



## **HEALTH 104 Contemporary Healthcare Practices**

### **Course 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.

**Total Credits: 2.00**

### **Course Competencies:**

1. Examine the healthcare communities
2. Demonstrate professional behavior as a member of the healthcare team
3. Protect patient privacy and confidentiality
4. Demonstrate effective interactions in various healthcare settings
5. Analyze the impact of customer service in healthcare settings
6. Demonstrate effective written communication skills in the healthcare setting
7. Apply an organized process to solve problems in a healthcare
8. Demonstrate culturally mindful practices as a member of the healthcare team

**See next page for checklist to complete.**

### Credit for Prior Learning (CPL) Competency Checklist for Contemporary Healthcare Practices

Please review the following competencies. Mark met or not met for each competency from which you have prior work experience.

Competency	Met	Not Met
1. Examine the healthcare communities 1.a. Analyze HIPAA regulations in relationship with the healthcare system 1.b. Diagram relationship of each role in the hospital		
2. Demonstrate professional behavior as a member of the healthcare team 2.a. List examples of "Good Neighbor" policies 2.b. Distinguish between various behavioral styles		
3. Protect patient privacy and confidentiality 3.a. Summarize the privacy issues in the formation of HIPAA laws 3.b. List the major privacy rules associated with HIPAA 3.c. List the consequences of HIPAA violations 3.d. Identify the components of the Patients' Bill of Rights		
4. Demonstrate effective interactions in various healthcare settings 4.a. Paraphrase the interpersonal communication model for effective 2-way communication 4.b. Analyze body language relative to nonverbal communication 4.c. Rewrite medical scenario into layman terms		
5. Analyze the impact of customer service in healthcare settings 5.a. Examine customer service failure 5.b. Examine cultural diversity concerns in healthcare		
6. Demonstrate effective written communication skills in the healthcare setting 6.a. analyze medical documents for errors 6.b. create a medical document with minimal errors		
7. Apply an organized process to solve problems in a healthcare 7.a. List the steps in the "problem solving model" 7.b. Analyze solutions for the problem 7.c. Evaluate the outcome		
8. Demonstrate culturally mindful practices as a member of the healthcare team 8.a. Analyze the "greetings" of various ethnic groups 8.b. Identify "filters" in relations to patient care		