class in order to observe religious holidays are responsible for the content of any activities missed and for the completion of assignments occurring during the period of absence. Students who anticipate their observance of religious holidays will cause them to be absent from class and do not wish such absences to penalize their status in class should adhere to the following guidelines:

1. Observance of religious holidays resulting in three or fewer consecutive absences: Discuss the situation with the instructor and provide written notice at least one week prior to the absence(s). Develop (in writing) and instructor-approved plan which outlines the make up of activities and assignments.
2. Observances of religious holidays resulting in four or more consecutive absences: Discuss the situation with the instructor and provide the instructor with written notice within the first 10 days of the academic term. Develop an instructor-approved plan with outlines the make up of activities and assignments.

**CLASSROOM  
CONDUCT:**

**ACADEMIC DISHONESTY:** Students are expected to uphold the integrity of the College's standard of conduct, specifically in regards to academic honesty. All forms of academic dishonesty including, but not limited to, cheating on assignments/tests, plagiarism, collusion, and falsification of information will call for disciplinary action. Disciplinary action imposed may include one or more of the following: written reprimand, loss of credit for assignment/test, termination from course, and probation, suspension, or expulsion from the College. For further explanation of this and other conduct codes, please refer to the Student Handbook.

**CELLULAR PHONES AND PAGERS/BEEPERS:** Cellular phones, pagers and beepers are not permitted to be turned on or used within the classroom. Use of these devices during classroom time will be considered a violation of the student code as it relates to “disruptive behavior.”

**CLASS/LAB  
PROCEDURES:**

Students will be given graded tests back in class and allowed to review and ask questions. Students may not take tests out of the class under any circumstances.

Makeup work:

Students missing assigned tests or other assignments must contact the instructor to establish a time for making up the missed test/assignment. The student must take the test in the testing center (E-3) within 72 hours of the original test date. Extenuating circumstances beyond this time frame must be approved by the Instructor/Department Head. Failure to complete the test during the scheduled time will result in a zero (0) on the test. All make up tests will be short answer, fill in the blank and discussion questions. This policy includes Final Exams. If you are unable to take the exam on the scheduled date, you MUST contact the instructor and make arrangements to take it during the exam period. The Exam will also be short answer, fill in the blank and discussion. Failure to complete the exam during the scheduled time will result in a zero (0) grade for the final exam.

Daily grades- Daily grades or any grades earned through class participation cannot be made up. The student will receive a zero (0) for that work.

Students may be given oral and written unannounced “pop”

quizzes on any assigned material. Students should read assignments and study daily and be prepared for each day's class.

**ACCOMMODATIONS:** Students who need special accommodations in this class because of a documented disability should notify Student Disability Services. You may contact Student Disability Services by calling, (864) 592-4811, toll-free 1-800-922-3679; via email through the Spartanburg Community College web site at [www.sccsc.edu/SDS/](http://www.sccsc.edu/SDS/); or by visiting the office located in the Dan Lee Terhune Student Services Building, room 112 of the Spartanburg Community College campus. By contacting Student Disability Services early in the semester, students with disabilities give the College an opportunity to provide necessary support services and appropriate accommodations.

**COURSE OUTCOMES  
& OBJECTIVES:**

**Upon satisfactory completion of this course, the student will be able to:**

- I. Identify and discuss the various health care professionals classified under Therapeutic and Treatment Occupations, Diagnostic Occupations, Health Information Management Occupations and Environmental Occupations.
  1. Define key terms related to health care professions
  2. List the various health care professions classified under the following headings:
    - a. Therapeutic and Treatment Occupations
    - b. Diagnostic Occupations
    - c. Health Information Management Occupations
    - d. Environmental Occupations
  3. Summarize salaries, employment opportunities and education required for each profession listed in 2.
  4. Describe work ethics necessary to be successful in health care professions
  5. Discuss the six core qualities of health care workers
  6. State the problem solving process and describe habits that would contribute to both academic and professional success
  7. List the steps to the problem solving process
  8. Identify standards for health care workers
  9. List examples of good work habits
  10. Discuss the importance of good work habits
  11. List and Describe the Learning Styles
  
- I. Examine the health care industry today to include technology, specialization, aging population and costs
  1. Define Key Terms for the health care industry
  2. Describe the significant events in the history of health care that changed the way care is delivered
  3. Identify the major forces in the health care industry today
  4. List the reasons for increasing costs in health care
  5. List the various types of health care facilities
  6. Describe the levels of care offered by the modern hospital
  7. List and discuss the ambulatory health care facilities and give examples of the type of services offered by

each one

8. Explain the major types of long term care facilities
9. Discuss the services offered by federal, state and local agencies
10. Discuss what is meant by the term wellness
11. Explain what is considered as complimentary therapies
12. Discuss the types of complementary therapies being practiced in the US today
13. Identify the major challenges facing health care today
14. Discuss how health care workers can contribute to the resolution
15. Explain what is meant by maintaining quality of care

### III. Summarize how ethical and legal responsibilities can impact health care workers

1. Define the Key Terms related to ethical and legal responsibilities
2. Explain the meaning of ethics and its importance in the practice of health care
3. Explain the purpose of the professional codes of ethics.
4. Describe the relationship of ethics and law
5. Explain the eight major ethical principles that apply to health care and describe the laws that support each
6. Cite examples of how the health care worker applies ethics on the job.

### IV. Define professionalism and describe its' importance to health care

1. Define the Key Terms related to professionalism
2. Explain the meaning of professionalism for health care workers
3. Identify the 4 major components of professionalism
4. Describe the characteristics and behaviors of workers who display professionalism
5. Explain how health care workers can effectively handle difficult situations

6. Explain the meaning of “professional distance”
7. Explain how professional organizations help health care workers increase their level of professionalism
8. Identify the characteristics of a leader

V. State the importance of communication and how communication relates to health care.

1. Define the Key Terms related to communication in healthcare.
2. Explain the importance of effective communication to patient care in health care delivery.
3. Identify and describe the 6 steps of the communication process.
4. Define and explain the use of the 4 types of questions.
5. Define nonverbal communication and give examples of 3 types.
6. Explain the meaning of active listening.
7. Define empathy and explain its application to health care.
8. Explain the importance of feedback and how it is used in communication.
9. Recognize common barriers that can prevent effective communication.
10. List the techniques to use when communicating with patients who have special needs.
11. Demonstrate professional telephone techniques and explain why it is important to apply them in the health care facility.
12. Describe the elements that make up effective patient education.
13. List strategies for preparing and giving presentations to groups.
14. List 3 ways to handle situations involving gossip.
15. State the value of written communication in health care settings
16. Explain why the ability to write clearly and correctly is an important skill for the health care workers
17. Describe effective techniques for planning and organizing written documents.
18. Describe techniques for creating effective written patient education materials
19. Discuss the proper handling of written documents to protect patient confidentiality

- VI. Establish good habits for following up on job leads and creating an organized resume.
  1. Define the Key Terms for employment
  2. Develop an inventory of your employment skills and personal traits that are of value to an employee.
  3. Identify your workplace preferences.
  4. Describe ways to get organized for the job search.
  5. List the most common sources of job leads and explain how to use each one effectively.
  6. Create a resume that highlights your qualifications and encourages employers to interview you.
  7. Write effective cover letters to accompany your resume.