



DEPARTMENT OF NURSING EDUCATION AND HEALTH STUDIES

COURSE OUTLINE – FALL 2010

UC 1202 WORK ROLE INTRODUCTON – 3(3-0-0) 45 HOURS

INSTRUCTOR: Deena Honan **PHONE:** 780-539-2784
OFFICE: J208 **E-MAIL:** dhonan@gprc.ab.ca

OFFICE HOURS: Please phone for an appointment

REQUIRED TEXT/RESOURCE MATERIALS:

Thompson, V. D. (2010). *Administrative and clinical procedures for the Canadian health professional* (2nd ed.). Toronto: Pearson.

CALENDAR DESCRIPTION:

This course is designed to introduce the students to a basic understanding of the role of the Unit Clerk in a variety of settings. Topics include health care organizations, legal and ethical issues, confidentiality, conflict resolution, communication, non violent crisis intervention, emergencies, security, self examination, teamwork and stress management.

CREDIT/CONTACT HOURS: UC 1202 consists of three hours of instructional time each week.

DELIVERY MODE(S): The material will be presented in a lecture style with activities assigned from the Skills Practice Manual.

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

1. Describe the role of the Unit Clerk/ Physician's office staff.
2. Describe the general structure of a hospital, departments within the hospital, and Physician's office.
3. Identify legal and ethical healthcare issues related to the role of the Unit Clerk and Physician's office staff.

4. Show a working understanding of different communication techniques used in a variety of settings.
5. Discuss and implement a variety of time management techniques.
6. Discuss and implement a variety of stress management techniques.
7. List the responsibilities of the unit clerk in maintaining confidentiality.
8. Discuss the Unit Clerk role in a variety of emergency situations.
9. Demonstrate a working understanding of Standard Precautions.
10. Discuss and implement teamwork strategies.

TRANSFERABILITY:

**** Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability**

GRADING CRITERIA:

Written Assignments	40%
(You will be assigned written assignments throughout the course.)	
Mid Term Exam	30%
Final Exam	30%

All assignments must be word-processed or typewritten. It is particularly important to save a copy of any written work handed in for credit or grading.

Assignments are due on the dates set by the instructor. If there is a valid reason for an extension, it must be requested prior to the due date. Unauthorized late assignments will have a 10%-per-day late penalty applied to the assigned grade.

Note: in order to pass UC 1202:

1. ALL assignments must be completed
2. You must achieve an overall grade of C- (60%)

GRANDE PRAIRIE REGIONAL COLLEGE			
GRADING CONVERSION CHART			
Alpha Grade	4-point Equivalent	Percentage Guidelines	Designation
A⁺	4.0	90 – 100	EXCELLENT
A	4.0	85 – 89	
A⁻	3.7	80 – 84	FIRST CLASS STANDING
B⁺	3.3	77 – 79	
B	3.0	73 – 76	GOOD
B⁻	2.7	70 – 72	
C⁺	2.3	67 – 69	SATISFACTORY
C	2.0	63 – 66	
C⁻	1.7	60 – 62	
D⁺	1.3	55 – 59	FAIL
D	1.0	50 – 54	
F	0.0	0 – 49	FAIL
WF	0.0	0	FAIL, withdrawal after the deadline

EXAMINATIONS:

The Mid Term exam will be scheduled for October 21, 2010 and the Final exam will be scheduled in December.

STUDENT RESPONSIBILITIES:

All assignments must be word-processed or typewritten. It is particularly important to save a copy of any written work handed in for credit or grading.

Assignments are due on the dates set by the instructor. If there is a valid reason for an extension, it must be requested prior to the due date. Unauthorized late assignments will have a 10%-per-day late penalty applied to the assigned grade.

Regular attendance is critical to success in UC 1202. Should a student be unable to attend a class, it is the student's responsibility to acquire the material missed and to complete the assigned readings, in-class work, and

assigned homework. If a student is unable to attend an in-class test or quiz, the instructor must be advised before the test/quiz is administered. Voice mail or e-mail notification is fine. The test/quiz will usually then be written in the testing centre in A205. Failure to notify the instructor of an absence will result in a grade of 0.

STATEMENT ON PLAGIARISM AND CHEATING:

Please refer to pages 48-49 of the College calendar regarding plagiarism, cheating and the resultant penalties. These are serious issues and will be dealt with severely.

COURSE SCHEDULE/TENTATIVE TIMELINE:

WEEK	TOPIC	Resources Please Read Chapters
Week 1 Sept 2,7,9	Orientation to the course The Health Office Professional	Chapter 1
Week 2 Sept 14,16	Health and the Individual	Chapter 2
Week 3 Sept 21,23	Culture and Health	Chapter 3
Week 4 Sept 28,30	The Canadian Health-Care System	Chapter 4
Week 5 Oct 5,7	Standards and Safety in Health Care	Chapter 5
Week 6 Oct 12,14	Diagnostic Tests	Chapter 6
Week 7 Oct 19,21	Review and Midterm	Thursday - Midterm
Week 8 Oct 26,28	Pharmacology	Chapter 7
Week 9 Nov 2,4	Communicating for Health	Chapter 8
Week 10 Nov 9,11	Scheduling Appointments	Chapter 9
Week 11 Nov 16,18	Health Care Plans	Chapter 10
Week 12 Nov 23,25	Stress Management Time Management	
Week 13 Nov 30-Dec 2	Assertiveness Conflict Resolution	
Week 14 Dec 7,9	Health Information Management	Chapter 13

- ⊖ This schedule is a guideline and may be adjusted according to student needs and to accommodate guest presenters.