

COCONINO COMMUNITY COLLEGE

COURSE OUTLINE

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1/30/12 Status: Permanent

A. Identification:

1. Subject Area: Allied Health Sciences
2. Course Number: AHS 105
3. Course Title: Professionalism in Health Care Settings
4. Credit Hrs: 3
5. Catalog Description:

Introduces the health occupations student to essential workplace communication and behavioral skills that fosters the provision of quality patient care, team work, and employee job satisfaction. Three lecture. Pre Requisite: RDG 099, or placement test score(s) beyond prerequisite course(s). or consent of instructor.

B. Course Goals:

To develop minimal competencies in workplace communication, teamwork, and professional behavior that will support the giving of quality patient care and the employees experience of success in the workplace; to strengthen existing professional traits and behaviors.

C. Course Outcomes:

Students will:

1. Define and clarify values related to the role of the health care worker
2. Identify varying cultural, social, and ethnic values in the health care environment
3. Identify critical work ethic skills and commitment to the job
4. Analyze the importance of self-image and assertiveness for the health care employee
5. Identify behaviors associated with workplace conduct
6. Describe appropriate workplace appearance
7. Prepare a resume and job application
8. Demonstrate effective preparation for and interviewing behavior
9. Describe key features of workers' rights and responsibilities
10. Analyze team characteristics and dynamics
11. list skills needed to be an effective team member
12. Discuss the impact of change on teams and teamwork
13. Critique the importance of diversity in team membership
14. Participate in team-building activities
15. Manage time and stress
16. Discuss the importance of professional growth and advancement
17. Describe basic defense mechanisms
18. Practice basic communication skills
19. Role-play a therapeutic interview
20. Demonstrate communication that fosters dialogue and information-sharing
21. Identify therapeutic responses appropriate to given clinical scenarios

D. Course Outcomes Assessment:

Will include:

1. Pre and Post Quiz
2. Expectations and Reflection Paper
3. Final Exam

E. Course Content:

Will include:

1. Self awareness
2. Self-image and assertiveness in the workplace
3. Professional traits, behaviors, and appearance
4. Work ethic and commitment to the job
5. Social, cultural, and ethnic differences in the workplace
6. The resume, job application, and interview
7. Workers' rights and responsibilities
8. Teams and team building
9. Team dynamics
10. Good teams, bad teams
11. Teamwork and diversity
12. Time and stress management
13. Professional growth and advancement
14. Therapeutic communication
15. The therapeutic response
16. Culturally sensitive communication and care-giving
17. The helping interview
18. Customer service
19. Defense mechanisms